

Vendor questions and Shelby County Government responses.  
The deadline for submitting questions was May 3, 2013.

# Request for Proposal

## Shelby County Government

### Purchasing Department

160 N. Main, Suite 550  
Memphis, TN 38103

*Issued: April 19, 2013*

*Due: May 13, 2013 no later than 3:00 P.M. (Central Standard Time)*

### **RFP #13-004-75**

### **Time and Attendance System**

### **(Shelby County Office of CAO)**

#### Questions and Responses

1. Does the County currently use an automated time and attendance system in any of their departments? If yes, please supply the vendor name(s). **An older version of NovaTime is used in Corrections and a current version of NovaTime is being used in the Assessor's Office. The Trustee's Office has an in-house system developed by their own programmers.**
2. How many physical clocks does Shelby County plan on implementing with the time and attendance system? **50 to 75**
  - a. What type(s) of physical clock(s) is the County planning to implement (PIN-entry, card swipe, biometric, etc.)? **Time clocks that allow for all of the above.**
  - b. Do County employees currently carry badges for identification, door access, or other purposes? If so, do those badges have a method of electronic verification (e.g. bar code, magnetic, proximity, etc.)? **All county employees carry badges for identification. Departments such as Corrections use them to clock in and out.**

3. The RFP requires the chosen vendor to interface with GEMS for payroll as well as with SAP. What data will the chosen vendor be required to interface with SAP? **It will need to interface with GEMS. Disregard the request to interface with SAP.**
4. Are the “6500 Concurrent Users” mentioned in the Time and Attendance Proposal Price Summary all employees clocking in and out? **No. They are total number of employees. There are aprox 800 employees in management.**
  - a. If not, how many of those concurrent users will be employees tracking their time versus supervisors? **Approx 5700**
  - b. Will exempt/salaried employees also be required to track their time with the chosen time and attendance system? **For leave purposes yes and depending on department.**
5. What does the County mean by the term “real-time” (i.e. no polling or push/pull technology) as used in the RFP requirements document? **The County wants the ability to view current punches as they occur and not having to wait on the system to pole or pull the information periodically throughout the day. At any time, an administrator should be able to see who is clocked in or out at any given time.**
6. Does Shelby County prefer a vendor-hosted SaaS model or an on-premise time and attendance solution to be installed on the County’s existing network? **Shelby County does not have a preference. The County is willing to consider either option.**
7. Does the County pay shift differentials? If so, please explain these differentials (examples would be helpful). **Yes. Certain departments are 24 hours and those employees who work on the 2<sup>nd</sup> or 3<sup>rd</sup> shift are paid a higher hourly rate.**
8. Does the County require detailed job cost tracking and reporting? If so, please explain (examples will be helpful). **Yes. For reporting purposes certain department would like to determine the time and salary cost of certain projects and job functions.**
9. Does the County require quad-weekly overtime calculations (28-day base) or any variation of overtime calculated on a timeframe other than a seven-day workweek? **No.**
10. The RFP requirements state, “System should be accessible through the telephone.” Please explain what part(s) of the system the County is referring to. **An IVR capability, where an employee may call in and give their employee ID and be given the ability to retrieve leave balances or to call in and report they are unable to come to work.**
  - a. If for employee clock operations, how many employees will be expected to use the telephone for this function? **The telephone will not be used to**

clock in and out. The telephone will be used to access the IVR, if applicable.

11. The RFP requires the ability to enter “hours and amounts.” Please explain what the County is referring to by “amounts.” Please include examples if possible. **In some cases, it is necessary to pay employees special salary amounts such as bonuses or mileage reimbursement by dollar amounts and not hours.**
12. The RFP states that the proposed system must attach “inventory items” to employee shifts and units. Please explain this requirement in detail as to what the County needs with this requirement. Please include examples in your explanation. **Within the system we would like the capability to attach inventory items to certain employee profiles who have been assigned equipment such as laptops, phones, etc.**
13. The requirements document specifies the chosen system must provide notification when FMLA documents are, generate “required letters and forms,” and “import scanned documents.” These requirements are normally out of the scope and functionality of most time and attendance systems and handled in HRIS systems. How are these requirements currently handled by Shelby County? **They are handled manually and using a separate system.**
14. Did the County have any time and attendance vendor’s assistance in the creation of this RFP? If yes, please provide name(s). **No.**
15. Has the County engaged in any discussions, meetings, or software demonstrations with any potential time and attendance software vendor prior to the release of this RFP? If yes, please provide name(s). **Yes. ADP, KRONOS, Visual Computer Solutions, Inc., Advance Systems**
16. Requirements Doc, #21 – 26, regarding task allocations, appx how many employees will need this option? Is it being considered for every dept? **All 6500. Depends on the department, but at least one department requires it.**
17. Requirements Doc #28, regarding unlimited pay policies, can payroll provide an estimate of the number of pay policies used at Shelby, or would be prefer it handled as an assumption for pricing? **Handle as an assumption.**
18. Requirements Doc #94, regarding leave, appx how many leave policies does Shelby use, or do you prefer it handled as an assumption for pricing? **Handle as an assumption.**
19. Requirement Doc #138, regarding absence policies, appx how many policies are currently being used by Shelby County, or do prefer it handled as an assumption? **Handle as an assumption.**

