

Appendix A – Offeror Response Form

RFP- ERP16001

RFP Title: Sealed Offers for Enterprise Payroll Solution

Table of Contents

[1.0 Offer Transmittal Letter 1](#_Toc445794198)

[2.0 Offer Form OF-1 2](#_Toc445794199)

[3.0 Executive Summary 4](#_Toc445794200)

[4.0 Administrative Requirements Response 4](#_Toc445794201)

[5.0 Offeror Qualifications 4](#_Toc445794202)

[5.1 Offeror Minimum Qualifications 4](#_Toc445794203)

[5.2 Offeror References 5](#_Toc445794204)

[5.3 Offeror Background and Experience 6](#_Toc445794205)

[5.3.1 Description of Projects 7](#_Toc445794206)

[5.3.2 Certification of No Conflict of Interest 7](#_Toc445794207)

[5.3.3 Pending Legal Actions 7](#_Toc445794208)

[5.4 Project Organization and Staffing 7](#_Toc445794209)

[5.4.1 Project Organization Chart 7](#_Toc445794210)

[5.4.2 Offeror Staffing Plan Description 8](#_Toc445794211)

[5.4.3 State Staffing Plan 8](#_Toc445794212)

[5.4.4 Project Team 8](#_Toc445794213)

[5.4.5 Staff Resumes 8](#_Toc445794214)

[5.4.6 Project References 8](#_Toc445794215)

[6. Business Solution 9](#_Toc445794216)

[6.1 Functional Requirements 9](#_Toc445794217)

[6.1.1 Functional Requirements Overview 9](#_Toc445794218)

[6.1.2 Detailed Functional Requirements Response 19](#_Toc445794219)

[6.2 Technical Requirements 20](#_Toc445794220)

[6.2.1 Technical Requirements Overview 20](#_Toc445794221)

[6.2.2 Detailed Technical Requirements Response 27](#_Toc445794222)

[6.3 Implementation Services Requirements 28](#_Toc445794223)

[6.3.1 Implementation Services Approach 28](#_Toc445794224)

[6.4 Ongoing Services Requirements 34](#_Toc445794225)

[6.4.1 Ongoing Services Approach 34](#_Toc445794226)

[6.4.2 Detailed Ongoing Services Requirements Response 37](#_Toc445794227)

[6.5 Service Level Agreement Requirements 38](#_Toc445794228)

[6.5.1 Detailed Service Level Agreement Requirements Response 38](#_Toc445794229)

[7. Certification 39](#_Toc445794230)

[8. Confidential Information 39](#_Toc445794231)

[9. Cost 40](#_Toc445794232)

[10. Offer Checklist 41](#_Toc445794233)

* + 1. List of Tables

Table 1. Administrative Requirements 4

Table 2. Offeror Minimum Qualifications 5

Table 3. Minimum Qualifications of the Offeror 6

Table 4. Number of Reports by Level of Effort 12

Table 5. Number of Interfaces by Level of Effort 13

Table 6. Number of Conversions by Level of Effort 14

Table 7. Number of Enhancements by Level of Effort 16

Table 8. Number of Forms by Level of Effort 17

Table 9. Number of Workflows by Level of Effort 18

Table 10. Payroll and Time & Attendance Requirements Response Codes 20

Table 11. Technical Requirements Response Codes 27

Table 12. Response Codes for Implementation Services Requirements 30

Table 13. Conceptual Work Breakdown Structure 31

Figure 1 Conceptual Work Breakdown Structure 33

Table 14. Implementation Plans Included with Offer 34

Table 15. Response Codes for Ongoing Services Requirements 38

Table 16. Response Codes for Service Level Agreement Requirements 39

Table 17. Offer Checklist 41

1. Offer Transmittal Letter

Offerors must submit an Offer Transmittal Letter as prescribed in this section with their Offer. The Offer Transmittal Letter must be on the Offeror's official business letterhead and shall contain the following:

1. Contact Person - The name of a duly authorized person that the State is to contact regarding the Offer and that person’s address, telephone/fax numbers, and e-mail address.
2. Offeror Assumptions - A statement on whether the Offer contains any Offeror Assumptions and identifying and describing each such Offeror Assumption in the Cost Proposal. If no Offeror Assumptions are included in the Cost Proposal, a statement to that effect must be made. If no Offeror Assumptions are submitted, the Offeror accepts all requirements, as applicable.
3. Subcontracting - A statement that the products and services of the Enterprise Payroll Solution (EPS) System shall be provided solely by the Offeror or whether a subcontractor(s) will assist. The Offeror’s use of subcontractor(s) requires prior written approval by the State Contract Administrator if requested after award(s) are made.
4. Offeror and Subcontractor Financials - A listing of the financial statements provided for the previous three (3) years. The Offer shall include the following:

Included in “Attachment 1: Offeror Financials”, Offeror’s financials shall be in the form of the following:

* 1. audited financial statements and related disclosure of the Offeror for the previous three (3) years;

1. Dun & Bradstreet report and financial institution information that documents the financial status of the Offeror.

As with trade secrets or other proprietary data, an Offeror may request in writing that the financial information be kept confidential. Otherwise, contents of all Offers shall be made public as stated in “Section 8: Confidential Information” after issuance of the Notice of Award.

1. If subcontractor(s) will be used, append a statement to the transmittal letter from each subcontractor, signed by an individual authorized to legally bind the subcontractor and stating:
   * + The general scope of work to be performed by the subcontractor.
     + The subcontractor’s willingness to perform for the indicated.
2. RFP Exceptions – A statement that the Offeror understands and shall comply with all RFP Requirements, provisions, terms and conditions (including “Exhibit 4, General Provisions for Goods and Services dated July 2013,” “Exhibit 5, State Attorney General (AG) General Conditions” and “Exhibit 6, Selected Supplemental and General Conditions”). The State will entertain exceptions to the RFP, except to the extent provisions are required by law. Offerors must submit with their proposals any exceptions that they wish to discuss; however, many clauses are required by Hawaii state law particularly “Exhibit 4, General Provisions for Goods and Services dated July 2013,” and “Exhibit 5, State Attorney General (AG) General Conditions” and cannot be changed. Offeror exceptions must be set forth in “Attachment 14: RFP Exceptions.” The Offeror shall use the RFP Exceptions form provided in “Appendix B, Offeror Response Form Attachments*.”* Proposed language changes not submitted in the format described in “Appendix B: Offeror Response Form Attachments” shall not be considered and may be returned without review. Due to the nature of this 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. Note that the Offeror is instructed to base its Cost Proposal in **Appendix L, Cost Workbook**, on the terms in the RFP, not terms as proposed by the Offeror. The Cost Proposal shall be the only location where cost information is provided. In no event is an Offeror to submit its own standard contract terms and conditions as a response to this RFP.
3. HCE Compliance – A statement confirming that the Offeror and its subcontractor(s), if any, is compliant with Hawaii’s laws for doing business and such compliance is reflected in HCE. Proof of compliance is required prior to notice of award. It is recommended, but not required, that the Offeror include documentation from HCE, or alternative acceptable documentation from Internal Revenue Service, Hawaii Departments of Taxation, Commerce & Consumer Affairs, and Labor & Industrial Relations, demonstrating compliance as part of the Offer.

# Offer Form OF-1

The Offeror must complete Offer Form OF-1 listed below:

The Honorable Douglas Murdock

Comptroller / Procurement Officer

Hawaii Department of Accounting & General Services

1151 Punchbowl Street, Room 400

Honolulu, Hawaii 96813

Dear Mr. Murdock:

The procurement conducted for the specified goods and/or services are pursuant to Hawaii Revised Statutes (HRS). Chapter 103D, and its Hawaii Administrative Rules (HAR). The undersigned has carefully read and understands the requirements, provisions, terms, and conditions in the RFP (including “Exhibit 4, SPO General Provisions for Goods and Services dated July 2013,” “Exhibit 5, State Attorney General (AG) General Conditions,” and “Exhibit 6, Selected Supplemental Conditions”) and hereby submits the following Offer to perform the work specified herein in accordance with the true intent and meaning thereof. The undersigned further understands and agrees that by submitting this Offer, 1) Offeror is declaring that Offer is not in violation of Chapter 84, Hawaii Revised Statutes, concerning prohibited State contracts, and 2) Offeror is certifying that the price(s) submitted was (were) independently arrived at without collusion.

