Payroll and Human Resource Software

DuPage County

RFP 22-107-HR

OnActuate
Inspire · Deliver · Excellence

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1. Cover Letter

Attn: Margaret Ewing, Chief Human Resources Officer

OnActuate Consulting U.S. Inc. (OnActuate) welcomes the opportunity to respond to the DuPage County's (County) RFP for Payroll and Human Resource Software. OnActuate is a leading Microsoft-certified Cloud Solution Provider (CSP) and a Gold level partner of Microsoft Dynamics 365 and a certified Ceridian partner.

At OnActuate, our goal is to present the best solution to meet your specific needs. In some cases, that requires working with a partner to provide the full breadth of functionality that you require. OnActuate is very selective about the partners that we work with. In addition to having the technical solution our clients require, we also ensure that our partners work under the same core values that we do. We put our employees and our clients first and we look for partners that live those same values. Ceridian is a great example of a company that is intentional about culture and about being people centred.

It is understood that the County is seeking to replace its Human Capital Management (HCM) systems with a user-friendly and integrated system. Simplification and amalgamation of the various payroll applications currently in place at the County, will streamline the payroll operations and provide efficiencies. We propose Ceridian Dayforce which will not only solve your current payroll limitations but also provide you with a system that adapts to your changing requirements in the future. Ceridian has the added advantage of providing outsourcing services. OnActuate will also be responding to the County's RFP 22-108-HR. County has the option to utilize Ceridian Dayforce software with or without managed services, but in either scenario, Dayforce will provide you with all the functionality you require to streamline and enhance your HR and Payroll processes.

OnActuate provides a full suite of consulting services including project management, implementation, workflow configuration, training, and ongoing support and maintenance. We are confident that OnActuate is well-suited to meet the County's HR and Payroll system needs. OnActuate has a global presence and has assisted clients in meeting similar transformation project objectives as DuPage County. We acknowledge the receipt of addendums and look forward to the opportunity of engaging with the County to discuss our proposed solution and services.

This proposal includes information that may not be duplicated, used, or disclosed outside DuPage in whole or in part, for any purpose other than to evaluate this proposal. This Proposal includes trade secrets or other proprietary data. We have marked as confidential information about our current customers and our pricing.

Sincerely,

Dustin Knudson | Vice President of Global Sales – State and Local Government
Phone: +1.701.870.7690
Email: dustin.knudson@onactuate.com

2. Firm Qualifications

2.1. Firm's Qualifications

OnActuate is a Global Information Technology and Consulting Firm. Currently, in our 10th year of providing Dynamics 365 and Ceridian solutions and business applications. OnActuate has 145 employees worldwide. We have a specific focus and practice supporting the Public Sector in North America. We have a strong public sector presence in the U.S. with key clients such as the Washington State Department of Labor and Industries, Washington State Employment Security Department, City of Columbus, Truckee Meadows Water Authority (City of Reno), Capital Metro, and Prosper Portland.

Figure: Our Public Sector Key clients

Our U.S. head office is located in Seattle. Resources for the County's project would be primarily sourced from Toronto. We have offices in various locations across the globe including such, including Toronto, Seattle, Panama, Delhi NCR, Mumbai, and Singapore. OnActuate has also been awarded a General Services Administration Schedule (GSA) Contract based on the depth of expertise in implementing solutions successfully for profile government clients. This further establishes us as a trusted resource for government buyers. Every GSA contract holder has access to online GSA systems, including GSA Advantage. OnActuate has also been certified as a Great Place to Work in Canada and India after a thorough, independent analysis conducted by Great Place to Work Institute®.

Our goal is to work with our clients to fully understand their requirements and future state objectives. We provide solutions to fit complicated scenarios, increase visibility for top management through analytics and dashboards, and enhance productivity for all staff. With our proven record of expertise and knowledge, we offer an exceptional level of service, quality, and commitment through all phases of our projects and ongoing support and maintenance services.

OnActuate adheres to a 'people-first approach' with a broad array of services to support enhancing client productivity while keeping your employees and stakeholders satisfied, motivated, and driven to achieve results. Our focus and experience in the Public Sector enable us to better meet clients' needs while minimizing risk and lowering implementation costs. Our broad range of services includes, but is not limited to – Business Consulting, Technology Consulting, Training & Ongoing Technical Support, Global Solution Rollouts, and Solution Development.

