State of Rhode Island
Department of Administration / Division of Purchases
One Capitol Hill, Providence, Rhode Island 02908-5855
Tel: (401) 574-8100   Fax: (401) 574-8387

Solicitation Information

January 20, 2015

ADDENDUM # 1

RFP# 7549216

RFP Title: Scheduling, Time, Leave and Attendance Reporting System

Bid Opening Date & Time: Friday, February 13, 2015 at 10:00 AM (ET)

Notice to Vendors:

ATTACHED ARE VENDOR QUESTIONS WITH STATE RESPONSES.

Answers to the three questions contained in scenario four found on page four and one question in the shift bidding category found on page fourteen will be answered by the State through an addendum at a later date. Please check the website for this information.

David J. Francis
Interdepartmental Project Manager

Interested parties should monitor this website, on a regular basis, for any additional information that may be posted.

RFP 7549216 -Scheduling, Time, Leave and Attendance Reporting System
Questions and Answers Document

Table of Contents

Questions Regarding Business Scenarios

Scenario 1

Question Details:

1) On Tuesday is Officer Jones paid at straight time for all 8 hours of call in or just for the 4 hours of the call in time that aligns with the unpaid sick?
2) Do the call in rules take into account overtime equalization rules or is it strictly seniority order?

Answer:

1) State law requires that overtime worked in a week where leave due to illness is discharged is only paid at straight time until the hours of overtime exceed the discharged sick hours.
2) Seniority based rotation.

Scenario 2

Question Details:

1) Please provide an example of a special detail that an Officer may be paid a flat rate for. Is this in addition to or in replacement of their normal pay?

Answer:

1) A special detail could be for a fireworks display, presidential visit, boat race, etc. This detail would be available in addition to their regularly scheduled shift work

Scenario 4

Question Details:

1) Please describe the patient census data that is currently available to drive your schedules.
2) How volatile is the schedule demand from day to day?
3) How much does the schedule vary from budget?

Answer:

[To be completed.]

Questions Regarding Data Interfaces

Public Works Current Software

Question Details:

What do the Public Utilities Commission and other Public Works focused agencies currently use for work order/asset tracking software?

Answer:

Irrelevant as asset tracking and work-order management are not part of this procurement.

Interface Questions

Question Details:

The State has identified six interfaces (payroll export, PTO/balance import, employee payroll account allocation, chart of payroll accounts, financial data import, email/SMS).   Is there a source for employee master data and if so, is there the intention to integrate this with the proposed solution?   Is there a source for the organization structure (and associated reporting relationships) for the purpose of defining security and workflow routing? Should bidders include costs pertaining to LDAP integration which is listed as an optional interface?

Answer:

There is a source for master data and, yes, the proposed solution should offer an integration with the master data. Master data is currently refreshed biweekly from the state's HR mainframe via file interface. The proposed solution should offer similar or better functionality. Workflow and security for approval routing will need to be set up within the proposed solution. Bidders are encouraged to provide pricing for LDAP integration if their solution can accommodate it.

Current Payroll System

Question Details:

The RFI describes the existing payroll system as "part of the state's mainframe." What payroll system is being used? Is it custom built?

Answer:

Current payroll system is a custom built in-house system. The system is supported by internal staff. The payroll system is written in IBM COBOL using CICS and VSAM files along with other mainframe utilities. The system reside on an internally hosted IBM Mainframe running VSE.

Current Timeclocks

Question Details:

What brand of hardware time clocks are currently being used at the state facilities?

Answer:

None. The agencies and employees who do enter time electronically do so via a web interface.

Questions Regarding Other

Employee System Interaction
Question Details:

Are state employees currently provided with any self-service solution for T&A/scheduling/time off requests? Currently manual?

Answer:

While most state agencies rely on paper time sheets, some state agencies utilize stand-alone Time and Attendance software systems. These agencies include: the Department of Corrections (DOC) (1,400+ employees), the Department of Environmental Management (DEM) (400-700 employees), and the Department of Transportation (DOT) (750+ employees). Of these agencies, only DEM has a direct interface to the state's payroll system. Only DEM and DOT have self-service systems. The DOC system is used by supervisors/managers.

How Many Unions
Question Details:

How many distinct unions will be included in the Scheduling, Time, Leave and Attendance reporting System?

Answer:

We have 38 union contracts administered by the Executive Branch. If this system is implemented statewide for the other branches of government, we may have as many as 59.

Unions
Question Details:

Do Unions cover hourly and salary workers?

Answer:

Yes. Union members are hourly, salaried and some are compensated under a "Garcia"/Law Enforcement/Police schedule. Work weeks can be full or part time and can be based on 35.0 hours, 37.5 hours, 40.0 hours, 57 hours or salaried at "at least" 35.0 hours.

Yes.

Union Contracts
Question Details:

May we have a copy of all union contracts that will be covered under this implementation? This will provide us with detail on the specific pay policies required for these employees.

Answer:

Union contracts can be found at http://www.hr.ri.gov/labor

Accrual Programs

Question Details:

Are any accrual programs grandfathered for a select group of employees? If so, please explain.