Offeror is:

Sole Proprietor  Partnership  \*Corporation  Joint Venture

Other

\*State of incorporation:

|  |  |  |
| --- | --- | --- |
| Hawaii General Excise Tax License I.D. No. | |  |
| Federal I.D. No. | |  |
| Payment address  (other than street address below): |  | |
| City, State, Zip Code: |  | |
| Business address (street address): |  | |
| City, State, Zip Code: |  | |

|  |  |  |
| --- | --- | --- |
|  |  | Respectfully submitted: |
|  | **(x)** |  |
| *Date:* |  | *Authorized (Original) Signature* |
|  |  |  |
| *Telephone No.:* |  | *Name and Title (Please Type or Print)* |
|  | \*\* |  |
| *Fax No.:* |  | ***Exact Legal Name of Company (Offeror)*** |
|  |  |  |
| *E-mail Address:* |  |  |
|  |  |  |
| **\*\***If Offeror is a “dba” or a “division” of a corporation, furnish the “dba” or “division” name of the corporation: | | |
|  | | |

# Executive Summary

The Executive Summary shall condense and highlight the contents of the Offer in such a way as to provide a broad but clear and understandable summary of the entire Offer.

NOTE: Any additional published marketing material may be added to the end of the Offer in PDF file attachments and must be limited.

# Administrative Requirements Response

Administrative Requirements of the RFP are listed in the table below. The Offeror must complete the table below and indicate its response to each requirement accordingly. The Offeror must answer affirmatively to all mandatory requirements and provide supporting documentation, where requested. Any requirement that is left blank will equate to a "No" response.

1. Administrative Requirements

| # | Requirement | Yes/No (Y/N) |
| --- | --- | --- |
| 1 | Upon request of the State, the Offeror shall conduct presentations, demonstrations, and discussions with representatives of the State to clarify its Offer; to validate understanding of the State’s requirements; and promote understanding of the Offer (see RFP “**Section 14.2, Presentations, Demonstrations and Discussions During Priority-Listed Offeror Sessions**”). |  |
| 2 | Upon request of the State, the Offeror may provide a BAFO (best and final offer) to the State (see RFP “**Section 14.7, Best and Final Offers**”). If no BAFO is submitted, the prior Offer will be considered its BAFO. |  |
| 3 | Offeror shall register with Hawaii Compliance Express (HCE) in order for the State to verify compliance upon award of the Contract pursuant to the requirements of HRS § 103D-310(c) and HAR § 3-122-112 (see RFP “**Section 19.3, Offeror Compliance with Law**”). Due to the time required to process a certificate of compliance, it is highly recommended the Offeror register with HCE prior to submitting an Offer. |  |
| 4 | Offeror must have, or agree to establish, a Hawaii business address within two (2) miles of the Hawaii State Capitol prior to official start of work; receipt of Notice to Proceed; and local presence throughout the remaining duration of the Contract. |  |

# Offeror Qualifications

5.1 Offeror Minimum Qualifications

Offeror Minimum Qualifications are listed in the table below. The Offeror must complete the table below and indicate its response to each requirement accordingly. For requirements 1 - 5 below, provide supporting documentation that demonstrate the requirements have been met and list the client references that support the requirements and why. References in “**Section 5.2, Offeror References**” below must include, at a minimum, the references used in this section to meet the Offeror Minimum Qualifications. Any requirement that is left blank will equate to a "No" response.