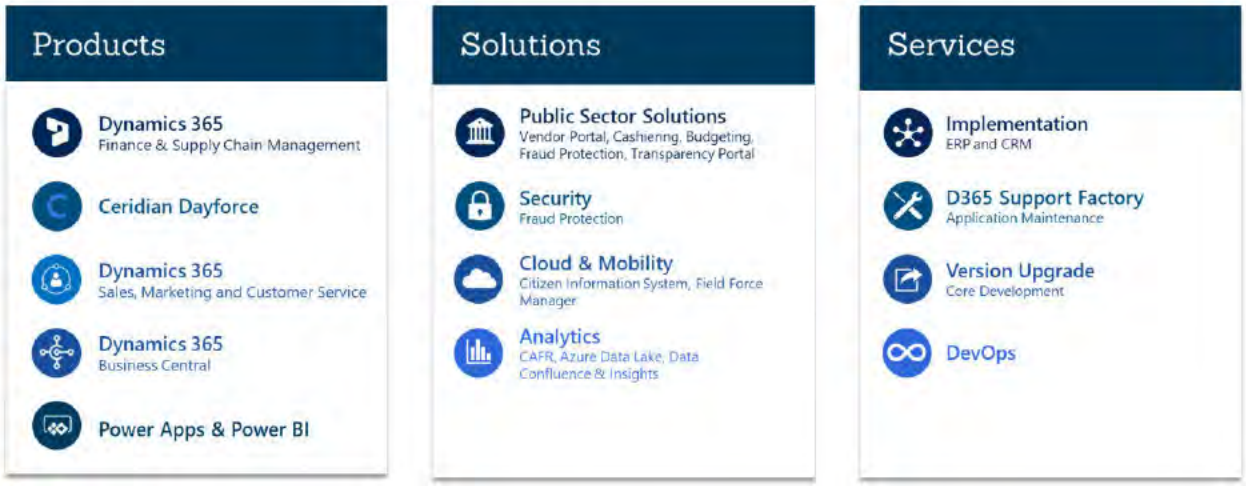

Figure: Our Solutions and Services

Ceridian is a global human capital management (HCM) software company, serving over 5.1 million Dayforce users and supporting over 160 countries. Ceridian is a culture-driven organization that combines start-up agility and innovation with deep domain and operational excellence. Ceridian combines the best of start-up and corporate culture to offer best-in-class technology and service.

Ceridian Dayforce is an always-on people platform for the global workforce that combines human resources, payroll, benefits, workforce management, and talent management capabilities in a single solution. Dayforce helps organizations manage the entire employee lifecycle, from recruiting and onboarding, to paying people and developing their careers.

Ceridian provides solutions for organizations of all sizes, from small businesses to global organizations. Ceridian's brand promise is **"Makes Work Life Better"**. Ceridian deliver on that promise by living its values, which are customer focus, shared ambition, agility, equity, optimism, and transparency.

Our project lead, Marnie Larson, has over 25 years of experience in the HCM and global payroll industry. She has extensive experience with project management of HR and Payroll implementation projects, system testing and documentation, software requirements analysis, and business process review and re-engineering. She has implemented many projects in the public sector and other large complex environments which enables her to carry out the extent of work required for the County.

2.2. Key Differentiators

HCM Practice at OnActuate is staffed with experienced resources and as stated, our HCM knowledge is deep. We are committed to making your implementation as smooth as possible and will invest the time and resources required to provide a personalized and successful experience.

1. We are system integrator specialists. Our extensive Microsoft experience has enabled us to refine our integration skills and tools and provide seamless access to information in other systems as required by our clients.

2. We focus on providing our clients with reports, analytics, and dashboards that make their lives easier. The meaningful presentation of data can be complex, and it is our goal to make sure all users and stakeholders get the information they need to do their jobs efficiently.
3. In addition to our HCM skills and experience, we have a variety of technical skills that can be utilized for this project as required, or to meet future requirements.

2.3. [redacted]

[redacted]

1. [redacted]

2. [redacted]

3. [redacted]

[redacted]

4. [redacted]

5. [redacted]

2.4. Copy of Documents Supporting the Firm's Expertise

OnActuate Consulting U.S. Inc was incorporated in January 2019 in the State of Delaware. Please find the incorporation certificate in the image below.

Our Tax ID for OnActuate Consulting U.S. Inc. is 37-1927539.

Delaware

The First State

Page 1

I, JEFFREY W. BULLOCK, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY "ONACTUATE CONSULTING US INC." IS DULY INCORPORATED UNDER THE LAWS OF THE STATE OF DELAWARE AND IS IN GOOD STANDING AND HAS A LEGAL CORPORATE EXISTENCE SO FAR AS THE RECORDS OF THIS OFFICE SHOW, AS OF THE TWENTY-FIFTH DAY OF APRIL, A.D. 2022.

AND I DO HEREBY FURTHER CERTIFY THAT THE ANNUAL REPORTS HAVE BEEN FILED TO DATE.

AND I DO HEREBY FURTHER CERTIFY THAT THE SAID "ONACTUATE CONSULTING US INC." WAS INCORPORATED ON THE FOURTH DAY OF JANUARY, A.D. 2019.

AND I DO HEREBY FURTHER CERTIFY THAT THE FRANCHISE TAXES HAVE BEEN PAID TO DATE.

