CITY OF JACKSON, MISSISSIPPI
DEPARTMENT OF INFORMATION TECHNOLOGY
REQUEST FOR PROPOSALS

TIMEKEEPING HARDWARE for UKG PRO WORKFORCE MANAGEMENT (KRONOS)

For Compatibility and Integration with the City of Jackson's Existing UKG Pro Workforce Management (Kronos) Environment

City of Jackson

Department of Information Technology

Nathan Slater, Director (601-960-1246) or

Rhushell Moore Database & Applications Manager (601-960-2387)

CITY OF JACKSON, MISSISSIPPI

REQUEST FOR PROPOSALS

19567-121526 TIMEKEEPING HARDWARE, IMPLEMENTATION & SUPPORT

For the City's Existing UKG Pro Workforce Management Environment

RFP No.:19567-121526

Issue Date: November 05 & November 12, 2026

Proposal Due Date: December 15, 2026

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1. INVITATION TO PROPOSE

The City of Jackson, Mississippi ("City"), is soliciting proposals from qualified vendors to provide timekeeping hardware and related implementation, installation, configuration, integration, training, warranty, maintenance, and technical support services.

The proposed solution must be compatible with the City's existing UKG Pro Workforce Management (Kronos) environment.

The City is seeking a reliable, secure, scalable, and supportable timekeeping hardware solution without replacing its existing UKG Pro Workforce Management software platform.

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2. INSTRUCTIONS TO PROPOSERS AND ADMINISTRATIVE RULES

2.1 Submission Procedures and Logistics

One (1) bound original and five (5) bound copies of the proposal, labeled accordingly, shall be submitted in a securely sealed envelope or box explicitly marked: **"**

TIMEKEEPING HARDWARE, IMPLEMENTATION & SUPPORT."

Please submit your signed bid in a sealed envelope addressed to:

> **By mail to Jackson City Clerk's Office:**
> **P. O. Box 17, Jackson, Mississippi 39205 or hand deliver to Jackson City Clerk's Office/City Hall located at 219 S. President Street, Jackson, Mississippi 39201, (601) 960-1035.** or electronically through the city of procurement portal at www.jacksonmsbids.com no later than 3:30 PM central Time on December 15, 2026. Late Proposals will not be accepted.

Late submissions will not be considered, and will be rejected automatically without review, regardless of postmark dates or carrier delays.

2.2 Qualification Withdrawal Procedure

Proposals may be withdrawn via written request up until the exact date and time set above for the formal opening of proposals. Any proposal not so withdrawn shall, upon opening, constitute an irrevocable, legally binding offer for a period of ninety (90) calendar days to provide the exact equipment and services set forth in the submission, or until a formal contract has been fully executed between the City and the successful Proposer.

2.3 Reservation of City Procurement Rights

The City expressly reserves the following rights in connection with this procurement:

> **A**. **Funding Availability**: The award of any professional services or hardware supply contract resulting from this project is strictly contingent upon the formal availability of municipal funding.

B. **Clarifications:** The City reserves the right to request clarification of information submitted and to request additional technical, financial, or corporate information from one (1) or more Proposers.

C. **Successive Negotiations:** The City reserves the right to terminate negotiations and extend the contract offer to the next most qualified finalist if the successful finalist does not execute or agree to the formal terms of an Agreement/Contract within a reasonable timeframe. The City reserves the right to negotiate all elements of work comprising the selected proposal.

D. **Rejection and Postponement:** The City reserves the right, after opening the proposals or at any point during the selection and evaluation process, to reject any or all proposals, modify or postpone the proposed project in its entirety, evaluate alternative architectural bids, or accept the specific proposal that, in the City's sole judgment, is in its best interest.

E. **Termination for Non-Performance:** The City reserves the right to immediately terminate the Agreement/Contract if the selected Service Provider fails to begin to perform the work or deliver components described herein within ten (10) calendar days after the City issues a formal written Notice to Proceed.

3. BACKGROUND AND PURPOSE

The City currently uses UKG Pro Workforce Management for workforce management and employee timekeeping.