1. Offeror Minimum Qualifications

| # | Requirement | Yes/No (Y/N) | If Yes,  Client Reference(s) |
| --- | --- | --- | --- |
| 1 | System Integrator or Software Vendor has been implementing the proposed Payroll Solution for a minimum of five (5) years. |  |  |
| 2 | System Integrator or Software Vendor has successfully implemented the proposed Payroll Solution for a government and/or education organization within the last three (3) years. |  |  |
| 3 | System Integrator or Software Vendor has successfully implemented the proposed Payroll Solution for a government and/or education organization with an operating budget of at least $1 billion. |  |  |
| 4 | System Integrator or Software Vendor has successfully implemented the proposed Payroll Solution for a government and/or education organization with at least 5,000 employees. |  |  |
| 5 | System Integrator or Software Vendor has successfully implemented the proposed Payroll Solution for an education organization with at least 30,000 students. |  |  |

5.2 Offeror References

The Offeror and each subcontractor (if any) shall complete Appendix B, Section 1.0, Offeror Experience Reference Form, Part 1, for recent client references and include them in “Attachment 4: Offeror Resumes” and “Attachment 2: Subcontractor References.” Additionally, the Offeror and each subcontractor (if any) shall request that client references complete Appendix B, Section 1.0 Offeror Experience Reference Form, Part 2, and return via e-mail directly to the State Point of Contact designated in the RFP “**Section 4.1, State Point of Contact and Offeror Point of Contact**.”

In addition to client references, the Offer shall include project references for individual project team members. See Section 5.4.6, Project References.

As documented in this attachment, the State will review the Offer to determine whether the Offeror meets the Offeror Minimum Qualification requirements contained in “Section 5.1, Offeror Minimum Qualifications.” Failure to meet an Offeror Minimum Qualification requirement may result in the Offer deemed nonresponsive and rejected.

Additionally, please complete the following summary table in this Offer section for each client reference.

**Offeror Experience Reference Form Summary**

1. Minimum Qualifications of the Offeror

|  |  |
| --- | --- |
| **Reference 1** |  |
| Vendor Name: | Vendor Contact/Name: |
| Project Dates: | Vendor Contact Phone: |
| Customer Organization: | Customer Contact Name: |
|  | Customer Phone: |
| Why Referenced? | |
| **Reference 2** |  |
| Vendor Name: | Vendor Contact/Name: |
| Project Dates: | Vendor Contact Phone: |
| Customer Organization: | Customer Contact Name: |
|  | Customer Phone: |
| Why Referenced? | |
| **Reference 3** |  |
| Vendor Name: | Vendor Contact/Name: |
| Project Dates: | Vendor Contact Phone: |
| Customer Organization: | Customer Contact Name: |
| Customer Phone: |
| Why Referenced? | |

The Offeror grants the State authorization to contact any of the Offeror’s and subcontractor(s)’ previous clients including, but not limited to, these client references to evaluate the Offeror; subcontractor(s); and their work.

5.3 Offeror Background and Experience

This section shall include for the Offeror and each subcontractor (if any) the background of the Offeror (and each subcontractor), its size and resources, details of corporate experience relevant to the products and services requested in this RFP, and a list of current or recently related projects.

5.3.1 Description of Projects

Include a description of projects previously performed by the Offeror that are relevant to this Payroll Solution and demonstrate the Offeror's qualifications and experience including customer name, a brief description of the project, time period of the project, and the computer environment used. Projects provided in this section are not limited to the projects previously provided in “**Section 5.2, Offeror References**.”

5.3.2 Certification of No Conflict of Interest

Hawaii law forbids a direct or indirect conflict of interest of a company or its employees in selling to the State. The Offeror shall answer and/or provide the following:

* Do any possible conflicts of interest in the sale of items to the State by any of the Offeror’s officers or employees exist? (A yes or no answer is required.)
* If the possibility of a conflict does exist, provide a list of those conflicts and the nature of the perceived conflicts on a separate page. The Offeror may be precluded from consideration of award where a conflict of interest exists.
* In addition, the Offeror selected will be required to sign a "Contractor's Standards of Conduct Declaration" in connection with the execution of any contract.

5.3.3 Pending Legal Actions

* Are there or have there been within the last 15 years any lawsuits or other legal proceedings against the Offeror that pertain to the software, hardware, or other materials and/or services which are a part of the Offer? (A yes or no answer is required.)
  + - If so, provide a copy of the complaint and any judgment stating with specificity the background, circumstances, and outcome.
* Has the Offeror initiated any actions or protests relating to any government or education organization contract award or bid?
  + - If so, provide a copy of the complaint or protest and any judgment stating with specificity the background, circumstances, and outcome.

