RFP-ERP16001 Offeror Questions

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **#** | **RFP Reference** | **Prospective Offeror Question** | **State Answer** | **Follow-Up Question** | **Response** |
| 1 | Main RFP Document, Page 23, Section 11.8, Second Paragraph | May a single vendor serve as subcontractor in more than one Offer? | Yes; however a single vendor may not serve as subcontractor on one or more offers and prime contractor on another. A vendor appearing in multiple offers as subcontractor and prime contractor would cause all the offers in question to be disqualified. | A vendor is about to complete an acquisition of another vendor’s services that would allow it to become an offeror and prime contractor if selected. May the two vendors collaborate jointly on the offer, anticipating that the acquisition will complete before the State awards a contract? | The vendors may collaborate jointly, however one vendor must assume the role of prime, and the other a subcontractor. |
| 2 | Appendix A, Page 1, Section 1.0, Subsection 4, Second Paragraph | First Sentence: If an Offeror or Subcontractor is a small non-public business that is not required to have audited financial statements and related disclosure, may the Offeror or Subcontractor submit their federal tax returns for the previous three years in lieu of submitting audited financials and related disclosure? | Submission of federal tax returns in lieu of our requirement of audited financial statements may cause a vendor to be disqualified as nonresponsive or placed at a competitive disadvantage. | Could the State please expand on its answer to differentiate between an Offeror and its Subcontractor?  Specifically, if a financially strong Offeror submits its audited financial statements and related disclosure for the previous 3 years but has a financially strong Subcontractor who does not have audited financial statements but provides their federal and State of Hawaii corporate income tax returns for the previous 3 years, would this cause the Offeror to be disqualified as nonresponsive?  Would this cause the Offeror to be placed at a competitive disadvantage? | The scenario described would not cause an Offeror to be considered non-responsive. Addendum 4 clarifies the requirements for financial information as limited to the Offeror, i.e. prime contractor. Please refer to Appendix A, Section 1.0, Offer Transmittal Letter, Item 4. |
| 3 | Appendix B, Page 9-10, Section 4.0 Letter of Credit: | Can the State describe the Letter of Credit requirement in more detail?  The Letter of Credit included in this section is described a sample.  Are all the terms listed in this sample negotiable?  Is the $2,000,000 figure listed a sample amount?  Is the State open to substituting some other form of financial protection for the Letter of Credit requirement? | Please refer to the revised Exhibit 6 in Addendum 1 which revises the requirements for the Letter of Credit and Parental Guaranty. The State is not open to substituting another form of financial protection for the Letter of Credit and Parental Guaranty requirement. |  |  |
| 4 | Appendix A states: “A sample Letter of Credit to be filed through an appropriate financial institution has been included.” | Does a completed Letter of Credit need to be included with our RFP response? | No. Please refer to the revised Exhibit 6 in Addendum 1 which revises the requirements for the Letter of Credit. |  |  |
| 5 | Appendix A states: “A sample Parental Guaranty form to be filed with the State of Hawaii by the contractor has been included.” | Does a completed Parental Guaranty form need to be included with our RFP response? | No. Please refer to the revised Exhibit 6 in Addendum 1 which revises the requirements for the Parental Guaranty. |  |  |
| 6 | Appendix C-1, Tab 3-Core Payroll, ID#58: “The system shall provide the ability To process payroll on the following frequencies: Daily”. | Can we obtain more information on what are the causes for the daily payroll and volumes around that pay frequency. Is it a consistent amount if mostly for corrections/terminations? | The Daily Cycle processing is primarily used to capture and edit new incoming payroll transactions, and to apply corrections to existing rejected transactions due to errors encountered.  This includes but is not limited to deductions, adjustments, payments, file maintenance, and stop payment transactions.  The volume will vary depending on the period’s events such as Open Enrollments, Mass Updates, New School Year, Ending of School Year, and etc. Daily payroll processing is also required for calculating corrections to pay and issuance of termination checks. |  |  |
| 7 | Appendix C-1, Tab 3-Core Payroll, ID#153: “The system shall provide the ability to track and report employees benefits based on the requirements for the Affordable Care Act.” | The requirement asks that the payroll system be able to track and report on employee benefits in accordance with the Affordable Care Act. Is it expected that our system be the system of record for benefits or is there another system that will act at the benefits administration system? | For purposes of generating the annual 1094 and 1095C, the EPS must be able to track eligible employees and validate premiums withheld/deducted from pay. The reporting involves the printing of 1095C forms for the employees and the ability to generate the electronic IRS XML files of the 1094C and 1095C data along with Manifest files. An alternative method would be through the SOAP Protocol. Comprehensive benefits administration (i.e. benefit eligibility parameters and dependent information) will not be managed through the EPS. |  |  |
| 8 | Appendix C-1, Tab 3-Core Payroll, ID#223: “The system shall provide a garnishment database and provide the ability to interface with the legacy garnishment sub-system to populate historical and current YTD data.” | What is the legacy garnishment system? It is unclear if this system is to remain following the project. Can you please clarify? If it is not, what would be the purpose of interfacing to this system? | Background on legacy system:  The garnishment legacy system is a database where garnishments are established by agent code, effective date of the deduction, the monthly amount to be withheld (percentage or fixed amount), end date of garnishment if applicable, type of garnishment (i.e. federal levy, state levy, child support, not more than 25% of disposable earnings type) control numbers, remarks section for tracking custodial parents, added interest cost, attorney info, etc. Modifications and cancellations to garnishments are entered into the sub system. The sub system tracks running balances, provides check and balance reports, reports of employees that did not have a garnishment deduction due to no pay, not making the minimum required amount to withhold and if there is a prior existing garnishment for newly established garnishments for that pay period. After garnishments are established in the sub-system, a report is generated with the required information and is data entered into the payroll system. The payroll system applies the business rules and calculations based on the type of garnishment and coding. The Payroll system is the system of record for YTD balances and reporting. If the new system has a garnishment database and meets the needs of the current payroll system and sub system, the pay period interface may not be needed after the initial data transfer. The payroll system provides historical reporting of all garnishments that have established in the garnishment sub system. The system should be able to purge data based on selected criteria. The EPS should include a garnishment calculation, processing and remittance method option for the State to consider implementing. The legacy system will no longer be needed after the historical and current YTD data is transferred to the EPS. |  |  |
