# C. SCOPE OF WORK

SHA is seeking a professional, qualified and experienced company (“Consultant”) to provide the software installation, configuration, development and implementation, and ongoing support and maintenance of an enterprise-class Labor Compliance System. The selected Consultant shall provide a complete solution that will meet SHA’s requirements and business needs in a high-quality, flexible and cost-effective manner.

The selected Consultant shall be asked to provide the following solutions:

1. The System will be user-friendly and intuitive. The System will be easy to setup, use, and administer both from SHA’s perspective and contractors’ and subcontractors’ perspective. At a minimum it is expected that:
   1. Project setup for SHA is straightforward and streamlined
   2. Contract setup for contractors and subcontractors is self-explanatory and straightforward
   3. Screens and toolbars are laid out logically and are clear, not cluttered
   4. Filtering and searching are easy to do;
   5. Look-up tables and/or drop-down lists are available when helpful;
   6. Next action to take on a screen is easy to determine without training.
2. The system shall provide a high degree of flexibility this includes:
   1. High configurability, easy to maintain and adaptable as business processes change;
   2. User defined fields which can be used for reporting and document management
3. The Consultant shall provide all necessary implementation, data conversion and project management resources as part of the implementation services. The Consultant will provide a transition plan to move data from existing system to the new system. Consultant’s project manager will work with SHA’s project manager to ensure a successful system implementation. The Consultant shall provide technical support and maintenance as follows:
   1. All upgrades or enhancements, bug fixes, documentation changes
   2. On-going support for at least 24 months after the discontinuation of a specific version or build
   3. Notification in writing of any sunsetting of any specific version or build of the selected product(s)
4. The selected Consultant shall be asked to perform the following tasks:
   1. Configure system functionality including form design; reporting and auditing including standard and custom reports; implementation and data conversion services including project management services of Consultant resources
   2. Training of SHA project staff. Training of end users on an on going basis
   3. Ongoing system maintenance and technical support
5. **System Functionality:** The proposed System shall provide the following requirements:
   1. **Rates Management:**
      1. The ability to store and maintain federal and state prevailing wage rates including fringe benefits and trade classifications.
      2. The ability to make a comparison between state and federal rates to determine the higher of the two rates and apply the rate accordingly for the purposes of compliance analysis.
      3. Monitor and update the system for Federal Davis Baconand Related Act (DBRA) and HUD compliance requirements.
      4. The ability to monitor joint federal and state labor compliancestandards.
      5. Native functionality will accurately analyze all non-compliant prevailing wage and fringe rates per employee per project. The System will provide the deficient amount and provide a cumulative tally of amounts due each employee for each project.
   2. **Document Management:**
      1. Allow electronic collection of labor-compliance-related data from contractors and subcontractors and electronic submission of certified payroll data from contractors and subcontractors.
      2. The ability to manage and track documents through searchable metadata
      3. The ability to manage and track individual documents related to each project including Authorization to Sign Payroll Forms, EEO Certification Forms, Affidavits of Restitution, Apprentice Certifications, Voluntary Payroll Deduction Forms, and CWA Certification Letters.
   3. **Accessibility:**
      1. The ability to use commercially available Internet Browsers including Internet Explorer 9 or newer, Firefox (version 27 or newer), Google Chrome (version 30 or newer), or Safari.
      2. Internet accessibility by contractors and subcontractors from any location.
      3. Ability to support the automated importation of standard-formatted data files from the existing payroll systems of contractors and subcontractors via standard interfaces.
      4. For those contractors and subcontractors that do not have the ability to export electronic data files from their payroll system, have the ability to allow manual input of required information via a Web frontend on the Internet.
      5. The system shall be designed to allow users with disabilities to use the system within the constraints of Web-based applications, including the ability to use various aids or devices to assist in its use.
   4. **Approval Management:**
      1. The ability to accommodate secure electronic signatures of personnel authorized to affirm the accuracy of certified payrolls.
      2. Configurable to allow contractors to perform the initial certified payroll compliance review of their subcontractors’ submissions (parent-child relationship) and either accept or reject those certified payrolls.
      3. The ability to generate e-mail alerts and form letters that contain the appropriate user-defined policy language describing the non-compliance data and prescribed corrective action steps.
      4. The capability to track and save correspondence from SHA to the contractors and subcontractors and vice versa in a searchable electronic repository.
   5. **Reporting:**