There are certain groups that are granted additional leave hours based on contract provisions. For example, the State Police are granted additional personal leave if they do not discharge sick leave. Also, State Police have unlimited sick leave.

Accruals

Question Details:

1) Are accruals paid at the rate accrued or the current rate at time of usage?
2) How many different accrual plans do you have (i.e., each union has a different accrual policy for vacation)?
3) Do any of your programs include grandfathered banks of time?

Answer:

1) Both. The state has scenarios where accrual rates can be paid at the earnings rate or the current rate.
2) 2) Accrual rates are standard for employees based on their assigned work week.
3) There are employees who have various categories of hours credited by prior agreement/policy that are grandfathered. For example, some employees have "frozen" vacation leave which they were credited as a result of a previous program.

Benefits

Question Details:

1) Are any benefits based on individuals (i.e., John Doe accrues at a rate of X whereas the rest of the population accrues at a set amount)?

Answer: No

Questions Regarding Phased Approach

Types of Employees

Question Details:

What types of employees will be included in the Scheduling, Time, Leave and Attendance reporting System (i.e. hourly, salary, full time, part time, seasonal, contractors, retirees)? Please break them down by the three phases.

Answer:

Hourly, Salary, Full-time, Part-time, Seasonal employees will all be included in the system. The breakdown will depend on which agencies are selected as pilot agencies for Phase 1. This information is unavailable at this time.

Questions Regarding Procurement Process

Pre-Bid Conference
Question Details:

Even though the RFP does not specify a Pre-bid conference, do you foresee one?

Answer:

No.

Non-Employees
Question Details:

The scope of the employees across both phase I and II is 10,600. The requirements reference, in the section "Time and Leave Management", non-employees. Are these non-employees within the 10,600?

Answer:

No.

Compliance with Terms of Contract & Exhibit D – Professional Services Agreement
Question Details:

Please indicate what actions a bidder should take if there are proposed amendments to Exhibit D – Professional Services Agreement.

Answer:

Indicate the proposed amendments, or indicate that the vendor expects amendments to the Professional Services Agreement.

Joint Bidders
Question Details:

Please describe any special attention that should be taken for joint bids (e.g. one bidder provides the software solution and one bidder provides a services solution).

Answer:

The state expects each bid to have a prime vendor associated with it. To the extent a bidder wishes to subcontract, the proposal should be explicit with respect to all elements of scope that would not be performed/provided directly by the prime vendor's employees.

Bid Bond

Question Details:

Does a bid bond have to be included with the technical and pricing proposal? Can this be deferred until a single bidder is in final negotiations?

Answer:

A bid bond is required with the technical and pricing proposal. No, this cannot be deferred.

Terms and Conditions

Question Details:

There are a small number of terms and conditions in the RFP that may prevent our organization from being able to respond unless we are able to amend or negotiate such terms. In its response to the RFP, our organization would like to reserve the right to negotiate certain mandatory terms and conditions. Is this approach to responding to the RFP acceptable? If not, are there any other alternatives?

Answer:

Indicate the proposed amendments, or indicate that the vendor expects amendments to the Professional Services Agreement

Questions Regarding SAAS / Hosted Platform

Services Scope 2

Question Details:

Please describe the State's position on SaaS vs. hosted vs. on premise solutions. Under what circumstances would an on premise solution be considered?

Answer:

The RFP is for a SaaS solution. There is no consideration of an on-premise solution.

Questions Regarding Scheduling Functionality

Automated Call-Outs

Question Details:

Does the State desire automated call-out functionality, i.e. the ability for the system to automatically call out to hire replacement staff for unfilled shifts?

Answer:

Yes.

Scheduling - Labor Hours Budget

Question Details:

In the agencies that are scheduling employees: How are the labor hours required currently being determined by week? Budgeted by finance? Are there engineered standards?

Answer:

Scheduling mechanisms vary. For example, in the hospitals nursing staff are scheduled by patient census. In the prison system, staff are scheduled by building population and by work needs (i.e. prisoner transfers, hospital visits, etc.).

Type of Scheduling Interface

Question Details:

Would any of the Public Safety Agencies prefer a roster-based Scheduling Interface?

Answer:

Yes. Public safety agencies currently used roster-based scheduling..

Overtime Fairness

Question Details:

Are there specific overtime fairness policies (or union CBA's) in place at any agency?

Answer:

Yes. Union contracts require overtime be offered by seniority. In some cases, overtime is offered to the most senior and in other cases contracts/practice specify a rotation by seniority in the job classification.

Shift Bidding

Question Details:

Could you briefly describe any vacation and/or shift bid processes that are in place in the state police or DOC?

Answer: to be completed.

Shift Swapping

Question Details:

Are employees allowed to swap shifts? If yes, what workflow / approval processes exist to allow for this?

Answer:

Employees are allowed to swap shifts in certain circumstances. Management approval is required.

On Call Policies

Question Details:

In what agencies would an employee be scheduled to be on call? Is there an on-call schedule or rotation?

