<u>Attachment 4 – Business Functionality</u>
400 Points

Note: *<u>Responses to questions in this template should be clear and concise. All responses to the sections 1 through 5 below may not exceed 15 pages in total.</u> Marketing and sales-type information should be excluded. All parts, pages, figures, and tables should be numbered and clearly labeled with references to the appropriate section of the RFP or template section.*

1 Certified Payroll – 200 Points

The system must allow for electronic submittal of payrolls by contractors and subcontractors for all work done on public works and some private projects. Each payroll document must be able to be certified by electronic signatures. The system must also allow these payroll files to be imported into the system from data extracted from the contractor's or subcontractor's payroll system, to be directly entered into the system.

The system must monitor CPR for timeliness, completeness, and adherence to federal, state, and local laws. The vendor must maintain all applicable federal, state, and local prevailing wage rates including fringe benefits (single vs. double asterisk application of prevailing wage rate requirements) including, where necessary, predetermined increases. This prevailing wage data set will be used to evaluate submitted payroll information against the required rates for a project based on the correct wage determination date, job classification, rate and the bid advertisement date of the contract.

When the system identifies a potential violation, it must promptly alert the OLSE but not the contractor or subcontractor by displaying a flag associated with the violation where the information is stored. Flagged, potential violations must include but are not limited to: underpayment of wages, fringe benefits, or training funds, or that an apprentice does not have certificate from a state-approved program submitted in the system. The system must provide automated, customizable notification of non-compliance issues to stakeholders for each project or contract. For example, the underpayment of wages on a San Francisco Public Utilities Commission (SFPUC) project would notify OLSE and the SFPUC project manager but not the contractor that submitted the payroll.

For contractors and subcontractors, the system must allow CPR data extraction or downloading in a format that can be uploaded to the California Department of Industrial Relations: http://www.dir.ca.gov/public-works/certified-payroll-reporting.html.

The system must provide authorized City users with the ability to build reports or visualizations for any category of information contained within the system required for compliance or evaluated by City departments. The reports will include, but are not limited to, presenting data grouped by project attribute such as awarding body, contract value, bid advertisement date, contract award date, service territory (ZIP Code, Supervisorial District, Neighborhood), wages recovered, funding source, or capital program, or whether the project is active or closed.

The reporting functions must also enable analysis of worker information to assess compliance with the Davis-Bacon and Related Acts, H.U.D. Section 3 Program, Executive Order 11246, 41 CFR 60, and California Labor

Codes 1776-1777, San Francisco Local Hiring ordinances and Project Labor Agreements including those entered into by the San Francisco Public Utilities Commission, the Citywide Project Labor Agreement, and others as requested. This system must allow City users to extract CPR reports or data across different time scales – year, project length, month, payroll period – produced as in Portable Document Format (PDF), Excel or comma separated value formats.

The General Process Map is attached as **Map A**.

<Response>

2 Workforce Management – 125 Points

The WM component must allow the Office of Economic and Workforce Development (OEWD) to evaluate compliance with workforce hiring policies on public works and private projects, and manage workforce system data.

Workforce Compliance Management:

The system must allow for the evaluation of compliance with workforce hiring policies and requirements for workers and work hours on public works contracts and private construction projects. Workforce hiring policies include the H.U.D. Section 3 Program (Executive Order 11246, 41 CFR 60), the San Francisco Local Hiring Policy for Construction (San Francisco Administrative Code Chapter 82), the First Source Hiring Program (San Francisco Administrative Code Chapter 83), Federal Minorities and Females Participation Goals (Executive Order 11246), and the Office of Community Investment and Infrastructure's Community Benefits Agreement for Contracting.

Specific to the Local Hiring Policy, the system must allow for contractors to submit Local Hire forms for OEWD's review and approval as it relates to the Policy requirements. Specific to the H.U.D Section 3 Program, the system must allow for contractors to submit certification forms for businesses and workers. Certification of workers should also be validated through an address verification process that evaluates a worker's home address against a list of addresses provided by the City.

The system must allow OEWD users the ability to generate both standardized and customizable ad-hoc reports to view data on worker demographics, project work hours, and contractors' project workforce activities. The reports must include, but are not limited to, work hours by trade and classifications, work hours by contractor, individual worker hours, wages by trade and contractor, worker demographics (such as residency by county, city, zip code, and neighborhood, gender, race/ethnicity), and contractor hiring activity.

Reports must also allow OEWD to generate data based on specific areas by zip code. The system will need to calculate potential non-compliance penalties for Local Hire by utilizing wage information by project and trade classifications and multiplying the number of Local Hire hours deficient by the correct wage rate. (See Report Example below for Local Hire Compliance Report.) The reports must have ability to export raw data as Excel and PDF file formats.

Below are two examples of Workforce Compliance Reports:

Example Report 1 - Local Hire Compliance Report:

Description: A comprehensive report that tracks project work hours by subcontractor, trade craft, and trade level, while calculating the percentage of specified local work hours by worker zip codes. Report highlights noncompliance in local work hours based on parameters provided and calculates potential penalties with relevant wage data.