7223865 8300
SR# 20221602075
You may verify this certificate online at corp.delaware.gov/authver.shtml

Authentication: 203257632
Date: 04-25-22

2.5. References Similar in Size and Scope to the County

1. [redacted]

2. [redacted]

3. [redacted]

CONFIDENTIAL

3. Key Qualifications

OnActuate has a 100% successful track record for solution implementations. Our projects have primarily been on cloud platforms and are complemented by our robust managed services offering that meets clients' post-implementation support needs. Currently, in our 10th year of providing technology solutions, we have over 145 consultants who specialize in Microsoft and Ceridian solutions. Our consultants come with vast experience in working with clients with similar scope and size as the County.

The County seeks to optimize the human resources and payroll processes by transitioning to a cloud-based solution delivering ease of integration and streamlined workflow via a proven platform. Ceridian Dayforce will enable the County to engage the modern workforce from pre-hire to retire. Dayforce is designed to meet the needs of all worker types – salaried, hourly, contract, and beyond. It eases the human resources and payroll burden and frees up the staff to spend more time on activities that engage and inspire workers.

We are among Ceridian's trusted group of qualified partners that are available to assist customers before, during, and after implementation. As an implementation partner, we offer a holistic service portfolio to transform HR processes into a successful HCM software deployment. Our project management approach and implementation methodology focus on reducing risk, lowering cost, and supporting one-time timely implementation projects. OnActuate utilizes our experience with Microsoft and Ceridian Dayforce to provide clients with comprehensive dashboards and analytical tools that help clients make the best use of their data from all areas of the system. For example, our tools and dashboards can be used to monitor and forecast position budgets by utilizing budget information from finance and Labor costs from payroll.

3.1. Proposed Team

Our proposed team will comprise a team of a Project Manager, Functional, Technical & Data Consultants, with expertise in implementations of similar size and scope. To ensure that the implementation and support staff are the correct fit for the project, we make use of resource forecast and skill fitment matrix during the allocation of resources. With the help of these tools, we track resource availability and proactively plan resources for a project. The Proposed teams' roles and responsibilities have been described in the table below.

Role	Responsibility
Project Manager	• Responsible for the overall project direction and guidance, reviewing and monitoring of project progress, providing inputs on strategy, policies, and major issue resolution, attend Project Governance Board meetings. • Responsible for providing overall direction and management support for the implementation team, allocating necessary resources, and participating in executive updates and checkpoints. • Develop, maintain, and track progress against the project plan, manage implementation team resources and deliverables and report on project status through meetings and reports, including project risks and mitigation plans. • Act as a central point of contact for all day-to-day activities. • Lead and manage change control activities and facilitate client's access to training
Functional Consultant	• Ensure the initial instance is set up and that initial back-office data entry is complete.

Role	Responsibility
	• Lead requirements gathering/validation and documentation throughout the implementation and facilitate completion of data load templates. • Convey implementation best practices to leverage features and functionality and lead solution configuration, QA, review, and refinement, also lead and execute required testing and review and confirm the outputs of that testing with the client. • Support client testing, parallel processing, and audit activities through issue triage and resolution of client-documented issues and defects • Provide in-depth product and/or domain knowledge as required throughout the project lifecycle, suggest implementation and configuration, QA, and refinement, and provide technical services as documented in the project plan. • Complete issue triage and resolution
Technical Consultant	Responsible for the design and development of integration configuration, code and database upgrade, and development of identified gaps.
Data Consultants	• Assist client through the "getting started" data gathering. • Introduce the Dayforce Activate tools to the client. • Facilitate the client's initial exposure to, and provide guidance around, completing the data entry templates and also for the completion of data load templates in Dayforce Activate.

Table: Proposed Team Roles and Responsibilities

Client's Roles and Responsibilities

Role	Responsibility
Client Project Manager	• Responsible for project status and issue escalation to the Project Governance Board, overall project direction, guidance, and monitoring of overall project resources and budgets • Review and monitor project status, resources, and budgets. • Team building, strategy consultation, and advice in all aspects of the implementation and review and sign-off of all major deliverables for the project. • Management of scope changes, Resource escalation, Contract reviews, and invoice approvals
Business Process Owners	• Provide current business knowledge and committed time to project tasks. • Responsible for the development of test scripts, preparing test data, conducting testing, ensuring tested functionality meets identified needs, and for data Conversion and Reconciliation • Develop end-user procedures/end-user training manuals and develop non-standard reports and provide training to the end-users
Client IT Team	• Inputs on IT infrastructure, integration approach, and perform extraction of data from the legacy system. • User role configuration, access, and creation of user accounts

Role	Responsibility
End Users	• Performs transactions such as logging time and accessing employee information once the implementation goes live

Table: Client Roles and Responsibilities

3.2. Areas of Expertise

OnActuate has provided resumes of some of the key personnel who would be involved in this project. The project will be supplemented with additional implementation and technical resources as required once the project is approved. Any change to the key personnel listed below will be discussed with the County before the change. OnActuate guarantees that all resources assigned will have the requisite experience.