The purpose of this RFP is to obtain timekeeping hardware and related services that will:

- Provide reliable employee time collection;
- Integrate with the City's existing UKG environment;
- Support existing employee authentication methods where applicable;
- Operate during temporary network interruptions;
- Automatically synchronize transactions when connectivity is restored;
- Provide appropriate security controls;
- Support accessibility requirements;
- Provide device management and firmware updates;
- Provide installation and implementation services;
- Provide warranty and replacement services; and
- Provide responsive technical support.

The selected Vendor shall provide a complete and operational solution.

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4. SCOPE OF WORK

The selected Vendor shall provide, as applicable:

- Timekeeping devices;
- Employee identification/authentication equipment;
- Biometric functionality, if proposed;
- Mounting hardware and accessories;
- Network connectivity;
- Device configuration;
- UKG integration;
- Installation;
- Testing;
- Training;
- Documentation;
- Warranty;
- Maintenance;
- Technical support; and
- Hardware replacement.

The Vendor shall identify all required software, licensing, subscriptions, APIs, middleware, third-party products, network requirements, and additional costs.

The City is **not seeking replacement** of its existing UKG Pro Workforce Management software.

5. MINIMUM HARDWARE REQUIREMENTS

The proposed solution shall, at a minimum:

1. Be commercial-grade hardware suitable for City operations.
2. Integrate with the City's existing UKG Pro Workforce Management environment.

3. Support employee PIN/ID authentication.
4. Provide biometric authentication if proposed.
5. Support Ethernet connectivity.
6. Support Wi-Fi where available/proposed.
7. Store transactions during temporary network outages.
8. Automatically synchronize stored transactions when connectivity is restored.
9. Provide secure communications.
10. Provide remote device management where available.
11. Support firmware and security updates.
12. Meet applicable accessibility requirements.
13. Provide manufacturer technical documentation.

Vendors shall identify any exceptions or limitations.

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6. UKG INTEGRATION

The Vendor shall demonstrate the proposed solution's compatibility with the City's existing UKG Pro Workforce Management environment.

The Vendor shall identify:

- Integration method;
- Supported UKG environment/version;
- APIs or interfaces;
- Middleware;
- Required UKG configuration changes;
- Network requirements;
- Security requirements;
- Data synchronization;
- Offline transaction processing; and
- All integration-related costs.

Any required third-party products or services shall be clearly identified.

7. IMPLEMENTATION

The selected Vendor shall provide a complete implementation plan that includes:

- Project kickoff;
- Site assessment;
- Hardware delivery;
- Installation;
- Configuration;
- Network coordination;
- UKG integration;
- Testing;
- User acceptance;
- Training;
- Go-live support; and
- Post-implementation support.

The Vendor shall provide a project schedule and identify City and Vendor responsibilities.

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8. TRAINING AND DOCUMENTATION

The Vendor shall provide training for designated City personnel covering:

- Device operation;
- Administration;
- Troubleshooting;
- Device management;
- Security;
- Hardware replacement; and
- Support procedures.

The Vendor shall provide electronic technical and administrative documentation.

9. WARRANTY AND TECHNICAL SUPPORT

The Vendor shall provide warranty coverage for all proposed hardware.

The proposal shall identify:

- Warranty period;
- Parts and labor coverage;
- Repair procedures;
- Replacement procedures;
- Advance replacement, if available;
- Technical support hours;
- Emergency support;
- Escalation procedures; and
- Response and resolution targets.

The Vendor shall identify its policy for firmware, security updates, product end-of-life, and end-of-support.

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10. VENDOR QUALIFICATIONS

Vendors shall demonstrate:

- Experience providing timekeeping hardware;
- Experience integrating with UKG Pro Workforce Management or comparable systems;
- Experience serving organizations of similar size or complexity;
- Qualified technical personnel;
- Implementation capability;
- Technical support capability; and
- Financial and organizational capacity to perform the contract.

Vendors shall provide at least three relevant references using Exhibit C.