Key Data Points:

- **Trade craft:** Break down hours worked by trade with specific trade groupings provided.
- **Subcontractor:** Break down hours worked by subcontractors for each trade craft.
- **Trade level:** Provide breakdown of overall hours versus apprentice-only hours by trade and subcontractor.
- **Worker Zip Codes:** Break down hours worked by specified "local" zip codes, and calculate percentage of local hours against total hours.
- **Wage:** Track wages specific to project and trade crafts.
- **Penalty Calculation:** Identify and highlight trade/subcontractor/level noncompliance where predetermined local hours percentage is not met. Utilize formula to calculate potential penalties by trade craft.

Output Frequency: This report will be generated by City users on a daily/as-needed basis.
Additional Specifications: Report should have ability to save parameters specific to each project for repeated generation. Each project report should also store manually adjusted credits for each trade to automatically recalculate potential penalty calculation.

Example Report 2 - New Hire/Section 3 Workforce Compliance Report:

Description: A comprehensive report that tracks project work hours by subcontractor, trade craft, and trade level, while identifying workers who are considered "Local", "New Hire", "Section 3 eligible" and "Public Housing Resident".

Key Data Points:

- **Subcontractor:** Break down hours worked by subcontractors for each trade craft.
- **Trade craft:** Break down hours worked by trade with specific trade groupings provided.
- **Trade level:** Provide breakdown of apprentice level hours by subcontractor and trade craft.
- **Worker Zip Codes: B**reak down hours worked by specified "local" zip codes, and calculate percentage of local hours against total hours.
- **New Hires:** Identify number of "New Hires" (new employees of contractors) by subcontractor and trade craft with ability to see a list of "new hire" worker names imbedded into the report.
- **Section 3 eligible:** Identify number of "Section 3 eligible" workers (based on provided demographics information) by subcontractor and trade craft with ability to see a list of worker names imbedded into the report.
- **Public Housing Resident:** Identify number of "Public Housing Residents" by subcontractor and trade craft with ability to see a list of worker names imbedded into the report. (OEWD will provide a list of addresses that will need to be compared against worker addresses for identification of Public Housing Residents.)

Output Frequency: This report will be generated by City users on a daily/as-needed basis.
Additional Specifications: Report will analyze data by work hours, worker counts, and percentages. Report will include a summary table of key data points.

Workforce Data Management:

The system must allow OEWD to separately enter and manage workforce data information for workers, contractors, and projects which may or may not be in the Workforce Compliance section. The system must track data points in separate but connected modules with ability to generate customizable reports on all collected data points. The purpose of the Workforce Data Management system is to:

- Track and manage a variety of projects (which may or may exist in the Certified Payroll system) to ensure compliance with various workforce hiring policies, and
- Track activities related to jobseeker training, job referrals, and job placements.

Data Tracking Modules: The Proposer will create and manage several data modules essential for tracking projects, workers, employers, and job referrals and job placements information. These modules should be customizable, scalable, and integrated with comprehensive reporting and data visualization tools (canned reports, "drag and drop" dynamic reports, customizable reports, etc.) Each module must include a landing page or home page where data can be searched, filtered, and sorted.

Below are examples of data modules:

1. **Worker Information Module:**
   Description: This module will track key information related to jobseeker/worker profiles including demographics, work history, training programs, and placement activity, engagement.
   Key Module Sections: Worker Portfolio, Training Activities, Hiring Activities, Worker Check-ins, and Notes.

2. **Project Module:**
   Description: This module will track key information related to user-created projects, including project details, workforce policies, contractor details, hiring activities, and user notes.
   Key Module Sections: Project Details, Contractor Assignments, Hiring Activity, and Notes.

3. **Contractor/Employer Module:**
   Description: This module will track key data related to employers, including their hiring activity and any relevant notes or communications
   Key Module Sections: Contractor Details, Contractor Contacts, Hiring Activity, and Notes.

4. **Job Notice**
   Description: This module will track all contractor-submitted job notices and keep records based on project and contractor.
   Key Module Sections: Job Notice Submissions, Job Notice Database, and Connection to Referral and Placement

5. **Referral and Placement Module:**
   Description: This module will track all referral and placement activities related to worker/contractor/project records. Referral and placement may or may not be connected to a Job Notice.
   Key Module Sections: Referral and Placement Tracking

6. **Engagement/Check-in Module:**
   Description: This module will allow users to filter for multiple workers by trade and/or level, and tag for dated engagement. The dated engagement must also be recorded as an instance of engagement on the Worker profile.

File Storage: All modules must allow for document uploads to be stored within the system, and viewable/downloadable at all times. Document uploads should include PDF, DOC, XLSX, JPEG, PNG, and other relevant file types.

Integration: All modules should integrate with the other data modules to provide a holistic view of San Francisco construction workforce activities.