Answer:

There are a number of on-call agencies: DOT, DOC, BHDDH, DEM, to name but a few. Any state agency that delivers critical services (healthcare, prisons, law enforcement, transportation) to RI citizens operate on a 24x7x365 basis. As a result, these agencies all have varying levels of 'on call' staff. 'On call' hours are generally scheduled, but the process will vary from agency to agency.

Questions Regarding Scope of Work

Staff Augmentation Scope
Question Details:

The RFP denotes the additional submission for a staff augmentation request for 18monts and 2 resources. Will these resource be assigned purely to this project or used for other applications and services within SoRI. If they are to be used in other project needs, please specify.

Answer:

The state anticipates these resources will work on highly correlated projects, i.e. developing enhancements to the state's payroll system in order to facilitate integration to the proposed Time and Attendance system. The work may include enhancements to the current payroll interfaces and developing additional interfaces to accommodate the data exchange between payroll and the newly selected system.

Training Delivery
Question Details:

What is the preferred method for training delivery. Instructor Led to all users or a Train the Trainer approach to internal instructors.

Answer:

The state is interested in evaluating all training approaches.

Timeframe
Question Details:

What is the desired Timeframe for Phase 1 and 2 of the project

Answer:

Rough time estimates were provided on the Uniform Cost Schedule. However, the state is interested alternative schedules/timelines based on the bidder's project management plan and best practices.

Test Scripts Creation
Question Details:

Will the State be responsible for the creation of test scripts for User Acceptance Testing

Answer:

Yes.

Test Scripts Loading

Question Details:

Will the State be responsible for entering test script data for User Acceptance Testing

Answer:

Yes.

Services Scope 1

Question Details:

What is the State's intention for training for the proposed solution? Is in-class training desired and if so, please indicate the approximate number of learners in each user category. Will the State provide classrooms with suitable equipment for hands-on learning?

Answer:

The state is interested in evaluating all training approaches. The state does have a classroom facility with training workstations available.

Services Scope 2

Question Details:

What is the State's intention for change management with respect to the proposed solution?

Answer:

The question is ambiguous.

Personnel

Question Details:

What personnel does the State intend on providing to participate with the implementation? Will the State have a dedicated project manager, sufficient subject matter experts, and quality/testing team members?

Answer:

The state will provide a dedicated project manager. A leadership team composed of HR, Finance and Agency management will provide project governance and support.

Questions Regarding Technical Requirements

PTO Bank

Question Details:

8.074 states the use of a shared employee PTO bank for donations. Who is eligible to use these banks and will it be the responsibility of a manager to assign balances out to the employees.

Answer:

Employees that belong to an organization that has established a bank are eligible to use hours from that bank. HR payroll staff (not agency management) would administer the donations by employees to the bank and the use of banked hours by eligible employees.

Wages

Question Details:

Is it the desire of the State for the Time and Attendance system to calculate Gross Wages and provide to the payroll system?

Answer:

The time and attendance system will have to accommodate the storage of gross wages. Currently the gross wages are calculated on the mainframe payroll system. The new system will either have to interface with the current payroll system to capture this information or duplicate the gross wages calculations on the mainframe. The vendor is to determine the best method. Regardless, the rates must be available on the new system in order to provide reporting functions and for future use.

Req # 3.028

Question Details:

Can we get an example of a "stacked" time code?

Answer:

Apply multiple activity codes to a single unit of time. (Some might be non-compensable, but would aid in reporting/tracking.) For example, denoting work related to a state of emergency, specific weather event, or other activity that the state is interesting in tracking.

Req # 8.061

Question Details:

Disability Entitlement Tracking is typically a Payroll function. Can we have more specifics about the Time & Attendance tracking requirements?

Answer: We have programs in place for some agencies that track and report out the total amount of time discharged/absence over a certain cap amount due to reported illness/injury within the quarter. Other programs request reporting history by specific employee of leave discharges/attendance history. We have also the requirement that we be able to track absences by employee for FMLA purposes based on authorized FMLA entitlements.

Workers Compensation

Question Details:

Is it the desire of the State for the Time and Attendance system to automatically calculate workers compensation hour and wage payments for employees including federal and state based requirements.

Answer: Yes

Req # 10.008

Question Details:

Can we have an example of how historical data is currently being used?

Answer:

The state desires the ability to forecast what a change in pay rules (i.e. leave accrual rates, OT rules, etc.) would have on future payroll expense, using actual historical hours as a proxy.

Req # 2.032

Question Details:

Can we have further details / clarification of this requirement?

Answer:

State and federal fiscal requirements dictate that PTO is billed against project accounts in varying ways. For example, assume that an employee's time is billed against a variety of projects, and the employee self-reports where his/her time is billed each week. If this employee is absent for 1 day in two-week pay period, his/her actual hours worked in the remaining 9 days should be will be used to bill against his/her projects in the current period-- that single sick day is apportioned to that pay period's activties. However, if an employee is absent for more than 5 days in a two week pay period, the system should take an average of the labor allocation of the previous 12 weeks and apply it to the PTO discharged in the current period.