11. PRICING

Vendors shall provide complete pricing using **Exhibit A — Vendor Pricing Workbook**.

Pricing shall include, as applicable:

- Hardware;
- Accessories;
- Installation;
- Configuration;
- Integration;
- Training;
- Licensing;
- Subscriptions;
- Maintenance;
- Technical support;
- Warranty;
- Replacement equipment; and
- Optional services.

Vendors shall provide:

Three-Year Total Cost of Ownership: $_____

Five-Year Total Cost of Ownership: $_____

All costs necessary to provide a complete operational solution shall be disclosed.

---

12. PROPOSAL EVALUATION

The City intends to evaluate proposals based on overall value and the criteria identified below:

Evaluation Category	Points
Technical Compliance	20
UKG Compatibility & Integration	20
Hardware Functionality & Reliability	15
Implementation & Project Management	10
Vendor Qualifications & Experience	10
Support, Warranty & Service	10
Training & Documentation	5
Pricing & Total Cost of Ownership	10
TOTAL	100

The City may request clarification, demonstrations, presentations, interviews, or Best and Final Offers as permitted by applicable procurement requirements.

The City reserves the right to reject any or all proposals and to select the proposal determined to provide the best overall value.

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13. PROPOSAL SUBMISSION REQUIREMENTS

Proposals shall be organized in the following order:

1. Cover Letter;
2. Executive Summary;
3. Company Information;
4. Vendor Qualifications and Experience;
5. Proposed Timekeeping Solution;
6. UKG Integration Approach;
7. Implementation Plan;
8. Warranty and Support Plan;
9. Completed Exhibit A — Pricing Workbook;
10. Completed Exhibit B — Technical Compliance Matrix;

11. Completed Exhibit C — Vendor Reference Form;
12. Exceptions and Assumptions;
13. Required Certifications; and
14. Supporting Product Documentation.

Proposals shall be submitted using the method and location identified in the official City solicitation.

Late proposals may be rejected in accordance with applicable City procurement requirements.

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14. QUESTIONS AND COMMUNICATION

All questions concerning regarding this RFP shall be reach-out to the Department of Information Technology contact Nathan Slater (601-960-1246 or Rhushell Moore (601-930-2387).

Vendors shall not contact City employees, elected officials, evaluation committee members, or other City representatives concerning this procurement except through the designated procurement contact.

Official changes or clarifications to this RFP will be issued by written addendum.

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15. GENERAL TERMS

The selected Vendor shall comply with all applicable federal, state, and local laws, regulations, City policies, and contract requirements.

The Vendor shall be responsible for:

- Accuracy of its proposal;
- Performance of its personnel and subcontractors;
- Protection of City information;
- Applicable insurance requirements;
- Applicable cybersecurity requirements;
- Required licenses and certifications; and
- Compliance with applicable City procurement requirements.

The resulting contract shall contain the City's final legal, insurance, indemnification, public-records, cybersecurity, termination, dispute-resolution, and other applicable contractual provisions.

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16. VENDOR CERTIFICATION

The undersigned certifies that the information provided in the proposal is accurate and complete and that the Vendor is authorized to submit this proposal.

Legal Company Name: _____

Authorized Representative: _____

Title: _____

Signature: _____

Date: _____

Telephone: _____

Email: _____

ATTACHMENTS

EXHIBIT A — VENDOR PRICING WORKBOOK

Vendor shall complete and submit with its proposal.

EXHIBIT B — TECHNICAL COMPLIANCE MATRIX

Vendor shall complete and submit with its proposal.

EXHIBIT C — VENDOR REFERENCE FORM

Vendor shall complete and submit with its proposal.

EXHIBIT A — VENDOR PRICING WORKBOOK

Vendor Name: _____

Proposal Date: _____

Vendor Contact: _____

Telephone: _____

Email: _____

A.1 VENDOR PRICING INSTRUCTIONS

The Vendor shall complete all applicable sections of this Pricing Workbook and submit it with the proposal.

Pricing shall be provided in U.S. dollars and shall include all costs necessary to provide a complete and operational solution.