| 9 | Appendix C-1, Tab 4-ESS MSS, ID#5: “The system shall provide the ability for employees to enter, view, and modify the following personal information: Designation of beneficiary information.” | Are we to provide the benefits system of record as part of this project? If not, what is the purpose for the requirement to store beneficiary information?” | Designation of beneficiary information is customarily managed through Human Resource Management Systems. However, the Designation of beneficiary information is used to identify the person(s) who should receive the employee's accumulated vacation pay and all earned and unpaid wages due at the time of the employee's death. Please reference Addendum 3, Item 4. |  |  |
| 10 | Appendix C-1, Tab 5-Workforce Mgmt – Time Collection, ID#14: “The system shall provide the ability to enter time at decentralized locations by the following methods, including but not limited to - File Transfers”. | With regards to time entry, what is required by file transfers? Please elaborate what is needed for this requirement. | File transfers in this regard may include summarized time data that may be initially captured in a spreadsheet format (.xls or .csv) where said data may need to be imported or uploaded into the solution or application. There are State work locations that may have limited or unavailable bandwidth in terms of the network and or Internet connection where time entry may be more difficult. The State currently uses the Axway Secure Transport product to handle File Transfer Protocol (FTP) transmissions. |  |  |
| 11 | Appendix C-1, Tab 5-Workforce Mgmt – Time Collection, ID#29: “The system shall provide the ability to control the funds available when entering hours into the time system (also to include fringe when paying with federal funds).” | The time system captures hours worked. Please elaborate or give an example how you need the system to control funds. | There are jurisdictions, departments and agencies that will need the ability to track hours worked and associated dollars to federal funds, grant allocations and distributions. The State is interested in evaluating solutions and processes that will allow for scheduled percentage allocations based on fund and the ability for a manager/approver to distribute and validate fund allocation by program, individual or group. |  |  |
| 12 | Appendix C-1, Tab 5-Workforce Mgmt – Time Collection, ID#30: “The system shall provide the ability to identify and prioritize funds to be used.” | Please give an example of this requirement. | An example of this requirement might include tracking of appropriations tied to a specific year where earlier appropriations may need to be used prior to charging hours/dollars to a more recently appropriated funding source. There will also be situations in which hours (and associated dollars) will need to be tracked by a specific program or grant within the University system or Department of Education. |  |  |
| 13 | Appendix C-1, Tab 5-Workforce Mgmt – Time Collection, ID#53: “The system shall provide the ability for a supervisor to certify that an employee has completed the requirements for supplemental pay (e.g., yearbook differential).” | Please explain yearbook differential. | The State desires flexibility in tracking a variety of pay types, including differentials. Among these is the capability to track compensation related to teachers supporting yearbook committees where compensation may be driven by time spent in that capacity. |  |  |
| 14 | Appendix C-1, Tab 5 – WorkforceMgmt – Time Collection, ID #94: “The system shall recalculate hours worked based on the time adjustments or corrections entered to specific workday(s) for prior pay periods and correctly update: Leave Records (Form 7).” | Please define Form 7. | The Form 7 is a State-developed document where all leaves taken are tracked for each day of a calendar year. As leaves are entered into the Form 7, which is designed as a master spreadsheet and year-to-date leave taken is accumulated and totaled and year-to-date leave accrual balances are also updated. Although this is the current process, the State is interested in having leave entered be automatically accounted for when payroll hours adjustments are made to subsequent payrolls. In other words, when payroll leave adjustments are made the leave records are updated in the time and attendance solution. Please refer to Addendum 3, Item 4. |  |  |
| 15 | Appendix C-1, Tab 6 – WorkforceMgmt – Leave Mgmt, ID #29: “The system shall provide the ability for leaves to be used either as accrued or after a specified period of time.” | Please explain what is meant by “a specified period of time.” | For most, employees vacation and sick leave accrued in the current month cannot be used until the 1st day of the following month. For some employees sick leave can be used as accrued. |  |  |
| 16 | Appendix C-2, Tab 3 – ESS MSS (Optional): | Most of the items included in this document deal with items that would ordinarily be stored or managed in the HR system of record. Are we to assume that the provided solution would become the HR system for specific departments or as a supplement to other HR systems? | The ESS MSS functionality is listed as optional, however, the State would like to evaluate ESS MSS features in the core payroll and time & attendance solutions. ESS MSS features that would not be delivered by the core payroll and time & attendance solutions should be noted in an Offeror's response as not available. |  |  |
| 17 | Appendix A, Section 10 – Offer Checklist, Page 41, in reference to Attachment 6: | “We see no reference to Attachment 6: Financial Statements Compliance in Appendix A, Section 6.1.1.4 which is listed in the Offer Checklist. Please clarify.” | The Section Number in Appendix A, Section 10, Offer Checklist is corrected to read as follows:  “Attachment 6: Financial Statements Compliance, Appendix A, Section 6.1.1.9.4” See Addendum 3 Item 2. |  |  |
| 18 | Appendix A, Section 5.4.6, Page 7: “Include for all key personnel at least three (3) references as “Attachment 5: Offeror and Subcontractor Staff References” using the form provided in “Appendix B, Offeror Response Form Attachments.” | With regards to references, without being able to control a client’s response time back to the State of Hawaii, do all responses have to be back to the State of Hawaii by April 4th, and how can the Offeror confirm that the State of Hawaii received our clients responses? | We would like to have all of the references by April 4th, but we do realize that the offeror cannot confirm that the State of Hawaii received their clients response for reference.  Client reference responses will be accepted at [ets.erp@hawaii.gov](mailto:ets.erp@hawaii.gov) after that date.  The ability to include references received after April 4th as part of the evaluation for the respective offeror will be determined by the workload of the reference checking evaluation team. |  |  |
