



Proposal & Agreement For Waukesha Police Department

Cloud Hosted Scheduling and
Workforce Management

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Your Stated Objectives

Through discussions with your agency, we understand the following to be Waukesha PS's primary objectives as they relate to making improvements for the agency, through the implementation of an advanced workforce management platform purpose-built for public safety.

- Improve overtime management by having the ability to track occurrences and fill shifts fair & equitably.
- Gain greater visibility to overtime expenditures by type and reason.
- Quickly identifying eligible employees for open shifts, saving time and preventing scheduling of non-eligible staff.
- Ensuring minimum staff counts while also not over-staffing when not needed.
- Enable real time visibility of shift vacancies weeks or a month in advance, for better informed planning and decision making.
- Automated audit trail of all scheduling activities to support audits, complaints or labor disputes.

Proposed Solution Components

Scheduling via Software-as-a-Services (SaaS) is the core of the proposed solution to address your agency's primary objectives, but there is far more to agency success than just signing up to use a scheduling software service. The following outlines the proposed solution components, that collectively, provide a holistic approach to successfully addressing your agency's objectives.

Software-as-a-Service (SaaS)

InTime is provided via an annual subscription model and hosted on Amazon Web Services (AWS).

Public Safety agencies have many complex processes related to scheduling and timekeeping. InTime, through providing solutions for hundreds of public safety agencies for 25 years, has seen just about every unique scheduling process. With this knowledge, InTime continuously enhances the software to be the most robust and efficient on the market. While many entry-level products struggle to adapt to complex public safety agency processes, it is InTime that provides the robust software offering that just works.



InTime Architecture

InTime is cloud hosted and provides the primary software capabilities, security, administration, and data storage. InTime is hosted on Amazon Web Services (AWS) in a Multi-Availability Zone deployment that synchronously replicates the data to a standby instance in a different Availability Zone, and provides the premium standard for reliability and security.

InTime is accessed via the following tools, **all of which are included with the InTime subscription.**

InTime Desktop

A robust client easily installed on the computers of the schedulers or others in management, that provides secure access to the core product for scheduling and related capabilities, administration, and reporting.



InTime Mobile

Available for both **Android and iOS**, a rich Mobile App for staff to:

- view individual and team schedules
- sign up for shifts, overtime and extra-duty
- submit leave requests
- request shift trades
- punch-in punch-out (geo-fenced)
- receive mobile alerts



InTime Web

A mobile optimized web browser experience for use on computers, tablets or smartphones, where staff can:

- view individual and team schedules
- sign up for shifts, overtime and extra-duty
- submit leave requests
- request shift trades
- And supervisors can approve/reject requests





Cloud Security, Privacy and Availability

InTime leads the public safety workforce management provider sector with the [highest levels and of privacy and data protection](#).

All InTime customer data is hosted by Amazon Web Services (AWS) in secure data centers designed to host sensitive data, regulate workloads, and address the most stringent government security and compliance requirements. InTime secures customer data in AWS-hosted geographically dispersed data centers with disaster-recovery systems in place.

In addition to the layers of security within AWS, **InTime itself is SOC 2 Type 2 compliant across all 5 Trust Criteria**, which is unique in the public sector scheduling market, and demonstrates that InTime (both the company and the offering) provides the highest level standards for security, privacy and internal controls.

[Read more:](#)

“Why take the risk of choosing a different vendor that hasn’t achieved the highest level of accreditation for security, privacy and availability?”



Software Modules and Related Services



Scheduling System

The Scheduling System is the foundation of InTime and can be complemented with any or all of InTime's optional integrated modules to provide a complete solution to meet your organization's objectives.

Public safety agencies have many complex processes related to scheduling.

InTime's Scheduling system has been enhanced over 25 years to provide most robust offering on the market that addresses most every unique process for public safety scheduling.

While many entry-level products struggle to adapt to complex public safety agency processes, it is InTime's Scheduling offering that just works.

[Learn more here](#)

Attributes Include:

- Overtime tracking, posting and reporting
- Minimum staffing indicator
- Email notifications
- Integrated special duty assignments
- Integrated training assignments
- Customizable daily rosters
- Comprehensive employee profile
- Skills and attribute tracking
- Employee Staff filters
- Over 100 standard and highly configurable reports
- History tracking
- Supervisor leave approvals



Court and E-Subpoena Module

InTime's Court & E-Subpoena Module allows Courts and police departments to easily schedule court appearances, serve electronic subpoenas, and efficiently communicate with personnel named as witnesses. Court clerks can see witness availability when selecting Court dates, preventing scheduling conflicts, back-and-forth correspondence, and even reducing overtime hours.