Marnie Larson, VP, HCM Practice, Vancouver – Project Manager	
Marnie has over 25 years of experience in the HR/Payroll technology industry. Over her career, she has been involved in all aspects of project delivery including sales, project management, implementation, documentation, training, and ongoing support. Marnie has also been heavily involved in product management and innovation for integrated HR/Payroll solutions. Marnie's deep HR and Payroll knowledge in combination with her team management skills make her well-suited for this role. Marnie joined the organization in early 2022.	
Recent Projects	Marnie has been involved in dozens of implementation projects during her career in complex public sector environments in both the U.S. and Canada. More recently she has focused on building out OnActuate's implementation team and acting as project manager on a property management company's Dayforce implementation.
Education and Certification	B. Comm, University of British Columbia MBA, Simon Fraser University

Table: Profile – Project Manager

Daniel Yari, Implementor, HR & Payroll, Vancouver – Implementation Consultant	
Daniel is a Ceridian specialist with a rich experience of more than 10 years. He has experience in managing implementations in the Not-for-Profit, healthcare, and property management industries. He has worked on implementations from both the client side and the product vendor side.	
Recent Projects	After completing the implementation of Ceridian Dayforce at his last employer, he joined OnActuate's HCM Practice in early 2022. His most recent project is implementing Dayforce in a property management company.
Education and Certification	Bachelor of Business Administration, Seneca College, ON Accounting Certificate, Seneca College, ON Accounting Software Certificate, Seneca College, ON Certified Payroll Manager, National Payroll Institute Certified Ceridian Specialist

Table: Profile – Implementation Consultant

3.3. Communication Skills – Interaction with Staff and Participants

As a part of our communication management, we have a Project Communication Plan that identifies and describes the formal and informal communications that are critical throughout the implementation project. The Plan includes specific information regarding the type of communication, purpose, scope, objectives, audience, responsibilities, format, and timings. project communication ensures that the correct stakeholders have the right information (at the right time) with which they make well-informed decisions. A formal process is used by OnActuate to facilitate and ensure that communication is maintained regularly during the project. Following are some of OnActuate's communication tools and protocols:

S No	Description and Purpose	Method	Frequency
1.	**Project Governance Board Reports and Meetings** Formal meetings are held regularly to inform Project Governance Board Members of the project's progress and review Change Requests. If needed, Azure DevOps is referred to view the project status on a real-time basis.	Verbal	TBD with the client
2.	**Project Status Reports and Meetings** Frequent meetings to provide a report on the status of the schedule, budget, risks, issues, and changes	Reports from Azure DevOps	Weekly / Bi-Weekly
3.	**Project Budget to Actuals Reports (N/A) Please see Payment Schedule.** Reports providing the status of the schedule, and budget to keep stakeholders informed.	Reports	TBD with the client
4.	**Deliverable Documents Review and Approval Meetings** Meetings are held with the client to obtain final acceptance that the deliverables shared meet the criteria identified. Each of these actions is tracked to closure in Azure DevOps. The documents that must be signed off are also attached to the associated tasks and are maintained in the document management system such as SharePoint.	Verbal	As Needed
5.	**Project Team Meetings** A meeting involving all team members to discuss the work in progress and to keep the team informed of the project status. This is conducted referring to the real-time status of the tasks and the upcoming milestone in Azure DevOps.	Verbal	Daily / As Needed

Table: OnActuate's Communication Plan

4. Project Understanding

4.1. Firm's Understanding of Scope of Services, Approach, Project Plan, and Schedule

4.1.1. Firm's Understanding of Scope of Services

We understand the scope of services of the County is to help the Human Resources department maintain records for time, attendance, payroll, and personnel for all County employees. This includes local, state, and federal reporting requirements for human resources, accounting, taxes, and benefits. Dayforce would also be one of the few solutions that will be accessed by all employees. Project success is determined by how effectively users leverage the capabilities of Dayforce. The true value of the investment in Dayforce stems from the users successfully adopting the solution and making the best use of all that Dayforce has to offer.

Dayforce is a cloud-based, comprehensive human capital management (HCM) platform that supports all pillars of HCM that come into play throughout the entire employee lifecycle. Dayforce has been built from the ground up as a single HCM solution, unlike portfolio companies that have acquired and pieced together a suite of functionality. The Dayforce Cloud has a highly elastic capacity, with the ability to rapidly provision infrastructure and resources on demand – including processing power, memory, servers, bandwidth, and more. There is no hard limit on the number of concurrent users. Ceridian's performance team runs tests of the Dayforce application to continually gauge its performance and scalability.