| 19 | Appendix E-2 Ongoing Services Requirements, Section 2.2 Maintenance and Operations Support, ID# 2.2.1.3: “Review and approve systems administration procedures.” | When the State of Hawaii has checked the box with an “X” which indicates that the State of Hawaii is taking responsibility, but Vendor actually takes responsibility – should we mark the question with a “N” response or move the “X” to the Offeror column? And scoring wise what is most beneficial? | As stated at the top of each section of Appendix E-2, “A “No” response without providing a comment may cause the Offer to be rejected.” If the Offeror disagrees with the identified responsible entity for a particular requirement, Offeror shall indicate disagreement with a “No” response along with an accompanying comment. |  |  |
| 20 | Appendix E-1 – Implementation Services Requirements | Also has the State “X” for some questions as well. | As stated at the top of each section of Appendix E-2, “A “No” response without providing a comment may cause the Offer to be rejected.” If the Offeror disagrees with the identified responsible entity for a particular requirement, Offeror shall indicate disagreement with a “No” response along with an accompanying comment. |  |  |
| 21 | Appendix A, Section 6.3.1.2, Workplan and Schedule, Page 29: “Additionally, this section shall include as “Attachment 10-1: Detailed Work Plan,” a detailed work plan for the tasks required to produce each of the deliverables covered in Consulting Services…” | Is the State of Hawaii open to following an Offeror’s best practice implementation model and approach if it can reduce timeframes and cost? | The State is open to the Offeror’s work plan variations to the extent that it satisfies all requirements specified in the RFP, including those laid out in Section 6.3.1.2 of Appendix A. |  |  |
| 22 | Main RFP Section 5.4.9, Hosting Options | Are vendors allowed to submit offers for both a SaaS and an Offeror-Hosted solution?  If so, will two separate proposals be required? 14 and 15 Main RFP Section 5.4.9 6-8 1-4 | Per Appendix A, Section 6.4.1.1, “Offerors shall respond to the topics below based on the [hosting] option selected.” Proposals must be submitted with only one of the two hosting options selected. Moreover, a vendor who submits a proposal is considered the Prime Contractor (“prime”). Per Section 11.8 of the Main RFP document, “A single vendor cannot submit more than one Offer as a prime. Further, a single vendor cannot submit as a prime on one Offer and as a subcontractor in another Offer.” |  |  |
| 23 | Entire exhibits - Exhibits 4, 5 and 6: | If a vendor already has a recent software license and services agreement contract in place with the State, is the state willing to license the software under the existing contract instead of renegotiating Exhibits 4, 5 and 6? | No. Vendors should not base their responses on contracts or agreements that are outside the scope and requirements of this RFP, which reflects the State's needs for this specific procurement. The State will entertain exceptions to the RFP, including the terms in Exhibit 6, except to the extent provisions are required by law. But, due to the nature of the procurement and the proposed time schedule, the State is not inclined to consider exceptions other than those that may significantly benefit the State due to their impact on cost or schedule. |  |  |
| 24 | Main RFP Section 13.8.7.1: “A ten percent (10%) price preference shall be given to Hawai’i software development businesses …” | Is the 10% price preference for Hawai’i software development business applicable to vendor bid if the local Hawai’i firm is a subcontractor to the prime? | The 10 percent price preference only applies to the prime contractor (i.e. Offeror). Pursuant to HAR 3-124-33 …..”included as part of the offer, sufficient information to substantiate that eighty per cent of the employees who will be working on the proposed software development project are domiciled in Hawaii. (c) Offerors shall submit with the certification form sufficient information to support the Hawaii software development business preference. Sufficient information shall include, but not be limited to, the authorized officer's name, office or position held, name of offeror and its local address, date that the …….. office was opened, and name and local addresses of offeror's employees who will provide the labor for the required services. The procurement officer calling for offers may request additional information deemed necessary in order to qualify the offeror, and shall have sole discretion in determining acceptance of the offeror as a Hawaii software development business. |  |  |
| 25 | Main RFP, Section 3.1.1, pages 5 and 6 and Appendix M – Proposed Project Timeline and Considerations 4 on page 5 1 on page 6 Figure 1 | How do the departments that are identified in section 3.1.1 map to the schedule provided in Figure 1 in Appendix M? 5 and 6 Page 3 | The Department of Education is identified as comprising the second wave of the Payroll Phase implementation; otherwise, departments and jurisdictions have not been placed in specific implementation order as of yet, with the exception of agencies who are currently submitting pay information via interface file. Please refer to Appendix H, Interface Requirements, for specific information on interfaces. |  |  |
| 26 | Main RFP Document Page 23 Section 11.8 | Will the State consider contracting directly with subcontractors for any required third-party software licensing agreements, or is it expected that the prime vendor will be responsible for the entire project under a single contract? | Please refer to Section 17.2 of the main RFP document. Third-party software vendors are considered to be subcontractors for which the Contractor is responsible for managing and accounting for. |  |  |
| 27 | Main RFP Document Page 16 Section 5.11 Paragraph 1 Line 1 | How many State Team Members are anticipated to be co-located with the Vendor at the Project Team Facility? Main RFP Document | The composition and number of State Team Members has not yet been determined, and is partly dependent on the Offeror’s proposed staffing plan. Please refer to Appendix A, Section 5.4, Project Organization and Staffing in which plans for the Offeror’s staff and for the State staff are to be included as part of the Offer Response package. |  |  |
| 28 | Main RFP Document, Section 5.11, Continuity of Contractor Personnel Objective | Is the State amenable to some work to be performed remotely on the project for non-critical areas that do not require in person interactions? | Yes, Appendix L, Cost Workbook, allows for input of hourly rates for non-local versus local staff. |  |  |
| 29 | Appendix C 3 Core Payroll General | Does the State need to apply rules (labor rules, time rules) to the files in order to produce the payrolls? | The jurisdictions that transmit summarized payroll files send data that includes assignment of wage types and the current payroll system processes the gross to net calculations, involuntary and voluntary withholdings. The State anticipates that when the time and attendance solution is being implemented then the applicable labor and time rules will certainly need to be configured within the application. |  |  |
| 30 | Appendix E-1, Implementation Services Requirements, ID# 2.3.30 | How much historical employee data does the State require to convert into the new HCM/Payroll solution? | The State will require conversion of all active employee records as well as terminated employee records for the current calendar year for production of annual statements and filings.  Employee record data would include all payroll-related pay assignments (voluntary withholdings and deductions, involuntary withholdings and deductions, direct deposit and electronic fund transfer information, imputed income benefits, supplemental pay and other compensation. Any other data that would customarily be stored in the human resources solution will be maintained in the respective jurisdiction/department's systems.  With regard to historical employee payroll wage and accumulated fiscal year data, the State is requesting that 7 years of prior data be stored on the new payroll solution. In terms of time and attendance data, once the system is implemented the State would like to retain all records of timesheet data and leave records also for a 7 year period going forward. Ideally the State would like to have 10 years of historical payroll data accessible on the new system to accommodate W-2 printing and support any litigation needs. |  |  |