5.4 Project Organization and Staffing

5.4.1 Project Organization Chart

Include a project organization chart showing the chain of authority and responsibility of the Offeror's personnel. All key personnel to be assigned to the Implementation Services requirements are to appear on the organization chart. The names, work locations, and total number of personnel and percentage of time in each work location shall be included.

Provide a proposed approach to addressing Organization and Staffing for an EPS as described in Appendix K, Proposed Project Organization and Staffing.

5.4.2 Offeror Staffing Plan Description

Provide descriptive information of personnel indicating their titles, major areas of responsibility, and location during Implementation and Ongoing Services and percentage of onsite time. Provide a staffing plan including number of hours per staff member per month. Include assumptions used to estimate the number and level of staff for each major task in the work plan.

5.4.3 State Staffing Plan

Provide a State staffing plan including number of hours per staff member per month. Include assumptions used to estimate the number and level of staff for each major task in the work plan. This plan shall align with the State’s estimate of State staffing for the EPS Services provided in “Appendix K, Proposed Project Organization and Staffing.”

5.4.4 Project Team

Describe how the Offeror’s Project Team will integrate and interface with the State’s Project Team including mechanisms for both onsite and offsite communication. Include the percentage of onsite vs. offsite effort for the Offeror for Implementation and Ongoing Services. Also, identify personnel who are based locally on the Island of Oahu.

Provide a description of how the proposed solution will address or satisfy the Relationship Management Objective in the RFP “**Section 5.9, Relationship Management Objective**.”

Provide a description of how the proposed solution will address or satisfy the Continuity of Contractor Personnel Objective in the RFP “**Section 5.11, Continuity of Contractor Personnel Objective**.”

5.4.5 Staff Resumes

Included in “Attachment 4: Offeror and Subcontractor Staff Resumes” of the Offer shall be a resume for all key personnel who appear on the organization chart. Resumes shall highlight experiences on specific projects that are directly relevant to the EPS Services. Resumes should contain information relating to each person's experience, education, and skills. This should include, but not necessarily limited to, educational institutions attended; specific degrees; dates of employment; names of employers; and position titles.

5.4.6 Project References

For each member of the Offeror’s Project Team, including members of subcontractors (if any), the Offeror Staff Experience Reference Form (Appendix B, Section 2.0) shall be completed and included as part of the Offer Response. Include at least three (3) references as “Attachment 5: Offeror and Subcontractor Staff References”.

1. Business Solution

This section shall include the Offeror’s Business Solution to include Functional, Technical, Implementation Services, Ongoing Services, and Service Level Agreement Requirements responses in the subsections below.

6.1 Functional Requirements

6.1.1 Functional Requirements Overview

This section shall provide an overview of the Payroll Solution with the objective of demonstrating the Offeror’s understanding of the Functional Requirements. It is the intent of the State to implement a configurable commercial-off-the-shelf (COTS) EPS while minimizing customizations for reports, interfaces, conversions, enhancements, forms, and workflows (RICEFW).

6.1.1.1 General Overview

Provide a general overview description including a conceptual diagram of the proposed EPS.

Provide a description of how the proposed solution will address or satisfy the Minimal Customizations Objective in the RFP “**Section 5.1, Minimal Customizations Objective**.”