The Vendor shall clearly identify any costs that are:

- Optional;

- Recurring;
- Not included;
- Dependent upon future requirements; or
- Subject to escalation.

The City may use the pricing information provided in this Exhibit to evaluate the Total Cost of Ownership (TCO) of each proposal.

A.2 TIMEKEEPING HARDWARE

Item	**Manufacturer / Model**	**Quantity**	**Unit Price**	**Total**
Timekeeping Device			$	$
Badge/Card Reader			$	$
Biometric Component, if proposed			$	$
Mounting Hardware			$	$
Power Supply/Accessories			$	$
Other Hardware			$	$
HARDWARE SUBTOTAL				$

Hardware Notes

A.3 INSTALLATION AND IMPLEMENTATION

Service	Quantity	Unit Price	Total
Site Assessment		$	$
Installation		$	$
Configuration		$	$

Service	Quantity	Unit Price	Total
Network Configuration		$	$
UKG Integration		$	$
Testing / Acceptance		$	$
Project Management		$	$
Training		$	$
Documentation		$	$
Other		$	$
IMPLEMENTATION SUBTOTAL			$

A.4 LICENSES, SUBSCRIPTIONS AND SOFTWARE

Identify all software, licenses, subscriptions, middleware, cloud services, or other technology required to operate the proposed hardware.

Item	Description	Year 1	Year 2	Year 3	Year 4	Year 5
License		$	$	$	$	$
Subscription		$	$	$	$	$
Device Management		$	$	$	$	$
Integration/Middleware		$	$	$	$	$
Cloud Services		$	$	$	$	$
Other		$	$	$	$	$
SUBTOTAL		$	$	$	$	$

A.5 MAINTENANCE AND TECHNICAL SUPPORT

Service	Year 1	Year 2	Year 3	Year 4	Year 5
Hardware Maintenance	$	$	$	$	$

Service	Year 1	Year 2	Year 3	Year 4	Year 5
Technical Support	$	$	$	$	$
Firmware/Security Updates	$	$	$	$	$
Device Management	$	$	$	$	$
Replacement Equipment	$	$	$	$	$
On-Site Support	$	$	$	$	$
Other	$	$	$	$	$
ANNUAL SUBTOTAL	$	$	$	$	$

A.6 WARRANTY

Warranty Item	Included?	Warranty Period	Additional Cost
Hardware	☐ Yes ☐ No		$
Parts	☐ Yes ☐ No		$
Labor	☐ Yes ☐ No		$
Advance Replacement	☐ Yes ☐ No		$
Shipping	☐ Yes ☐ No		$

Warranty Notes:

A.7 OPTIONAL SERVICES

Identify any optional equipment, services, features, or upgrades not included in the base proposal.

Optional Item/Service Description	One-Time Cost	Annual Cost
	$	$

Optional Item/Service Description	One-Time Cost	Annual Cost
	$	$
	$	$
	$	$

A.8 THREE-YEAR TOTAL COST OF OWNERSHIP

Cost Category	Amount
Hardware	$
Installation & Implementation	$
Year 1 Recurring Costs	$
Year 2 Recurring Costs	$
Year 3 Recurring Costs	$
Other Required Costs	$
3-YEAR TOTAL COST OF OWNERSHIP	$

A.9 FIVE-YEAR TOTAL COST OF OWNERSHIP

Cost Category	Amount
Hardware	$
Installation & Implementation	$
Year 1 Recurring Costs	$
Year 2 Recurring Costs	$
Year 3 Recurring Costs	$
Year 4 Recurring Costs	$
Year 5 Recurring Costs	$
Other Required Costs	$

Cost Category	Amount
5-YEAR TOTAL COST OF OWNERSHIP	$

A.10 PRICE ESCALATION

Identify any proposed price increases during the five-year period.

Year	**Proposed Increase**
Year 1	_____ %
Year 2	_____ %
Year 3	_____ %
Year 4	_____ %
Year 5	_____ %

Basis for Price Escalation:

A.11 ADDITIONAL COSTS AND EXCLUSIONS

The Vendor shall identify all costs not included elsewhere in this workbook.