| 31 | Appendix E1 Page 14 Section 2.3.30 Paragraph 1 Line 1 | How much payroll-related data does the State require to convert into the new HCM/Payroll solution? | See response to question #30. |  |  |
| 32 | Appendix E- 1, Implementation Services Requirements, ID# 2.4.26: “Provide an **Integration, Parallel, User Acceptance, Regression, Stress, and Security Test Plans** that provides the detailed approach that shall be taken to fully test all components of the system including…” | Does the State have licenses to utilize an automated stress test tool? If so, what tool? | Appendix A, Offer Response Form, Section 6.1.1.9, Software Description requires the Offeror, “List all application software components proposed (e.g., EPS software, third-party application software, utilities, development tools, configuration management tools, database management systems, reporting tools, and business intelligence/data warehouse software) in the Software Specifications Form...” The State has not included in the RFP any software it already owns to be made available for use by the Offeror. |  |  |
| 33 | Appendix E-2, Ongoing Services, Section 2.3, Business Process Outsourcing | Would the State consider handling the optional Business Process Outsourcing services areas through an agreement outside of the prime contractor agreement? | Appendix A, Offer Response Form, Section 6.4.1.3, Business Process Outsourcing Requirements, states “Business Process Outsourcing (BPO) is optional, which the State may at its sole discretion include in any contract resulting from this RFP. Offerors are required, however, to propose and provide separate prices for these optional requirements in the Cost Proposal.” |  |  |
| 34 | Appendix F, Service Level Agreement Requirements | Would the State be open to considering alternative service level agreements? If so, how should vendors present these alternatives for your evaluation? | Vendors should not base their responses on SLAs that are outside the scope and requirements of this RFP, which reflects the State's needs for this specific procurement. Should the vendor submit an alternative SLA(s) they would be considered exceptions to the RFP. The State will entertain exceptions to the RFP, including the terms in Exhibit 6, except to the extent provisions are required by law. But, due to the nature of the procurement and the proposed time schedule, the State is not inclined to consider exceptions other than those that may significantly benefit the State due to their impact on cost or schedule. |  |  |
| 35 | Appendix F, Service Level Agreement Requirements, Page 14 Section 3.5, Annual Customer Satisfaction Survey SLAs | For Customer Satisfaction surveying, would Survey Monkey, Fluid Surveys or a similar service be considered an acceptable 3rd party? | Appendix A, Offer Response Form, Section 6.5.1, Detailed Service Level Agreement Requirements Response states, “Offerors must complete the response tables in “Appendix F, Service Level Agreement Requirements” and include them as “Attachment 12: Responses to Service Level Agreement Requirements” of their Offer. |  |  |
| 36 | Appendix J Page 4 Section 2.0 Table 1 HR Payroll | Can the State provide a list of the documented Labor rules that impact balances, pay, comp levels, overtime and other related areas? | Please refer to Offeror’s library for the bargaining unit contracts. Additional information referencing the specific contract provisions that impact pay, compensation, overtime, etc. will be referenced in the next Addendum. |  |  |
| 37 | Appendix J Page 11 Section 4.5.1 Paragraph 2 Line 1 | Regarding the DHRD PeopleSoft HRMS applications, can the State please supply current application version, PeopleTools version, and database size? | Application Title: Oracle  PeopleSoft Human Capital Management  Application Version: 9.2  PeopleTools Version: 8.54  Database Size: 90GB |  |  |
| 38 | Appendix J Page 13 Section 4.6.2 Paragraph 2 Line 5 | Is the current exception-based time reporting solution based on paying employees off schedules or is it based on standard hours? | Employees are paid their semi-monthly salary, except for when the employee does not work a complete month. If the employee has any type of leave without pay, starts work on any day other than the first workday of the month, or terminates on any day other than the last workday of the month, his/her pay is based on actual hours worked. We do have employees who are paid off a schedule as well as employees who are paid based on standard hours. |  |  |
| 39 | Appendix J Page 13 Section 4.6.2 Paragraph 2 | Are there any groups of employees who need a punch -time (clock in/out) solution? | All applicable methods of time collection will need to be evaluated depending upon specific departmental/jurisdictional needs. The State intends to complete this assessment by working with the vendor. The State anticipates that the groups who may need a clock in/out solution (device, workstation, phone entry or other) will include 24/7 operations such as hospitals and corrections. |  |  |
| 40 | Appendix J Page 13 Section 4.6.2 Paragraph 2 Line 5 | Appendix J refers to time reporting only requiring overtime for regular employees and actual hours for hourly employees. Can the State provide a list of overtime rules that need to be taken into account to accurately calculate overtime for regular employees? | General overtime provisions may be referenced in the bargaining unit contracts referenced in the Offeror’s Library. In addition, a digest of all provisions (as referenced in all bargaining unit contracts) that impact computation of pay will be added in the upcoming Addendum. |  |  |
| 41 | Appendix J Page 13 Section 4.6.2 Paragraph 3 Line 1 | Do employees need to charge time to chart field distributions that is different than the distribution based on their home job/position? | An employee could work in multiple positions or have a position that charges multiple accounts. Additionally, the multiple positions may be in the same or different Departments and/or Jurisdictions. If employed in different Departments and/or Jurisdictions then the accounts charged will be different. |  |  |
| 42 | Appendix J, Current Environment | Does the State need a Position Management solution? | Position Management may be a future consideration but not at this time. |  |  |
| 43 | Appendix J, Current Environment | Does the State need to budget employees to into Positions? | Yes, the State is currently performing this function outside of the scope of this procurement. Please see response to Question #42. |  |  |
| 44 | Appendix J, Current Environment, Section 4.6.2, Departmental | Can the State provide a full list of leave accruals that are to be implemented? | Leave accruals are fairly standard across departments/jurisdictions as accrual routines and schedules are identical for all entities and union contracts are re-negotiated for the entire State. These additional documents will be posted on the Offeror’s Library in the next addendum. |  |  |