20. Requirements Doc #169, regarding IVR, appx how many employees will need access to IVR (landline phone entry option)? **At least 3200.**
21. Requirement Doc #169, regarding IVR, will this feature only pertain to those using advanced scheduling tool? **Not necessarily. It depends on departmental requirements and preferences.**
22. Requirements Doc #215, regarding GEMS, several companies use this acronym, please confirm you're referring to the SAP version? If not, would it be the payroll company Global Mgmt Employee Solutions software? **GEMS stands for Government e-Management Solutions Harris Computer Systems has a subdivision called Harris Enterprise Resource Planning (ERP). Harris ERP offers a solution called GEMS. Disregard the reference to SAP version.**
23. In the main RFP implementation time frame is requested. Appx how many members will the Shelby project team include? Will a full time project manager be available during the initial phase? **Approx 10 to 15. Yes a project manager will be made available.**
24. Appx how many users will need access to clocks? **5000**
25. Appx how many users will need access to enter time via web? **TBD**
26. Appx how many users will need access to enter time via smartphones? **TBD**
27. Do you want all of your clocks to have biometric capabilities? **Yes**
28. Page 2 – Is the due date Monday, May 13<sup>th</sup>? **Yes Yes, Monday May 13, 2013.**
29. Section XI B 1. states: “complete attached Time and Attendance requirements matrix and **a copy** with all proposal copies.” Does this mean that Shelby County wants two copies of the requirements matrix with each proposal, or should it read “and attach a copy with all proposals” meaning only one copy of the matrix with each proposal? **Attach a copy with all proposals.**
30. Is this RFP for the Division of Corrections only? Or are other Shelby County departments or divisions looking for a Time and Attendance solution with this project? **This is a countywide solution. The Division of Corrections initiated this project and implementation will begin with Corrections.**
31. Is there a need for multiple assignments for employee scheduling purposes? **There may be.**

32. Reference: Section I of the RFP, Introduction:

". . . unified county-wide Time and Attendance System. . . "

What is the current number of employees and sites? What is the approximate number of locations where data collection devices will be required? How many data collection devices are anticipated? **50 to 75 data collection devices are anticipated. Locations are spread throughout the county but there is a concentration of departments located downtown and east Shelby County.**

33. Reference: Section VII. a, second arrow under the first bullet.

"..improve the annual and holiday bidding process. . . ."

Please explain the current bid process. How does the existing process fail the county such that it needs to be improved upon? **The current process is manual. It is utilized primarily by Corrections and the Sheriff's department. Employees submit their request using email or paper documents.**

34. Reference: Requirement 216 in the requirements matrix:

This requirement expresses a preference for no customer specific customization for "pay rules and business requirements." Please provide documentation and/or examples illustrating any rules and requirements not listed in the matrix. This will enable vendor responses to more clearly address Shelby County requirements. **Shelby County has 6 bargaining units that include unique rules and requirements. Documentation will be provided to the vendor selected.**

35. Reference: Requirement 367, 368 in the requirements matrix:

While these matrix line items appear to be identical, they reference "GPS capable units." Please provide examples of such mobile devices. Are these mobile devices themselves to be included as part of the proposal? If so, how many such devices does the county anticipate purchasing? Are software applications required as part of this proposal to run on such devices (allowing capture and transmission of time transactions and GPS coordinates)? **Smartphones are the GPS items being referenced. They are not to be provided.**

36. Reference: Requirement 394 in the requirements matrix:

The requirement is for a benchmark test for response times with a load of 500 concurrent user. Does this requirement reference only concurrent time clock users, or is the benchmark for 500 concurrent administrative users actively accessing the database? Does the county anticipate such a load on the final system? How many concurrent administrative users should the system be configured to carry with an acceptable response time? What is the acceptable response time expectation? **It refers to time clock users. The County does anticipate such a load if not greater. Administrative users expected are 800 but not concurrently.**

**37. Reference: Requirements 215, 415, and 429 in the requirements matrix ,  
GEMS Payroll System:**

**Are these requirements referencing the GEMS payroll software packages offered by Global Employee Management Solutions located in Brunswick Ohio?**  
Harris Computer Systems has a subdivision called Harris Enterprise Resource Planning (ERP). Harris ERP offers a solution called GEMS. GEMS stands for Government e-Management Solutions.