Examples include:

- Shipping;
- Travel;
- Installation materials;
- Network equipment;
- Third-party software;
- UKG-related fees;
- Integration fees;
- Taxes;
- Professional services;
- Replacement equipment; or

- Other charges.

Item	Description	Estimated Cost
		$
		$
		$
		$

A.12 PRICING ASSUMPTIONS

Identify any assumptions used in preparing this pricing proposal.

A.13 VENDOR CERTIFICATION

The undersigned certifies that:

1. The pricing provided is complete and accurate.
2. All required costs have been disclosed.
3. Recurring costs have been identified.
4. Optional costs have been identified.
5. All material assumptions and exclusions have been disclosed.
6. The Three-Year and Five-Year Total Cost of Ownership calculations are accurate.
7. The Vendor understands that the submitted pricing may be incorporated into the resulting contract.

Vendor Legal Name:

Authorized Representative:

Title:

Signature:

Date:

Telephone:

Email:

EXHIBIT B — TECHNICAL COMPLIANCE MATRIX

Vendor shall complete and submit with its proposal.

Vendor Name: _____

Proposed Manufacturer(s): _____

Proposed Model(s): _____

Proposal Date: _____

B.1 VENDOR INSTRUCTIONS

The Vendor shall complete every applicable requirement in this matrix.

For each requirement, the Vendor shall indicate:

- C = Complies
- PC = Partially Complies
- NC = Does Not Comply
- NA = Not Applicable

The Vendor shall provide a brief explanation for each PC, NC, or NA response.

The Vendor shall identify the proposed product, model, specification, or supporting document when applicable.

Failure to identify an exception may be considered confirmation that the proposed solution meets the stated requirement.

M = Mandatory Requirement

P = Preferred Requirement

B.2 TIMEKEEPING HARDWARE

ID	Requirement	Priority	Vendor Response	Vendor Comments / Exceptions
HW-01	Provides commercial-grade employee timekeeping hardware suitable for City operations.	M		
HW-02	Compatible with the City's existing UKG Pro Workforce Management environment.	M		
HW-03	Supports employee ID/PIN authentication.	M		
HW-04	Supports the City's existing badge/card technology, where applicable.	M		
HW-05	Supports biometric authentication, if proposed.	P		
HW-06	Provides visual and/or audible confirmation of successful transactions.	M		
HW-07	Provides secure employee time entry.	M		
HW-08	Supports remote device management.	P		
HW-09	Provides manufacturer technical specifications and documentation.	M		

ID	Requirement	Priority	Vendor Response	Vendor Comments / Exceptions
HW-10	Provides hardware suitable for the expected operating environment.	M		

B.3 CONNECTIVITY AND OFFLINE OPERATION

ID	Requirement	Priority	Vendor Response	Vendor Comments / Exceptions
NET-01	Supports Ethernet connectivity.	M		
NET-02	Supports Wi-Fi connectivity, where applicable.	P		
NET-03	Supports secure network communications.	M		
NET-04	Continues recording employee transactions during temporary network outages.	M		
NET-05	Stores transactions locally while offline.	M		
NET-06	Automatically synchronizes stored transactions when connectivity is restored.	M		
NET-07	Identifies required network ports and protocols.	M		

ID	Requirement	Priority	Vendor Response	Vendor Comments / Exceptions
NET-08	Identifies firewall and network requirements.	M		

B.4 UKG PRO WORKFORCE MANAGEMENT INTEGRATION

ID	Requirement	Priority	Vendor Response	Vendor Comments / Exceptions
UKG-01	Integrates with the City's existing UKG Pro Workforce Management environment.	M		
UKG-02	Supports transmission of employee time transactions to UKG.	M		
UKG-03	Supports employee/device data synchronization as applicable.	M		
UKG-04	Identifies the proposed integration method.	M		
UKG-05	Identifies required APIs, interfaces, or middleware.	M		
UKG-06	Identifies any required UKG configuration or changes.	M		