      1. The System will provide the ability to create ad-hoc and repeatable queries and reports including certified payroll reports and socioeconomic reports (W/MBE, EEO, Section 3, and apprenticeship participation, New Hires, HUD Section 3 Report and HUD WMBE Report)
      2. The ability to download report output to the following formats: XML file with report data, CSV (comma delimited), PDF, MHTML (web archive), Excel, TIFF file, and Word exports.
      3. Ability to program customizable reports
   6. **Archiving:**
      1. The ability to archive closed contracts for a period of at least three (3) years and make those records searchable
      2. The ability to access archived records including search and reporting capabilities.
   7. **Additional System Requirements:**
      1. The functionality to allow email communication between SHA and contractors and subcontractors that can be tracked and saved.
      2. The ability to auto-populate certified payrolls via furnished payroll software interfaces to avoid the manual data entry.
      3. Option for user-defined fields
      4. Field Module capable of managing and tracking HUD-11 Employee Interview Forms to provide compliance comparisons with certified payrolls.
6. **System Security and Technical Environment:**
   1. System will follow industry-standard security measures to ensure Personally Identifiable Information (PII) is protected at all times
   2. System will have the ability to view certified payrolls and other employee reports without showing confidential information such as employee addresses and complete social security numbers.
   3. Security measures will also include industry-standard encryption for all data at rest or in transit.
   4. System will ensure all transactions are done via secure protocols. Security will be in place against unauthorized viewing, unauthorized alterations, additions, and deletions.
   5. System environment will includea testing environment for the testing and training of users including new functionality.
   6. The Consultant will be responsible for securing and protecting the integrity of SHA data.
   7. If the System is hosted by the Consultant, the System will be hosted in a stable, secure and high availability environment with appropriate redundant environments. If the system is hosted by the Consultant, the Consultant shall make commercially reasonable efforts to ensure secure, reliable and available services on a 24 x 7 basis, every day of the year (99.9% uptime), except for scheduled maintenance periods during low activity. Scheduled maintenance periods shall be communicated to registered users at least seven (7) days prior to the System maintenance time period.
   8. The Consultant will be responsible for the proper maintenance and continuous operation of the System and its hardware to provide end users uninterrupted access to a functioning production system.
   9. The Consultant shall address outstanding issues and system updates through scheduled releases.
   10. The Consultant acknowledges that all data uploaded into the System is owned by SHA and shall be provided to SHA in the manner (duration and format) requested. A copy of the data will be provided in an acceptable SHA-prescribed format upon written request within five (5) business days of the request. The Consultant will provide SHA with viable alternatives to access stored data should the Consultant stop support of the System for any reason.
7. **Technical Customer Support and Training:** 
   1. The Consultant shall provide a dedicated customer service point of contact for SHA.
   2. The Consultant shall provide technical assistance to SHA staff during implementation and on an as-needed basis in a professional, courteous and timely manner during the hours of 5:00 a.m. to 5:00 p.m. Pacific Time Monday through Friday.
   3. The Consultant shall provide customer support to end users in a professional, courteous and timely manner during the hours of 5:00 a.m. to 5:00 p.m. Pacific Time Monday through Friday.
   4. Consultant will provide an escalation path for issue resolution with time frames specified. .
   5. The Consultant shall provide adequate training on the System setup and use to end users. Training may be provided through on-line tutorials, user manuals, and telephone technical assistance.
   6. The Consultant shall provide update notifications and training before implementation of any new functionality and features.
   7. The Consultant shall provide periodic training for SHA, contractors, consultants, sub-contractors, vendors, tenants and concessionaires. Training shall take place on SHA property initially at least twice the first year and future trainings will be done on the web quarterly.
8. **Consultant Viability, Experience, and Expertise:**

* 1. The Consultant will be solvent and have a solid organizational structure.
  2. The Consultant will be free from significant litigation and claims.
  3. The Consultant will have experience and expertise in both the federal and state prevailing wage compliance and reporting requirements as described in this solicitation.
  4. The Consultant will have experience and expertise in the compliance and reporting requirements for socioeconomic programs as described in this solicitation.
  5. The Consultant will provide expert resources to facilitate data conversion from SHA’s current system

1. **Implementation** **Services**
   1. The Consultant will work with SHA’s testing and acceptance requirements to meet all agreed-upon functional requirements.
   2. The Consultant will provide SHA with a Project Manager and appropriate technical team of experts to facilitate the implementation of the system.
   3. The Consultant will provide expert resources to facilitate data conversion from SHA’s current system
   4. The Consultant should provide SHA project staff with necessary training materials and introduction to the system.