Dayforce is highly configurable according to the needs of the customer. Configuration screens are designed for ease of use, enabling the County to perform configuration without vendor support. By providing the flexibility to quickly and easily configure the solution to meet their needs, without having to rely on vendor support or customization, Dayforce minimizes the total cost of ownership and makes it easy to stay current with the latest product upgrades.

Dayforce also allows for the creation of an unlimited number of user-defined fields that can be used to track additional information about employees as well as localization functionality, where default names for items such as fields, columns, or button names can be replaced. Dayforce also provides wizards and guided processes to help users with access perform both maintenance and configuration tasks.

Ceridian Dayforce is a SaaS-based application hosted on the Microsoft Azure platform. No additional hardware is required to operate the application. The application is available to access via a web browser or mobile app.

4.1.2. Approach to Provide Scope of Services

Ceridian will provide its flagship product Dayforce to provide the scope of services, and OnActuate will provide system implementation and integration services.

Our approach – Activate is a simple, data-driven, and technology-enabled implementation approach. Ceridian leverages tools and products to accelerate and enhance the experience. Our approach is test-driven and iterative.

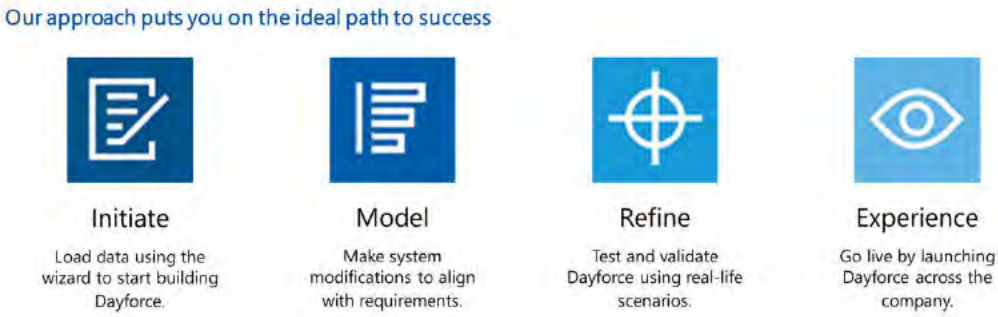

Figure: Dayforce Implementation Approach

There are four main goals of the Dayforce implementation:

- **Reduce Risk:** Take advantage of built-in support for regulations and mandates to help in remaining compliant.
- **Improve Procedures:** Leverage best practices and lessons learned to improve processes and data transformation.
- **Self Sufficiency:** Focus on knowledge transfer and value-add tasks to reduce the learning curve and ease transition.
- **User Adoption:** Increase product knowledge and comfort to improve the chances of a successful transition.

Four major stages make up the Dayforce Activate implementation project, initiate, model, refine and experience.

Initiate

- Confirm project objectives and team structure for Ceridian and the client.
- Identify the client team training that is required before the Model phase.
- Finalize the initial project plan and charter.
- Project onboarding with initial discovery and data loads
- Introduction to the Dayforce instance

Model

- Continue with data loads and introduce guided configuration concepts.
- Deliver the solution blueprint.
- Identify org readiness initiatives of end-user training.
- Continue with data loads.
- Introduce the Customer Relationship Executive (CRE) who will be supporting the Dayforce database.

Refine

- Complete test cases and refine the solution.
- Identify solution need vs refine.
- Complete integration testing from other source applications
- Complete parallel testing and training for end-users

Experience

- Complete final data loads
- Complete the transition to support exercises with the CRE.
- Complete any end-user training activities and identify any training or knowledge gaps.
- Go Live

The client can expect training and knowledge transfer to happen over the course of the project. When and how this training occurs depends upon the timing within the project lifecycle. For example, power users and core project team members must have a working knowledge of Dayforce before discovery sessions, whereas manager and end-user training is ideal closer to Go-Live.

End-user training is offered to all employee types and the courses that will be included in each role within the client's organization begin with the Essential Video Library. The client team can build and deploy training plans directly from the Ceridian Education Center. Training is offered on a schedule for administrator training and demand for the basics like employee-level training.

4.1.3. Project Plan / Timeline

We have provided our effort for completing implementing Dayforce based on the resources proposed for the project in the table below.

Table: Project Plan

Figure: Project Timeline

4.2. Ongoing Management

OnActuate will also be responding to DuPage's RFP 22-108-HR for Outsourcing Services. DuPage has the option to utilize Ceridian Dayforce software with or without managed/outsourcing services. In both scenarios, DuPage will work directly with Ceridian support on day-to-day support issues (including high-priority payroll issues).

As a Ceridian partner, OnActuate can also provide ongoing services. Our resources will be familiar with your specific configuration and can assist with tasks such as:

- Training and training rollout
- Mass hires and terminates and other mass data loads.
- Complicated configuration (entitlements, benefits, etc.)
- Integration into other systems
- Report creation and/or assistance

OnActuate provides client users access to utilize our service management tool: Client Self-Service Support portal so that they can raise their support issues through this portal. Our Client Support Program is tied to a separate Service Agreement and allows our client to pre-purchase a bank of support hours typically valid for a year (e.g., 100 hours a year).