ID	Requirement	Priority	Vendor Response	Vendor Comments / Exceptions
UKG-07	Identifies all UKG-related licensing or integration costs.	M		
UKG-08	Provides evidence of previous UKG Pro Workforce Management integration experience.	M		

B.5 SECURITY

ID	Requirement	Priority	Vendor Response	Vendor Comments / Exceptions
SEC-01	Provides appropriate security controls for timekeeping transactions and related data.	M		
SEC-02	Supports encrypted communications.	M		
SEC-03	Provides administrative access controls.	M		
SEC-04	Supports secure firmware/software updates.	M		
SEC-05	Provides security updates during the supported product life.	M		
SEC-06	Provides appropriate device logging/auditing capabilities.	P		
SEC-07	Identifies where timekeeping data is stored and processed.	M		
SEC-08	Provides a process for reporting security vulnerabilities or incidents.	M		

B.6 ACCESSIBILITY

ID	Requirement	Priority	Vendor Response	Vendor Comments / Exceptions
ADA-01	Meets applicable federal and state accessibility requirements.	M		
ADA-02	Provides accessible methods for employee authentication.	M		
ADA-03	Provides accessible visual and/or audible transaction feedback.	M		
ADA-04	Identifies any accessibility limitations or accommodations required.	M		

B.7 INSTALLATION AND IMPLEMENTATION

ID	Requirement	Priority	Vendor Response	Vendor Comments / Exceptions
IMP-01	Provides professional installation of proposed hardware.	M		
IMP-02	Provides device configuration.	M		
IMP-03	Provides network configuration assistance.	M		

ID	Requirement	Priority	Vendor Response	Vendor Comments / Exceptions
IMP-04	Provides UKG integration/configuration support.	M		
IMP-05	Provides testing and acceptance support.	M		
IMP-06	Provides project management.	M		
IMP-07	Provides a project implementation schedule.	M		
IMP-08	Provides go-live and post-implementation support.	M		

B.8 TRAINING AND DOCUMENTATION

ID	Requirement	Priority	Vendor Response	Vendor Comments / Exceptions
TRN-01	Provides administrator training.	M		
TRN-02	Provides technical/support training.	M		
TRN-03	Provides user/operational documentation.	M		
TRN-04	Provides troubleshooting documentation.	M		
TRN-05	Provides network and integration documentation.	M		

B.9 WARRANTY AND TECHNICAL SUPPORT

ID	Requirement	Priority	Vendor Response	Vendor Comments / Exceptions
SUP-01	Provides manufacturer warranty for proposed hardware.	M		
SUP-02	Identifies the length of warranty coverage.	M		
SUP-03	Provides hardware repair or replacement services.	M		
SUP-04	Provides technical support.	M		
SUP-05	Provides support escalation procedures.	M		
SUP-06	Provides response and resolution targets.	M		
SUP-07	Provides firmware and security updates during the support period.	M		
SUP-08	Provides optional 24/7 support, if available.	P		
SUP-09	Identifies hardware end-of-life and end-of-support policies.	M		

B.10 IMPLEMENTATION AND SUPPORT REQUIREMENTS

The Vendor shall briefly describe its proposed approach.

Implementation Approach

UKG Integration Approach

Technical Support Approach

Hardware Replacement Approach

B.11 VENDOR EXCEPTIONS AND DEVIATIONS

The Vendor shall identify every exception or deviation from the requirements of this RFP.

Requirement ID	Requirement	Exception / Deviation	Impact on City	Additional Cost
				$
				$
				$
				$
				$

If there are no exceptions, write:

"NO EXCEPTIONS."

B.12 COMPLIANCE SUMMARY

Category	Total Requirements	Compliant	Partial	Non-Compliant
Hardware				
Connectivity				
UKG Integration				
Security				
Accessibility				
Implementation				
Training				

Category	Total Requirements	Compliant	Partial	Non-Compliant
Warranty/Support				
TOTAL				

B.13 SUPPORTING DOCUMENTATION

The Vendor shall identify documents included with its proposal that support the responses in this matrix.