Reporting: The vendor must also provide a reporting system that allows for fully customizable and dynamic reports. These reports should enable users to select, filter, and aggregate any combination of data points from the system's modules (e.g., project information, client data, job data) to meet specific needs. Reports must have the ability to export raw data as Excel, CSV, and PDF file formats. The system must also allow for reports created to be shared by specific users.

Below is an example of a custom Workforce System report:

Example Report 3 – Employment Networking Services Report:

Description: This report will track jobseekers who access Employer Network Services – a service provided to match jobseekers with referral and placement opportunities.
Key Data Points:

- Worker Demographics: Worker information, including trade, skill level, certifications, and work history
- Training Enrollments: Worker training records, including training status and enrollment/completion dates
- Most Recent Placement: If applicable, report will show worker's most recent referral and/or placement
- Engagement/Check-in History: Dates or frequency of check-ins by worker within a specified date range. System must allow for specification of date range.

Additional Specification: Report must include a built-in prioritization tool to rank workers based on both the frequency and most recent check-ins within specified date range.
Output Frequency: Report will be generated on a daily basis and should include check-ins recorded in real time.

The Process Maps are attached as **Maps B and C**.

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3 Labor Compliance Specifications - 50 Points

The LC component tracks and manages the progress of local labor law investigations, settlements, and restitution payments for all laws OLSE enforces now or may enforce in the future. This cycle begins when OLSE evaluates a flagged potential violation from the system or receives a complaint about a possible violation of one or more laws it enforces. The cycle ends when the potential violation or complaint is determined to be invalid or is resolved through an enforcement action, usually ending with restitution payments to workers and/or payments of penalties to the City. The most common case process includes the following process:

1. Intake:
    a. Source e.g.: worker complaint, site visit, or flag from CPR;
    b. Information from the employer and employees, or for CPR, from the system
2. Investigation:
    a. Conduct an investigation about the of validity of the claim;
    b. Issuing findings to the employer (if violations are found);
    c. Settlement discussions with the employer
3. Post-Investigation:
    a. In Post investigation, restitution payments made to workers and/or penalties paid to the City;
4. Closed:
    a. Once all restitution payments and/or penalties to the City are paid, the case is closed

The result of each case for all laws enforced, and in some cases multiple laws for a given compliant is collected by the LC system.

Categories of data to be tracked for each case include, but are not limited to:

- Contact information for employer representatives and employees;
- Complaint overview;
- Communications/correspondence with employers and employees;
- Restitution assessed;
- Payments made to the employees and the City;
- Case status

The LC system shall have customizable reporting or visualizations that display OLSE workflow of cases that includes but is not limited to: by law; case status; back wages, penalties, and fees assessed and recovered; awarding body, project status, contract value, award date, start date, service territory (ZIP Code, Supervisorial District, Neighborhood) and funding source/capital program.

The General Case Management Flow Map is attached as **Map D.**

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4 Access, Permissions, and System Operations –15 Points

The three system components shall have secure, multifactor authenticated, and password protected login with user access rights management controlled by the City for all components – certified payroll, workforce management and labor compliance. The system must provide secure management of confidential and privileged information. This includes but is not limited to personal worker information, roles, and permissions for City awarding departments, compliance officers, contractors, subcontractors, complaints, assessed and collected restitution, and penalties.

All authorized users of the CPR system must be able to view, edit, and modify system data, submit, download, and upload CPR and other documents including but not limited to Section 3 certification and First Source documentation. This can be done via

PC/Apple computers or on iOS and Android mobile device application.

The City shall be able to access and extract the data from the system in bulk, on demand, on a schedule determined by the City. The data must be in a machine-readable and non-proprietary format that does not require a private software license to read.

The system shall be fully integrated and have the capacity to connect across the three components – certified payroll, workforce manager, and labor compliance. This would allow, for example, a worker in certified payroll to be identifiable as placed by OEWD and also identifiable as a complainant in a labor compliance case. The system shall also have at least 99% guaranteed up time, and, in case of catastrophe or natural disaster, have all data backed up such that it can be restored immediately after the event.

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5 Training – 10 Points

The selected vendor will provide ongoing, in-person and virtual training for construction contractors' and subcontractors to simplify the submission of Certified Payroll via web or mobile applications. This training must include clear documentation explaining the requirements of submittal and step by step instructions. Additionally, the training and instructions must also show contractors and subcontractors how to submit payrolls to the California Department of Industrial Relations' eCPR system.

The vendor shall also provide training for City staff, accompanied by an electronic manual as part of a comprehensive knowledge transfer. The manual must cover all aspects of the system, and be regularly updated to reflect any and all system upgrades and new functions. City staff must be trained to use all functions of the systems and be able to design and produce custom reports that meet the needs of each department.

The vendor shall provide live telephone support and online webchat support for all users during normal business hours (8:00 am to 5:00 pm Pacific Time).

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