| 45 | Appendix J | Can the State provide the rules to accrue leave time for the plans that need to be implemented? | Yes, this relates to question #44 as far as the response. |  |  |
| 46 | Appendix J Page 13 Section 4.6.2 Paragraph 5 Lines 2 & 4 | Other than Kronos for DOE, what is the list of other time systems that are used in the State? | There are time systems/modules that exist across the State. The  Kronos solution is used by DOE and the HHSC East Hawaii hospitals, however the extent of "module" utilization varies by jurisdiction (i.e. leave management, scheduling and timekeeping). The systems that are being used by DCCA, DAGS, DOH and the Judiciary are custom built systems that primarily administer and track leave records and data. |  |  |
| 47 | Appendix J Page 12 Section 4.6.1 Paragraph 2 Line 2 | Do all State Departments/Agencies operate on the same semi-monthly payroll calendar? If not, what are the other payroll cycles that are used in the State? | Yes, all State employees are currently on the same semi-monthly payroll calendar. The pay dates are the same for all jurisdictions and departments, however, there are different cut-off and inclusion periods depending on when an employee may have been hired (i.e. lag payroll versus after the fact payroll) or if the employee is considered hourly. However, the current system is also able to handle monthly employees – a feature we would like to see continued. |  |  |
| 48 | Appendix K, Proposed Project Organization and Staffing, Table 1, State Roles and Responsibilities | Can the State provide headcounts and dedication percentages for the roles identified in Table 1? | Organization and staffing is proposed for both State and Offeror. Please refer to the response for Question 27 for additional information. |  |  |
| 49 | Appendix K, Proposed Project Organization and Staffing, Table 1, State Roles and Responsibilities | Does the State plan to backfill the resources dedicated to the project to assist with their existing job responsibilities? | The State is moving on several fronts to make resources available for this effort to include participation from all jurisdictions and departments. Backfilling is one of the options, but not the exclusive choice. |  |  |
| 50 | Appendix L 7 Payment Schedule Column E | Would the State be willing to consider changing the Maximum Percentage for each Deliverable Group if it does not align with the actual resource plan adopted for the project? | The State would like to have the Offeror propose a recommended strategy and plan based on the implementation requirements and phasing of departments/entities, which in turn supports any proposed changes to the payment distributions per Deliverable Group. |  |  |
| 51 | Addendum 1 Page 2 Section C Paragraph 1 Line 1 | Can the State please clarify the process for submitting exceptions/objections to the Terms and Conditions of the RFP? Are they to be submitted with the proposal or after reaching Priority Listed status? | See Response to Question 34. |  |  |
| 52 | Main RFP Document, Section 5.4.9.2, Option 2 – Offeror-Hosted | If hosted, is it the State’s desire for the EPS System to have the capability to be transferred to a Hawaii based data-center and/or brought in-house in the future? | There are no transition requirements included in this RFP, however to transfer to a Hawaii-based data center would require a discussion as noted in the referenced RFP section. |  |  |
| 53 | Page 34, Section 16.1.1 This section states that if we are providing information we deem Confidential and/or proprietary/trade secrets, we need to follow the procedures set forth in Section 17. However, Section 17 only deals with Subcontractors. | Q: Do you mean to follow the procedures set forth in Section 16? | The referenced Section 17 is indeed a typographical error. Offeror shall follow the instructions given in Section 16, instead. See Addendum 3 Item 3. |  |  |
| 54 | Main RFP Document, Page 34, Section 16.1.3 This section states we need to call out that information we deem confidential/trade secrets, and the Procurement officer will discuss with the AG’s office to determine what portions of the information are confidential under Law in accordance with HRS Chp 92F. | Q: What provision(s) in the HRS Chp 92F specifically exempt from disclosure those portions of our response that we claim are confidential and/or constitute trade secrets? | Please refer to HRS section 92F-13 and Hawaii Administrative Rules section 3-122-58. |  |  |
| 55 | Appendix C-1 – Payroll Time and Attendance Tab 3 – Core Payroll Item #13: The system shall provide the ability to split salary among any level within the organizational account structure. | What are the levels of the org structure we need to split the cost by? | Please refer to Offeror’s Library…  Employer Jurisdiction, Department, Agency, Branch, Section, Office. Also please refer to the response for Question #41. |  |  |
| 56 | Appendix C-1 – Payroll Time and Attendance Tab 3 – Core Payroll Item #29 The system shall provide the ability to store beneficiary information and track beneficiary information based on user defined criteria. | Can you elaborate on what user defined criteria is? | The user defined criteria includes Beneficiary name, SSN, address, primary or secondary beneficiaries, date of update to beneficiary info, etc. Refer to the Designation of Beneficiary Information, SAFORM D-90 in the Offeror’s Library, part of Addendum 3, Item 4. |  |  |
| 57 | Appendix C-1 – Payroll Time and Attendance Tab 3 – Core Payroll Item #63 Special  : | What is a special payroll frequency? | These would represent off-cycle payroll processing for special groups of employees and/or payroll corrections. |  |  |
| 58 | Appendix C-1 – Payroll Time and Attendance Tab 3 – Core Payroll Item #75: Specific GL codes | Are these G/L account, or cost accounts? | G/L codes represent type of expenditure codes established for the various pay types (i.e., base pay, overtime, holiday overtime, night differential, etc.). |  |  |
| 59 | Appendix C-1 – Payroll Time and Attendance Tab 3 – Core Payroll Item #76: Multiple activities, specific jobs or projects/grants | What are the G/L Codes? | G/L codes represent type of expenditures (see #58 above). Item #76 represents data fields for activity, project and grants, etc. These are optional fields utilized by departments to accumulate payroll cost in the State’s accounting system by various cost centers. |  |  |
| 60 | Appendix C-1 – Payroll Time and Attendance Tab 3 – Core Payroll Item #80: The system shall provide the ability to encrypt SSN. | Is this database level encryption or encrypt on the screen? | Both database encryption and encryption at presentation are required.  The SSN should be encrypted on the database and decrypted on demand for interfaces, extracts and/or queries if authorized.  The encryption on the screen is based on user role/profile. Masking on printed output and employee statements where possible should already be standard practice. |  |  |
| 61 | Appendix C-1 – Payroll Time and Attendance Tab 3 – Core Payroll Item #108: The system shall provide the ability to pay employees for authorized hours from multiple positions up to a user-defined limit. | How would this user defined limit be defined? | Departments and/or jurisdictions will need flexibility to allocate pay and hours distributions based on operational needs (i.e. University campus program, school, etc. or Department of Education complex area, school, program).  Some positions are authorized for a set number of hours per week. Employees should not receive pay in excess of that limit. |  |  |