Document	Description	Attachment/Page
Product Specification		
Product Brochure		
UKG Integration Documentation		
Security Documentation		
Warranty		
Support/SLA		
Other		

B.14 VENDOR CERTIFICATION

The undersigned certifies that the information provided in this Technical Compliance Matrix is accurate, complete, and representative of the solution proposed to the City of Jackson.

The Vendor understands that unidentified exceptions may be considered an affirmation that the proposed solution meets the applicable requirement.

Vendor Legal Name:

Authorized Representative:

Title:

Signature:

Date:

Telephone:

Email:

EXHIBIT C — VENDOR REFERENCE FORM

Vendor shall complete and submit with its proposal.

Vendor Name: _____

Proposal Date: _____

C.1 VENDOR INSTRUCTIONS

The Vendor shall provide a minimum of two (2) references for organizations to which the Vendor has provided comparable timekeeping hardware, workforce management hardware, implementation, integration, or technical support services.

References should, preferably, include organizations that:

- Use UKG Pro Workforce Management;
- Have a comparable number of employees or locations;
- Use multiple timekeeping devices; and/or
- Require ongoing hardware support and maintenance.

The City reserves the right to contact any reference provided and may consider information received as part of the proposal evaluation.

The Vendor shall obtain permission from each reference before providing contact information.

C.2 REFERENCE 1

Organization Name:

Address:

City/State/ZIP:

Website:

Reference Contact

Name:

Title:

Telephone:

Email:

Project Name/Description:

Project Start Date: _____

Project Completion Date: _____

Current/Active Project: ☐ Yes ☐ No

Approximate Number of Employees: _____

Number of Locations: _____

Number of Timekeeping Devices: _____

System Information

Workforce Management System:

☐ UKG Pro Workforce Management

☐ Other: _____

UKG Integration Provided by Vendor: ☐ Yes ☐ No

Services Provided

Check all that apply:

☐ Timekeeping Hardware

☐ Biometric Hardware

☐ Installation

☐ Configuration

☐ UKG Integration

☐ Network Configuration

☐ Training

☐ Technical Support

☐ Hardware Maintenance

☐ Hardware Replacement

☐ Other: _____

Reference Performance

Was the project completed on schedule?

☐ Yes ☐ No ☐ Partially

Is the organization currently using the Vendor's solution?

☐ Yes ☐ No

Would the organization recommend the Vendor?

☐ Yes ☐ No ☐ With Reservations

Additional Comments:

C.3 REFERENCE 2

Organization Name:

Address:

City/State/ZIP:

Website:

Reference Contact Name:

Title:

Telephone:

Email:

Project Name/Description:

Project Start Date: _____

Project Completion Date: _____

Current/Active Project: ☐ Yes ☐ No

Approximate Number of Employees: _____

Number of Locations: _____

Number of Timekeeping Devices: _____

System Information

Workforce Management System:

☐ UKG Pro Workforce Management

☐ Other: _____

UKG Integration Provided by Vendor: ☐ Yes ☐ No

Services Provided

☐ Timekeeping Hardware

☐ Biometric Hardware

☐ Installation

☐ Configuration

☐ UKG Integration

☐ Network Configuration

☐ Training

☐ Technical Support

☐ Hardware Maintenance

☐ Hardware Replacement

☐ Other: _____

Reference Performance

Was the project completed on schedule?

☐ Yes ☐ No ☐ Partially

Is the organization currently using the Vendor's solution?

☐ Yes ☐ No

Would the organization recommend the Vendor?

☐ Yes ☐ No ☐ With Reservations

Additional Comments:

REQUEST FOR PROPOSALS

LEGAL TERMS AND CONDITIONS

The following requirements apply to all proposals submitted to the City of Jackson, Mississippi ("City").

1. **Authority**

This solicitation is issued in accordance with applicable City of Jackson procurement requirements and applicable federal and Mississippi law.

2. **City's Rights**

The City reserves the right to reject any or all proposals, cancel or modify this solicitation, request clarification, conduct interviews or demonstrations, and make no award when determined to be in the City's best interest and as permitted by law.