38. Can you provide a detailed description of how your bid process works? (Basic Scheduling Section - Requirement #167) It is a manual process. **Bargaining unit employees submit either by email or by paper their top three (3) posts, days off and vacation. They are manually processed by a group of employees tasked with verifying the seniority of each employee.**

39. **Can you provide a copy of your accruals policy (Accruals Calculations and Enforcement Section) and points/incidents policy (Attendance Policy Management Section)?** **We are not able to provide. The vendor who is awarded will be provided the information.**

40. What would be the reason for restricting employee punching by the time of day at an employee self-service terminal? (Requirement #16) **If an employee is assigned to a particular shift, they should not be allowed to clock in during a different shift unless authorized by management.**

41. *[Page 23, #3 Cost and Fees, b. Time and Attendance Proposal Price Summary]*  
Of the 6,500 users indicated in the RFP, how many will need the ability to approve/edit timecards (this includes all managers, supervisor & administrators)?  
**Approx 800**

42. *[Page 23, #3 Cost and Fees, b. Time and Attendance Proposal Price Summary ]*  
Of the number of managers, administrators, and supervisors mentioned above, approximately how many will need the ability to run and create reports? **Approx 800**

43. *[Page 23, #3 Cost and Fees, b. Time and Attendance Proposal Price Summary, #9 Reports ]* What types of reporting software do you currently use? **Depends on the department. Some use Crystal Reports, Skydrive, SQL Reporting Services. Preferred method is SQL Reporting Services.**

44. *[Page 10, VII General Requirements, a. Background]* Who did Shelby County work with in 2009 when you were conducting your feasibility study in 2009? Did any of these vendors assist in the writing of this RFP? **Met with approx 4 vendors prior to writing the RFP. All information gathered was used to craft the RFP. No vendor assisted in writing the RFP.**

45. Please confirm the due date. Page 2 states Friday May 13, 2013; however, May 13 is a Monday. We believe the correct date is listed on page 6. **May 13, 2013.**
46. What is the number of sites / locations in the scope of the project? **Locations are scattered county wide. There is a concentration of offices located in the downtown and east Shelby County area.**
47. Please describe the method the County currently uses for gathering time / absences / leave from employees. **There is not one method. Different departments have different methods. Some use pen and paper, others use NovaTime, others use in-house software developed by programmers. All departments submit the same documentation to central payroll to be located downtown.**
48. If you have a leave management current system, is there an alerts and notification process in the present solution? **No**
49. Where does current personnel data reside? **On servers located in IT.**
50. *[Requirements Matrix, #1]* Does the County know how many time collection devices it requires per site or location? **No an exact number. An analysis will need to be done to determine the exact count. As of right now an estimated 50.**
51. *[Requirements Matrix, #1]* Are there employees who need clocking functionality who won't have access to a physical clock? **Yes**
52. *[Requirements Matrix, #2]* Which method will the County utilize – biometric, proximity, mag stripe, etc? **Depending on the department, all listed methods may be used.**
53. *[Requirements Matrix, #3]* Will the County utilize Power over Ethernet for the time collection devices? Are switches for POE currently enabled? **It depends on the location of the clocks. Not currently.**
54. *[Requirements Matrix, #28]* How many unique combinations of business rule policies will you require? (i.e., number of unions or collective bargaining agreements, exempt v. non-exempt employees, seasonal employees, etc.) **Shelby County has 6 bargaining units. Both exempt and non-exempt employees as well as temporary/seasonal employees.**
55. *[Requirements Matrix, #38]* What is the number of unique pay cycles that will be required (weekly, bi-weekly, semi-monthly)? **All may be required.**
56. *[Requirements Matrix, #47]* Describe your approval process for time records. **Varies with department and positions.**

57. *[Requirements Matrix, #58]* Will you require off-cycle payroll? **Yes**
58. *[Requirements Matrix, #95]* Please describe your current leave request workflow / approval process. **It varies. Some departments have bargaining units and require a bid process based on seniority and others are first come, first serve in regards to approving requests.**
59. *[Requirements Matrix, Accrual Calculation and Enforcement]* Will accruals be tracked to benefit time pay codes (VAC, PTO, SICK, etc.)? **Yes**
60. *[Requirements Matrix, Basic Scheduling / Scheduling for Public Safety & Law Enforcement]* Can you give examples of some of your scheduling requirements, focusing on anything unique to the County. **Shelby County scheduling requirements are similar other local governmental agencies that include police, fire corrections and bargaining units.**
61. *[Requirements Matrix, Basic Scheduling / Scheduling for Public Safety & Law Enforcement]* Is scheduling currently completed manually or is it maintained in an automated system? **Manually**
62. *[Requirements Matrix, #401]* Does the County currently use LDAP, Kerberos, or simple authentication? Will the new solution requires SSO (Single sign on) integration? **LDAP. Yes.**
63. *[Requirements Matrix, #415]* You mention interfacing with GEMS for payroll. Will the County wish for the solution to also interface with an existing human resources service or any other services currently utilized? **Yes.**
64. *[Requirements Matrix, #415]* What type of integration is required (Web services, flat file, FTP, etc.)? **Web services is good for interfacing one it has been determined what will be updated. What do you recommend? What does your software provide?**
65. *[Requirements Matrix, #415]* Are these systems currently in place, configured, and live? If not, when will they be available? **No.**
66. What are the County's training needs and expectations? **Shelby County expects to have on- site training for trainers and administrators and dedicated IT staff. After implementation, the County requires a dedicated team to assist with troubleshooting and online training/tutorials for end users. Details should be given for training various functions throughout the County, such as Managers, Supervisors, System Administrators, etc.**