| 62 | Appendix C-1 – Payroll Time and Attendance Tab 3 – Core Payroll Item #124: The system shall support multi-level, real-time updates and approvals. | Can you clarify what multi-level real time updates are? | This pertains to a workflow process where departmental time, gross, and/or maintenance of real time entries could be reviewed and approved by Supervisors then Managers before releasing as Final to a Central Payroll site. |  |  |
| 63 | Appendix C-1 – Payroll Time and Attendance Tab 3 – Core Payroll Item #148: The system shall provide the ability to recalculate payroll based on user defined criteria prior to producing the final payroll. | What user defined criteria are possible? | A department approves their payroll prior to the pay date, but notices the amount to be paid is incorrect. The system should allow the payment amount to be modified if the final payroll has not run. The cutoff date for modifications should be no earlier than the day prior to the last day of the pay period, if possible. |  |  |
| 64 | Appendix C-1 – Payroll Time and Attendance Tab 3 – Core Payroll Item #165: The system shall provide the ability to calculate net pay based on prior tax rates for specific years and specified pay periods and print to a report to calculate Overpayments. | Does this refer to retroactive changes crossing to previous years? | Yes, this refers to retroactive changes crossing to previous years. |  |  |
| 65 | Appendix C-1 – Payroll Time and Attendance Tab 3 – Core Payroll Item #188: The system shall provide the ability to populate the current payroll session with the same data that was processed the period before. | Is this for disaster recovery purposes? | No, the State pays the semi- monthly salary unless there is a change to the pay (LWOP, pay increase or decrease, etc.). If the salary is reduced, the reduced salary would be paid again the following pay period until it is manually reverted back to semi- monthly depending on the circumstance (Exception pay basis). It does not automatically reset the salary to the semi- monthly pay. |  |  |
| 66 | Appendix C-1 – Payroll Time and Attendance Tab 3 – Core Payroll Item #191: The system shall provide the ability to flag payments to be charged to prior fiscal years appropriations. | What scenario would this cover? | This applies to payments being paid in the new Fiscal Year for time that should be charged to Prior Year encumbered funds. The system should be able to flag these payments in the payroll system. |  |  |
| 67 | Appendix C-1 – Payroll Time and Attendance Tab 3 – Core Payroll Item #236: The system shall provide the ability to clear accumulators on total, individual, and other defined criteria. | Are these referring to YTD, MTD accumulators? | Yes that is correct and will include other accumulation frequencies (Fiscal To Date, Quarter To Date, School Year To Date) or any other frequency as determined by departments and jurisdictions. |  |  |
| 68 | Appendix C-1 – Payroll Time and Attendance, Tab 3 – Core Payroll, Item #268:  The system shall provide the ability to print adjustments, including but not limited to: by program code, single employee, multiple employees by pay period and cumulative. | Does this refer to an employee change report? Or Off-cycle payrolls? | Both, any inputs, changes, additions, cancellations, etc. to the payroll system shall provide a printed report to summarize and validate the data at any point in the payroll cycle. Report should be able to run by program code, single employee, and multiple employees by pay period and cumulative. Reports should be available for off-cycle and on-demand type payrolls. |  |  |
| 69 | Tab 5 – Workforce Management – Time Collection  Item #8: Online (with keyboard "shortcut" keys) | What is meant by “short-cut” keys as related to time entry? | This would refer to quick data entry options when entering time and payroll information and adjustments. |  |  |
| 70 | Tab 5 – Workforce Management – Time Collection  Item #53:The system shall provide the ability for a supervisor to certify that an employee has completed the requirements for supplemental pay (e.g., yearbook differential). | Please provide additional information on process of determining/certifying that employee has completed requirement for supplemental pay | The State would like to be able to identify via report, screen query, etc. employees who qualify for supplemental pay compensation based on pre-defined eligibility parameters that are configured in the systems' rules. |  |  |
| 71 | Tab 5 – Workforce Management – Time Collection  Item #60: The system shall provide the ability to enter and process non-hourly/wage reimbursements, including but not limited to mileage and other non-taxable reimbursements. | Will travel reimbursements be made thru Payroll? Or thru Accounts Payable | Travel reimbursements and other wages-in-kind are currently paid through accounts payable. |  |  |
| 72 | Tab 5 – Workforce Management – Time Collection  Item #72: The system shall provide the ability to verify Work Out of Class (WOC) codes (i.e., temporary assignment) during time collection processing to verify the WOC code and position data (i.e., job class, vacancy, pay, etc.). | Please provide more information on the “work out of class” process in your current system. Is this an attendance code that is associated with a temporary work assignment? | This pertains to tracking work hours and activity in a temporary job capacity. |  |  |
| 73 | Tab 5 – Workforce Management – Time Collection  Item #87The system shall track the absence code for a substitution.  and related item #96 The system shall provide the ability to check hours worked by a substitute and the hours worked by the associated employee and generate an exception report.  and #97: The system shall provide the ability to link the time reported by substitute employees to the specific absence covered, with an option to require such linkage for the reported time to be accepted by the system. | Who would enter the substitution position/cost center or other objects with the absence for tracking? Is this done by an administrator or does the employee perform the entry? If the employee, how are they provided this information? | This entry is currently performed by a designated administrator at the school level and entered in a manual worksheet. The State would like to evaluate and consider options for the administrator or the employee to enter this categorization into the EPS. |  |  |
| 74 | Tab 5 – Workforce Management – Time Collection  Item #99:The system shall provide the ability to enter time for an employee from multiple pre-determined assignments (e.g., intersession, summer session, training, daily differentials). | The system provides the ability to enter time data to various types of objects. Please clarify what is meant by "pre-determined" assignments. | Pre-determined assignments may include scheduled work assignment or allocated percentage of hours and/or earnings. Typically, employees who are required to work during non-paid time would be handled through pre-determined assignments. |  |  |
| 75 | Tab 5 – Workforce Management – Time Collection  Item #103: The system shall provide the ability to add, change and delete time data for one or more timekeepers or by individual employee or employee group to perform the mass edit. | Please clarify the process described and what is meant in regards to the “mass edit” | The State would like to evaluate options to perform mass edits/changes by a specific employee parameter or classification (i.e. job type, bargaining unit, job level). |  |  |