6.1.1.2 Functional Areas

* Provide a proposed approach to addressing the State’s Payroll and Time & Attendance Requirements as detailed in Appendix C, Payroll and Time & Attendance Requirements, including how these requirements will be met based on proven best practices.
* Provide a proposed approach to address the following key State Functional Requirements and identify where those requirements will require customizations, if any, to the EPS:
  + - Payroll
      * + Implementing payroll for multiple collective bargaining unit agreements.
        + Supporting multiple calendars (e.g., year-round schools with teachers assigned to various schedules).
        + Processing casual payroll (e.g., part-time employees) including substitute teachers, multiple work locations, multiple funding sources, and multiple program areas.
        + Addressing the requirements related to the implementation and reporting of highly qualified teacher status based on Department of Education (DOE) defined business rules.
        + Managing and producing payroll for employees in temporary assignments.
        + Managing salary schedules (e.g., step, column table, and longevity).
        + Implementing a performance-based payroll.
    - Multiple Assignments
      * + Addressing employees assigned to multiple positions (e.g., an employee filling more than one unique position).
    - Time Collection and Posting to Projects and Grants
      * + Collecting hours for employees and associating the hours to a project or grant.
        + Integrating employee labor costs related to a project and/or grant with total project and/or grant costs tracked in the associated financial modules.
    - Absence Management
      * + Addressing multiple sick and vacation leave accrual rules per bargaining unit including, but not limited to, the following:

Sick leave granted at the beginning of the fiscal year.

Ten-month employees.

Calendar workdays for ten- and twelve-month employees.

The Fair Labor Standards Act.

The Family Medical Leave Act.

Workers’ compensation.

***Financial Consideration***

* + - Uniform Chart of Accounts

Implementing and reporting according to the State Uniform Chart of Accounts (UCOA).

* + - Reporting
      * + Producing monthly, quarterly and annual Payroll reports.
        + Integrating, consolidating, and reporting financial and student data.

6.1.1.3 Reporting

The State’s reporting requirements are identified in the following sections of the RFP:

* “Appendix C-1, Payroll and Time & Attendance Requirements.”
* “Appendix C-2, Optional Payroll and Time & Attendance Requirements.”
* “Appendix G, Current Reports.”

In response to the State’s reporting requirements, it is anticipated the Offeror will consider the following guiding principle:

* Standard-delivered reports will be leveraged to meet the Functional Requirements and address the Current Reports for the State EPS.

6.1.1.3.1 Level of Effort

For each required report that the Offeror determines will not be met by a standard-delivered report, the Offeror shall estimate the level of effort required to develop the report. The level of effort shall be classified as follows:

| **Level of Effort** | **# of Hours** |
| --- | --- |
| Low | Less than 25 hrs. |
| Medium | 25-80 hrs. |
| High | 81-160 hrs. |
| Very High | More than 160 hrs. |

6.1.1.3.2. Number of Reports

The Offeror shall complete the following table, which summarizes the total number of reports to be provided by major functional area and the level of effort. Costs for the reports shall be included in the Implementation Services Costs (in the Cost Proposal only) for the applicable project in which the functionality is delivered. See additional information about reports (e.g., sample reports) in the Offeror’s Library.

1. Number of Reports by Level of Effort

| **Major Functional Area** | **Low** | **Med** | **High** | **Very High** | **Total** |
| --- | --- | --- | --- | --- | --- |
| Core - Payroll |  |  |  |  |  |
| Employee Self-Service |  |  |  |  |  |
| Manager Self-Service |  |  |  |  |  |
| Workforce Management - Time Collection |  |  |  |  |  |
| Workforce Management - Leave Management |  |  |  |  |  |
| Workforce Management - Scheduling |  |  |  |  |  |
| Optional Functionality – Employee Self-Service |  |  |  |  |  |
| Optional Functionality – Manager Self-Service |  |  |  |  |  |

6.1.1.4 Interfaces

The State’s interface requirements are identified in the following sections of the RFP:

* “Appendix C-1, Payroll and Time & Attendance Requirements.”
* “Appendix C-2, Optional Payroll and Time & Attendance Requirements.”
* “Appendix H, Interface Requirements.”

In response to the State’s interface requirements, it is expected that the Offeror will consider the following assumptions:

* The number and type (permanent or temporary) of interfaces will depend on the deployment strategy and system design approved by the State.
* Interfaces to be developed will include internal interfaces with other State systems and external interfaces with third parties such as banks, customers, and third-party vendors, implemented through electronic data interchange (EDI) or some other mutually agreed upon format.
* Leveraging of existing Enterprise Service Buses and similar message brokers with consideration for necessary improvements in order to accommodate the introduction of the EPS.