3. **No Guarantee of Purchase**

Issuance of this RFP does not obligate the City to purchase any specific quantity of equipment or services or to award a contract.

4. **Proposal Costs**

All costs associated with preparing, submitting, presenting, or negotiating a proposal shall be the responsibility of the Vendor.

5. **Questions and Addenda**

All questions shall be submitted to the City's designated procurement contact. Only written addenda issued by the City shall modify the RFP. Vendors are responsible for reviewing and acknowledging applicable addenda.

6. **Public Records**

Proposals submitted to the City may be subject to applicable Mississippi public records laws. Vendors shall identify any information they believe is legally exempt from disclosure and provide the applicable legal basis.

7. Vendor Responsibility

The Vendor shall provide accurate and complete information and shall disclose material exceptions, conflicts of interest, subcontractors, and other information required by the RFP.

8. **Compliance With Laws**

The selected Vendor shall comply with all applicable federal, state, and local laws, regulations, ordinances, and City policies.

9. **Security and City Information**

The selected Vendor shall protect City information and systems using appropriate security controls and shall promptly report security incidents in accordance with the final contract.

10. **UKG Pro Workforce Management**

The City intends to retain its existing UKG Pro Workforce Management (Kronos) environment. Any required integration, configuration, API, middleware, or third-party service shall be identified in the proposal and approved by the City before implementation.

11. **Insurance and Indemnification**

The selected Vendor shall maintain insurance and provide indemnification as required by the City's applicable procurement requirements and final contract.

12. **Contract Award**

No contract shall exist until the required City approvals have been obtained and a written agreement has been executed by authorized representatives of the parties.

13. **Governing Law**

The resulting contract shall be governed by the laws of the State of Mississippi, except where federal law applies.

14. **Final Contract**

The final agreement shall contain the City's applicable provisions concerning insurance, indemnification, confidentiality, cybersecurity, termination, warranties, payment, dispute resolution, and other contractual requirements.

VENDOR ACKNOWLEDGMENT

Vendor Legal Name: _____

Authorized Representative: _____

Title: _____

Signature: _____

Date: _____

END OF LEGAL TERMS AND CONDITIONS

NOTICE OF REQUEST FOR PROPOSALS
Timekeeping Hardware for UKG Pro Workforce
City of Jackson, Mississippi
RFP No. 19567-121526

Notice is hereby given that the City of Jackson, Mississippi, acting through its Department of Administration—Purchasing Division, will receive proposals from qualified vendors to provide Timekeeping Hardware for UKG PRO WORKFORCE MANAGEMENT(KRONOS)

The requested includes timekeeping hardware, implementation & Support for the City's Existing UKG Pro Workforce Management. The selected vendor will provide related implementation, installation, configuration, integration, training, warranty, maintenance, and Techical support services.

Sealed Proposals shall be submitted to the City Clerk's Office, P.O. Box 17, Jackson, MS 39205, or hand-delivered to the City Clerk's Office, 219 South President Street, Jackson, MS 39201, no later than 3:30 PM Central Time on December 15, 2026. Electronic bids may be submitted through the City of Jackson's official procurement portal at www.jacksonmsbids.com. Late proposals will not be accepted. The technical proposal and cost proposal must be uploaded as separate files, and all required forms, certifications, references, functional-requirements responses, and addendum acknowledgments must be included.

This RFP does not commit the City to award a contract, pay any costs incurred in the preparation of proposals, or procure or contract for services. The City reserves the right to reject any or all proposals, waive informalities or irregularities, request clarifications, conduct interviews or demonstrations, negotiate with one or more proposers, cancel or reissue the RFP, and make an award in the manner deemed most advantageous to the City and consistent with applicable law.

This procurement is subject to the laws of the State of Mississippi, the City of Jackson Code of Ordinances, and applicable federal regulations. Minority- and women-owned business enterprises (MBE/WBE) are encouraged to participate.

CITY OF JACKSON

_____
Monica Oliver, Purchasing Manager

Publish Dates: November 05 & 12, 2026