| 76 | Tab 5 – Workforce Management – Time Collection  Item #126:The system must provide the ability to support time reporting of employees under cost accounting. | What is meant by “time reporting under cost accounting”? Is this the ability to charge time to specific cost objects such as funds, cost center, projects, etc.? | Employees working on different assignments or projects need to be able to charge their time to specific appropriations, object codes, activity, projects, etc. |  |  |
| 77 | Tab 6 – Workforce Management – Leave Management  Item #6: The system shall track forfeited vacation balances and tag separately for possible future calculation. | What is considered “forfeited vacation”? Is this vacation not taken? Is this an accrual that exceeds the maximum allowed per accrual period? | This refers to accrued vacation that exceeded the maximum allowed for the year or in total and is not taken, so it is forfeited. |  |  |
| 78 | Tab 6 – Workforce Management – Leave Management  Item #38: Unique custom accrual requirements | Please define the “unique” custom accrual requirements. | Please reference the Offeror’s Library for all the Leave Accrual schedules and grant parameters. |  |  |
| 79 | Tab 6 – Workforce Management – Leave Management  Item #49: The system shall provide the ability to transfer an employee's leave balances and associated dollars, if required based on the method of funding. | Please explain the requirement to transfer employee leave balances and dollars. When would this need to be done? What type of transfer? From one fund to another? | When an employee transfers to another department and the method of funding is different (General fund to Special fund), 12-month to 10-month employee and vice-versa, different jurisdictions, etc., the employee's leave balances and the related dollars are transferred to the new department. |  |  |
| 80 |  | How do you currently handle Shift Planning and forecasting? | Shift planning and forecasting is handled with operational supervisors and managers via various methods, paper-based, Excel and others. |  |  |
| 81 |  | Will expense reimbursements be handled thru Accounts Payable or thru payment on the payroll check? What is your current travel and expense system? | Please refer to response to question #71. |  |  |
| 82 |  | Do you have employees that work in multiple positions and have different pay policies, leave accruals, etc. based on which position they are working? For example, do you have coaches that are also bus drivers and would they receive different pay policy application and leave accruals or would they just receive a different rate based on the job performed? | Yes, there are employees who work in multiple positions in the same department with different pay rates, and pay policies and also employees who work across different jurisdictions with different pay rates and pay policies. Different pay policies to include different retirement assessment and tax withholding. |  |  |
| 83 |  | Will the time systems and manual time entry processes that are currently in place will stay in place for the first phase, or will they change? For clarification, can we list the requested/preferred first phase time entry points into the payroll system? | That is a correct understanding that for the first phase time calculation and “entry” processes will remain the same and instead focus on entering summarized payroll hours, earnings, deductions, adjustment into the EPS. |  |  |
| 84 | Appendix A | Is the State’s requirement for the letter of credit as stated in Appendix A – Offeror Response Form negotiable? | Please see Response to Questions 3, 4 and 34. |  |  |
| 85 | Main RFP Document, Section 9, Significant RFP Due Dates | Would the State be willing to push back the due date to April 18th?  This RFP response has many components and having an additional two weeks would materially help the quality of the response. | The State will not be extending the due dates for responses due to our expedited schedule for the procurement. |  |  |
| 86 |  | May the Offeror submit exceptions or alternative language to the terms and conditions contained in the AG’s General Conditions, Specifications, General Provisions and Special Provisions or any other documents referenced in or attached to the solicitation? | Please see Response to Questions 23 and 34. Addendum 3 includes changes to Appendix A for RFP Exceptions: |  |  |
| 87 | Appendix H, Row 1 - | For the “Interface From University of Hawaii / HR System”, will the university system be the system of record for this university’s employee personal, job, and position related data? | The University system will be the system of record for employee information, however all payroll information for all departments and jurisdictions will be housed in the EPS. |  |  |
| 88 | Appendix H, Row 2 | For the “Interface From Planned EPS system to Legislative Branch Systems to interface HR/Payroll Data”, will there be more than one HR system?  Is the assumption that these Legislative Branch Systems will be the system of record for this department’s employee personal, job, and position related data?  If this is the system of record for personal, job, and position data, should the interface To EPS be inbound? | Please refer to Offeror’s Library for listing of all jurisdictions/departments’ human resources systems and data sources. |  |  |
| 89 | Appendix H, Row 3 - For the “Interface From Planned EPS system to Judicial Branch Systems to interface HR/Payroll Data”, | Will there by more than one HR system?  Is the assumption that these Judicial Branch Systems will be the system of record for this department’s employee personal, job, and position related data?  If this is the system of record for personal, job, and position data, should the interface to EPS be inbound? | See response to question #88. |  |  |
| 90 | Appendix H, Row 7 - For the “Interface Existing eHR with planned EPS system”, | Will the DOE system continue to be the system of record for this department’s employee personal, job, and position related data? | See response to question #88. |  |  |
| 91 | Appendix J, Section 4.5.1 State DHRD, first bullet | Will the DHRD system continue to maintain the system of record for the State Executive Branch departments?  And is the expectation that this system will be integrated with the Planned EPS system? | See response to question #88. |  |  |
| 92 | Appendix C-1 Payroll Time and Attendance Tab 7- Workforce Management-Scheduling, | #24 a. How do they currently define their manpower requirements? | Determination of staffing requirements is conducted by operational managers based on the requirements prescribed in the respective bargaining unit contracts. Please refer to the Offeror’s Library to reference the union contracts. For example, the State’s Public Safety Department (Corrections) is determined by a few factors that include seniority status within each correctional facility. |  |  |
| 93 | Appendix C-1 Payroll Time and Attendance Tab 7- Workforce Management-Scheduling, | #24 Are these manpower requirements based on Union or CBA requirements? | See response to question #92. |  |  |
| 94 | Appendix C-1 Payroll Time and Attendance Tab 7- Workforce Management-Scheduling | #24 c. Do they currently use job boards, shift or vacation bidding? | There are variations used in certain departments for shift and vacation bidding (i.e., Public Safety Department, Department of Health, and Hawaii Health Systems Corporation). |  |  |