The services offered are provided during the Support Services Time (SST) - the period between 9:00 hours and 18:00 hours EST on Monday to Friday excluding Public Holidays. A help desk service is provided during these hours, with systems engineering and consultancy support available to resolve any system delivery or support problems

that may arise. Apart from help desk support we also have telephone and email support through which the Client team can raise any issues with their solution in post-production.

Our support factory is developed based on the ITIL support framework. We provide access to client users to utilize our service management tool so that they can raise their support issues through this portal. Once the issues are raised, they are resolved by our support engineers as per the agreed SLA.

Upon onboarding the client to OnActuate support, we provide the required cross-training and knowledge transfer to the assigned client's internal resources who may manage support internally and forward incident requests to our support desk. This allows clients to quickly submit their case incidents to promote efficient case resolution. These Support services include functional and technical support case management to resolution. This support program includes the services for multiple helpdesk tier levels as described herein.

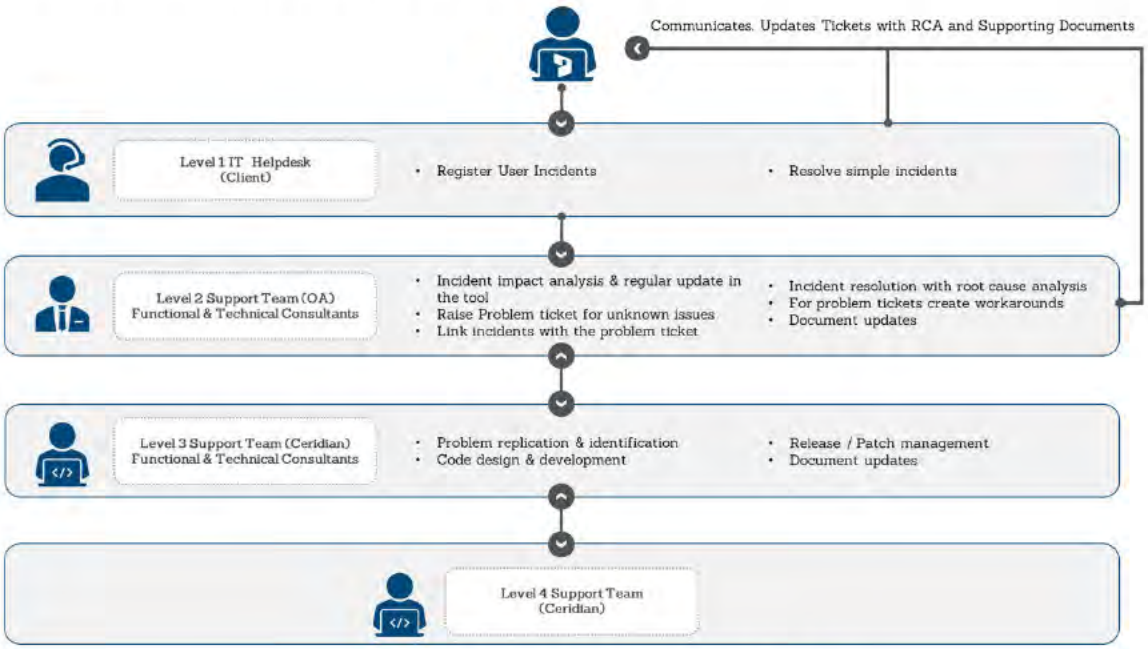

Figure: OnActuate's Support Structure

Cases are assigned and acted upon based on severity level with determined response and estimated resolution timeframes. There is an escalation protocol. Business-critical support will initiate a rapid response to address urgent needs such as system failure and the application of urgent fixes. We provide specific support incident follow-up communications. For clients with broader usage, we schedule sessions on an ongoing basis on the status of support and incident follow-up.

Our standard SLA definition and corresponding Resolution Time are mentioned in the tables below:

Code	Priority Description	Example
P1	Mission CRITICAL The total failure of a system for a user group results in the complete disruption of the	• Business-critical process interruption and there is no possibility to replace the functionality with a temporary bypass. • Solution not accessible to one or more users

	business process, and no alternative bypass is available.	
P2	HIGH Total high failure of a System for a user group, which causes serious disruption to the business process but for which contingency measures and/or bypass are possible. Incidents that would otherwise be considered severity level 1 but that have an acceptable alternative or bypass available will be designated a severity level 2.	• Integration failures • Time-sensitive data changes
P3	MEDIUM Non-time critical function or procedure, unusable or hard to use & having an operational impact but with no direct impact on the direct impact on service availability.	• Admin and User management tickets • Reporting related issues
P4	LOW "How-to" issues.	• How to access the solution • The user is unaware of how a specific process works in the solution

Table: OnActuate's Standard SLA Definition

Code	Description	Acknowledgment
P1	Mission Critical	30 Minutes
P2	High	60 Minutes
P3	Medium	-
P4	Low	-

Table: OnActuate's Resolution Time

Ceridian Customer Support has coupled modern SaaS product support with deep domain knowledge for the success of our customers. We listen with empathy, deliver satisfaction, and empower our customers to achieve their ROI and efficiently run their businesses.