[Learn more here](#)

Attributes include:

- Court Clerks have visibility into officer schedules & schedule hearings to minimize overtime and prevent scheduling conflicts, , and deliver subpoenas via text or email.
- Subpoenas, changes, cancels are all delivered electronically and officers notified via SMS, email and mobile alerts
- Agency Department Schedulers see when officers scheduled for court
- Agency Department Schedulers are alerted to staffing shortfalls and can backfill quickly

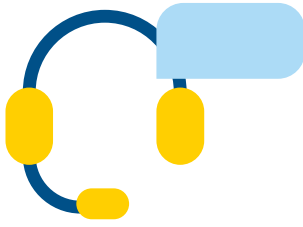


Vacation Bidding

[Learn more here](#)

Attributes include:

- Vacation bid creation
- All at once or turn-based method
- Posting vacation bid to staff
- Real-time notifications for both supervisors and staff
- Seniority, FCFS, and/or choice-based sorting and award of bids
- Pro-active alerts for insufficient time bank balances and manpower requirements
- Team view for staff allowing for visibility into bids submitted by their peers
- Submission deadline
- Auditing capabilities



Customer Support

Invariably, customer organizations will need a helping hand or expert insights in solving complex challenges with their scheduling and timekeeping. InTime's Customer Support team is trained to guide our customers to use the software in the best way to address their challenges.

Customers also automatically have access to software updates as they are released.

Attributes include:

- Unlimited Help Desk Support during business hours
- 24/7 critical support
- Online InTime Knowledge Hub
- Online "refresher" video library available 24/7
- Automatic software updates including written and video instructions for new features

"The responsiveness, the thoroughness, the explanations, and the care...InTime's Support is phenomenal. I don't believe you'll find any comparison between the customer support; that's really what makes the software that much more magnificent". Lt. Michael Howard (Novato Police Department)



InTime University (Annual User Conference)

We invest in your success with InTime University.

Once a year, InTime invites all its customers to a three-day user conference event at a major USA city. The agenda includes product training sessions, customers sharing their case study stories, public safety industry speakers, and an opportunity to network with like-minded public safety officials to exchange experiences and ideas.

There's only one catch - all attendees need to be InTime customers.

InTime makes a significant investment in this event to help keep customer registration fees affordable.

We look forward to hosting you at the next conference.

[Listen to what attendees say](#)

InTime Solution Pricing

Annual Subscription For: **170 Employees**

SCHEDULING MODULE	\$12,240/Year
COURT AND SUBPOENA MODULE (120 employees)	\$4,320/Year
VACATION BIDDING MODULE (1-Year Trial)	Included
SSO (OIDC)	\$1,000/Year
<ul style="list-style-type: none"> Compatible with Microsoft Entra ID 	
CUSTOMER SUPPORT AND MAINTENANCE	Included
SECURE HOSTING	Included
<ul style="list-style-type: none"> Top tier cloud service provider Automatic failover Real time data redundancy 	
REMOTE PROFESSIONAL SERVICES	\$12,400
Implementation Services for modules listed above	(one time fee)

Training for Admin for the services and modules listed above.

First Year Fees: \$29,960
Subsequent Annual Fees: \$17,560

Notes

1. All prices are in US Dollars.
2. This proposal is valid for 45 days.
3. Fees are exclusive of any and all applicable taxes and duties, including withholding taxes.
4. Payment for the subscription fee and for professional services (if any) are net thirty (30) days from date of invoice.
5. InTime's Terms and Conditions are attached to this proposal.
6. Invoicing schedule is per the following:

Subscription Fee: Upon contract signing and annually on contract date anniversary

Services and Training: On contract date

Acceptance of Terms

To indicate acceptance of the terms of this proposal, either issue InTime a purchase order referencing this proposal for the amounts indicated or sign the document on the spaces indicated below.

Both parties have read and agreed to the terms and conditions of this proposal:

_____	_____	_____
Customer Organization Name	Authorized Signature	Date

InTime Services Inc.		
_____	_____	_____
Vendor Name	Authorized Signature	Date