| 95 | Appendix C-1 Payroll Time and Attendance Tab 7- Workforce Management-Scheduling, | #24 d. How many Union or CBA’s do they have across the state? | There are currently 14 bargaining units within the State where all contracts statewide are collectively bargained, which also include City and County employees. However, City and County employees are not paid within the State’s payroll system. Please also see Offeror’s Library for copies of all union contracts. |  |  |
| 96 | Guiding Objectives for the EPS Requested Under this RFP Page 12 Section 5.4.3.1 Latency  Regarding the primary data center and secondary data center referenced in 5.4.3.1 | Does the State have a preference for locations of the primary and secondary data centers? Can both the primary and secondary data centers proposed by the Offeror be on the same island? Does the State prefer to have the secondary data center outside the State of Hawaii? | The State does not have a preference for locations of the primary and secondary data centers, however, as with any enterprise application the State will need to evaluate the proposals to identify any potential issues or impacts to users due to system latency. |  |  |
| 97 | Guiding Objectives for the EPS Requested Under this RFP Page14 Section 5.4.9 Hosting  The State has identified two hosting options, 5.4.9.1, Option 1: Software as a Service and 5.4.9.2, Option 2: Offeror-Hosted. | Would the State consider a third Option similar to Option 2 with the State owning both the hardware and software licenses. Suggested verbiage for Option 3: Offeror-Hosted – The Offeror will host the EPS System in primary and secondary data centers. The State will own the EPS hardware and the EPS software licenses. This option allows the State to own all assets of the EPS solution. | The State will not consider options that are outside the scope and requirements of this RFP. Total Cost of Ownership needs to be clarified in the Cost Work book Appendix L ; Tab 6 Ongoing Services. |  |  |
| 98 | Competency and Qualifications of Offeror and Certain Offer Requirements Page 23, Section  11.6 Software This section requests each Offeror to identify with specificity the COTS and non-COTS software and hardware items it proposes to use to provide the EPS. | Would the State accept Offeror proposals that contain existing State owned assets in providing the EPS solution? In other words, if there is existing State owned hardware and software assets that could be expanded upon to provide the EPS, would the State be interested in those EPS solutions. This would significantly reduce the costs and risks to the State using existing hardware and software assets for the EPS. This is of course contingent upon the existing hardware and software assets can be expanded upon and approved for use by the State. | See response to question #97. |  |  |
| 99 | AppendixE-2 – Ongoing Service Requirements Page 2 Section 2.1.1.2 Hosting Services This section requires the Offeror to provide a secondary Tier III (or higher) alternate data center for production and DR purposes | Would the State accept Offeror proposals that contain State owned data centers in meeting this requirement? In other words, if there is existing State owned data centers that could be expanded upon to provide the production or DR services, would the State be open to those data center solutions. This would significantly reduce the costs and risks to the State using existing data center resources for the EPS. This is of course contingent upon the existing data center can be expanded upon and approved for use by the State. | See response to question #97. |  |  |
| 100 | Both the Phased Implementation Timeline in Section 5.2 as well as Section 1.0 of Appendix M indicate a clear and concise timeline that indicates the state’s intention to completely finalize the implementation and go-live phases of the awarded payroll vendor’s system. | Considering this, would the state be open to accepting a Time & Attendance specific response based on the guarantee that such a system would be capable of interfacing with all of the proposed Payroll and HR vendors, but allow for flexibility and customization specialized for the Public Sector? All Time & Attendance portions of the RFP would be completely addressed within our response to clearly indicate all applicable functions that would pertain to our product | Vendors must include both payroll and time and attendance in their proposal. |  |  |
| 101 | Exhibit 1, page 2 | There is a discrepancy on the required sections of the response.  The Proof of Compliance is not noted on the Appendix A instructions to correspond to the requirements of the Main RFP Document.  Please advise on the format. | Proof of compliance with Hawaii Compliance Express is required prior to notice of award. Proof of compliance with Hawaii Compliance Express is recommended, but not required prior to making an offer. |  |  |
| 102 | Section 11.2  Exhibit 1, page 1, Section 1.1.7 | Request Form, Offerors Checklist. Section 11.2 Submission by Flashdrive now states: “Each Offer must be submitted in electronic form via flashdrive to the State POC by the deadline in Table 3, or as it may be amended. Each Offeror must also submit at least seven (7) hardcopies of the offer to the State POC by the deadline in Table 3, or as it may be amended. The hardcopy Offers should be bound with tabbed sections as identified in Appendix A: Offerors Checklist. To ensure the State is in receipt of the complete Offer, each Offeror shall submit their Offer on two separate flashdrives. This will result in two identical flashdrives being submitted. Documents submitted on each flashdrive shall be segregated into 2 main file folders; PDF documents and non-PDF documents(Word, Excel documents), with subfolders in each main folder representing each element requested in Appendix A: Offerors Request Form, Offerors Checklist. As noted, an Offer must be a complete plan for providing an EPS, including Ongoing Services that meets the RFP Requirements. It shall include any supplemental tasks or services the Offeror has identified as necessary to meet the RFP Requirements. An Offer submitted to the State POC shall be considered the original copy of the Offeror’s Offer. An Offer received on or after the deadline in Table 3 via an email account, or by fax, postal delivery or hard copy will not be considered for an award and the Offeror will be dismissed from the RFP Process. An Offeror’s submission of an Offer constitutes an incontrovertible representation by the Offeror of its compliance with all RFP Requirements and applicable Law.”  However, Exhibit 1, page 1, Section 1.1.7 still instructs vendors to: “1.1.7. Files from an Offeror over 10 MB in size, shall be split into a series of volumes (not larger in size than 10MB) to ensure convenient management and trouble-free uploading and downloading, and include the RFP Number and the Offeror name in the file name. The file names of large files split into volumes must also include the volume number. Offeror shall also bookmark and provide the table of contents in each volume.”  Since hard copies are now required, are sections still supposed to be broken out by volume (as needed to not exceed the 10 mg requirement) as instructed in Exhibit 1, Section 1.1.7 or by sections as instruction in the Addenda 4,main RFP, 11.2 Submission by Flashdrive section? Please clarify how vendors should submit the electronic copies verses the hard copies. | Hardcopies are required, but do not need to be broken into 10MB sections.  Files on the flashdrives to be submitted should be split into 10MB or less files. Any split files should retain the naming convention for returned documents according to Appendix A, Offerors Checklist using Part 1 thru N as a file name suffix. |  |  |