Pod support model: Best of both worlds: We built our support model by listening to our customers. They said their support rep should be there when needed; respond quickly; and act proactively in their best interest. All public sector customers are combined into distinct public sector support pods with distinct managers. This differentiated support model allows us to build strong relationships with clients and provide public sector-specific support which understands the unique needs of the vertical.

Within each Pod you can expect:

- **Deep domain knowledge** as a result of continuous training, and our rigorous four certification programs.
- **Thoughtful analysis**, as we measure our accuracy, responsiveness, and overall delivery. Additionally, we analyze the number and types of tickets by each customer to help isolate root causes, make training

recommendations and adjustments, and produce customer-facing collateral that enables us to take greater ownership of the solution.

- **Voice of the customer** – our teams have multiple listening avenues to collect real-time feedback from our customers to drive continuous improvements. Real-time Net Promoter Scores (NPS) sends our senior leadership team feedback as soon as it is received.
- **Use of predictive technologies so that support is proactive, not reactive** with more than 400 automatic audits which perform transactional and configuration analysis. To identify errors and exceptions to trigger proactive contact and avoid downstream impacts. An example is our payroll commit audit which will flag exceptions to the historical patterns and pay schedules that create risk. We will call the customer proactively.

Process for support requests: Based on our customer's recommendations, Ceridian provides options that allow individuals to make a case-by-case choice on how they communicate their service request.

- The Dayforce Customer Community is a SaaS-based online portal, where customers can submit and monitor their requests through resolution. Customers can also monitor their peer's requests if they are out of the office.
- Ceridian also has toll-free support numbers which customers can use as a convenient alternative to the online portal. If support is unable to resolve their issue while on the phone with the customer, they will create a support ticket on their behalf for further investigation.

4.3. Performance Metric Guarantees

Ceridian offers 99.75% guaranteed uptime. Further, SLAs can be discussed at a later stage. Ceridian has a dedicated hosting and performance team that performs regular benchmark testing for common user interactions. The team performs regular testing and benchmarking for application performance and is constantly implementing ways to improve the speed and efficiency of the application. Concerning payroll, our most recent benchmark revealed a calculation speed of 30 milliseconds per employee. The payroll close and full payroll processing can be completed in less than 10 minutes. For reporting, the average time to generate a report is approximately 30 seconds. For screen navigation, Dayforce provides a sub-second response time. It is important to note, however, that page load times are completely contingent on the customers' internet environment.

4.4. Sample Incident Reports

As mentioned above, Ceridian has a dedicated application performance team who evaluates the performance of the application regularly. We leverage both industry-standard and innovative tools that give us insight into customer usage of the system and identify issues before they happen. We use Pingdom for website monitoring and PRTG for internal reporting. These tools work together to provide insights into system performance and disruptions. Notifications are triggered based on internal metrics allowing our team to proactively resolve any issues without impact on our customer environments. We also have a Security and Privacy Incident Response Policy that requires that security incidents are recognized, acted upon, escalated, and resolved in a consistent, timely, repeatable, and reliable manner.

4.5. Proposed Procedures for Internal Problem Escalation and Process of Notification

For issues of application performance, notifications are triggered based on internal metrics allowing Ceridian's team to proactively resolve any issues without impact on our customer environments. In addition, we use

predictive technologies to enable proactive support. We leverage the visibility we have into our customer environments to better understand what is happening and then we build tools to help us address some of the challenges we see. This innovative approach to supporting our customers sets us apart from the competition. Ceridian is not just here to answer the customers' questions when they have a problem. We also help in detecting and prevent problems before they occur.

One example of using data and technology to proactively identify potential problems is the payroll commit dashboard, where automatic system audits identify exceptions in the payroll commit process and trigger proactive contact. Our utilities evaluate the pay schedule and the historical patterns to flag exceptions that create risk. We call the customer proactively.

There are also more than 400 automatic audits that perform transactional and configuration analysis. Potential configuration errors are identified to avoid downstream errors in critical processes. Finally, we have a rigorous privacy incident management process that provides for early detection and appropriate management of incidents to closure, including containment, prompt notification to customers as per our contractual terms, investigation, and formulation of action plans to prevent reoccurrence.

5. Exceptions to Terms

Ceridian is the fastest growing global payroll and HCM provider in the market. We have achieved this level of growth by architecting a high-quality repeatable offering, with a focus on standardization across technology, service and contractual terms which has increased Ceridian's ability to scale up to the significant global demand for its services. To date, we have always utilized Ceridian's contract pack, with its standard terms being the basis for the conclusive agreements and we have signed nearly 5000 clients across all verticals.

Ceridian recognizes that DuPage County operates in a highly regulatory environment and requires a level of rigor unlike most businesses, and we are certainly committed to match up to DuPage County's pace as a trusted partner, should we be vendor of choice. We have reviewed DuPage County's Sample Contract (Section 11, page 30) in the Request for Proposal. It appears from our review that contents and provisions of the contract may not be easily applicable to the Dayforce services.

That being said, we do not mean to be a difficult vendor and intend to be easy to do business with and will work in partnership to ensure the final agreement reflects the risks that DuPage County is seeking to mitigate through this project. We are willing to utilize any form of agreement as a basis to prepare the ultimate service agreement to govern the provision of the services. However, we would suggest that DuPage County's terms and conditions provided would require numerous changes and additions to make them applicable to the contemplated services. In this regard, we have often found it to be more expedient when negotiating a customer agreement, to start with Ceridian's standard form of service agreement as the basis for discussions, our form of agreement touches on virtually all of the areas that are noted in your forms but is drafted particularly for the exclusive Dayforce services offered by Ceridian.

Though we would like to discuss some aspects of the document structure, to better reflect the services we are offering, we will seek to keep changes to a minimum with these few areas requiring more detailed discussion (those service/business related changes are not noted):

Contractor Performance (page 7) / Section 11 – Sample Contract (page 30)

- While we would be happy to discuss incorporating provisions/concepts contained in the RFP into the ensuing agreement, should we be selected as the successful vendor, for certainty of terms, reasons we would request that all the terms and conditions that would govern our relationship be agreed to by the parties and included directly in the definitive agreement (rather than incorporating components of the RFP into the agreement by reference). We are more than happy to discuss this point however (and we feel that this would be in both sides' best interests) and we can also provide you with a sample contract for your review. We generally share the link to the contract portal when we produce the client specific order form, but we can share the link at this stage to help with your review (but we are more than happy to walk through which documents would apply etc.). The link to the portal is: https://contracts.ceridian.com/.

Hold Harmless Agreement (page 8)

- Ceridian is prepared to include certain indemnification provisions in the definitive agreements, however, like most large organizations Ceridian has certain requirements in relation to indemnities and limits of liability which would need to be discussed and agreed upon between the parties. However, our position in this regard is generally consistent with other providers, and generally does not pose a significant obstacle to reaching an agreement.

Transfer of Ownership or Assignment (page 9)

- Our general position on assignments is that neither party be able to assign without the consent of the other party (not to be unreasonably withheld), except in the context of a restructuring, sale of all a party's assets, etc. (as, for example, it would be impractical for Ceridian to request written consent from each of its customers in the case of an assignment in connection with a restructuring).

Cancellation (page 10)

- Depending on the final agreed upon business terms, the issue of termination for convenience / without cause should be reciprocal and may have to be discussed and agreed upon by the parties.
- If Ceridian is being asked to commit to pricing for a set fixed term, we would expect that you would in turn commit to using the services for that period as well.
- We are fine with the concept of termination for non-performance but would want to clarify in the termination language that we would be provided the opportunity to cure a breach, for example a 30-day cure period.

Insurance Requirement (Section, page 12)

- As you can likely appreciate, Ceridian, through its parent corporation, carries extensive insurance coverage. The insurance limits noted do not pose any problems (as a large organization we maintain substantial insurance), but for greater certainty, in the event Ceridian is chosen as the successful vendor, the contractual provision shall be based on Ceridian's standard form so that it matches the policies we maintain and the provisions of our insurance (we typically note $5 million with excess coverage)."
- Ceridian can provide a generic insurance certificate prior to contract signing, but individual certificates with Client named as additional insured to CGL are provided post signing.
- Client must request an insurance certificate – we do not automatically send out.

Based on our experience with similar provisions in deals with other clients, we expect that we would be able to reach mutual agreement. Further, given our knowledge of the industry, we believe the above issues will be applicable to all parties responding to your RFP. However, we wanted to expressly draw them to your attention at this early stage so as to avoid any potential issue down the road.

Therefore, it is important to Ceridian to share in a transparent way, some of the areas that we would like to discuss in more depth to ensure that DuPage County, along with the Commercial Package, have a clearer view on Ceridian's position. We hope that this approach will continue to strengthen our business relationship and demonstrate our desire to support DuPage County further as your Trusted Partner.

We do reserve the right to discuss the agreement further, and we are confident to find mutual consensus with Client around this term should we be vendor of choice.

We look forward to continuing our discussions with you and if you have any questions relating to our submitted package, please feel free to reach out.