6.1.1.4.1 Estimated Level of Effort

For each interface that the Offeror determines will need to be developed, the Offeror shall estimate the level of effort required classified as follows:

| **Level of Effort** | **# of Hours** |
| --- | --- |
| Low | Less than 25 hrs. |
| Medium | 25-80 hrs. |
| High | 81-160 hrs. |
| Very High | More than 160 hrs. |

6.1.1.4.2 Total Number of Interfaces

The Offeror shall complete the following table, which summarizes the total number of interfaces (permanent and temporary) to be developed by major functional area and level of effort. Costs for the interfaces shall be included in the Implementation Services Costs (in the Cost Proposal only) for the applicable project in which the functionality is delivered. See additional information about interfaces in the Offeror’s Library.

1. Number of Interfaces by Level of Effort

| **Major Functional Area** | **Low** | **Med** | **High** | **Very High** | **Total** |
| --- | --- | --- | --- | --- | --- |
| Core - Payroll |  |  |  |  |  |
| Employee Self-Service |  |  |  |  |  |
| Manager Self-Service |  |  |  |  |  |
| Workforce Management - Time Collection |  |  |  |  |  |
| Workforce Management – Leave Management |  |  |  |  |  |
| Workforce Management - Scheduling |  |  |  |  |  |
| Optional Functionality – Employee Self-Service |  |  |  |  |  |
| Optional Functionality – Manager Self-Service |  |  |  |  |  |

6.1.1.5 Conversions

The State’s conversion requirements are identified in the following sections of the RFP:

* “Appendix C-1, Payroll and Time & Attendance Requirements.”
* “Appendix C-2, Optional Payroll and Time & Attendance Requirements.”
* “Appendix H, Interface Requirements.”

In response to the State’s conversion requirements, it is expected that the Offeror will consider the following assumptions:

* The number and type of conversions will depend on the deployment strategy and system design approved by the State.
* The State will convert the minimum amount of data required to meet best practices and adhere to State and federal data retention policies.

6.1.1.5.1 Estimated Level of Effort

For each conversion that the Offeror determines will need to be developed, the Offeror shall estimate the level of effort required classified as follows:

| **Level of Effort** | **# of Hours** |
| --- | --- |
| Low | Less than 25 hrs. |
| Medium | 25-80 hrs. |
| High | 81-160 hrs. |
| Very High | More than 160 hrs. |

6.1.1.5.2 Total Number of Conversions

The Offeror shall complete the following table, which summarizes the total number of conversions to be developed by major functional area and level of effort. Costs for the conversions shall be included in the Implementation Services Costs (in the Cost Proposal only) for the applicable project in which the functionality is delivered.

1. Number of Conversions by Level of Effort

| **Major Functional Area** | **Low** | **Med** | **High** | **Very High** | **Total** |
| --- | --- | --- | --- | --- | --- |
| Core - Payroll |  |  |  |  |  |
| Employee Self-Service |  |  |  |  |  |
| Manager Self-Service |  |  |  |  |  |
| Workforce Management - Time Collection |  |  |  |  |  |
| Workforce Management - Leave Management |  |  |  |  |  |
| Workforce Management - Scheduling |  |  |  |  |  |
| Optional Functionality – Employee Self-Service |  |  |  |  |  |
| Optional Functionality – Manager Self-Service |  |  |  |  |  |

6.1.1.6 Enhancements

The State’s Functional Requirements are identified in the following section of the RFP:

* “Appendix C-1, Payroll and Time & Attendance Requirements.”
* “Appendix C-2, Optional Payroll and Time & Attendance Requirements.”

In response to the State’s Functional Requirements, it is expected that the Offeror will consider the following assumption to determine potential enhancements:

* The State is willing to reengineer its business processes, wherever possible, to minimize the number and level of effort associated with the development and maintenance of enhancements.

6.1.1.6.1 Estimated Level of Effort

For each enhancement that the Offeror determines will need to be developed, the Offeror shall estimate the level of effort required classified as follows:

| **Level of Effort** | **# of Hours** |
| --- | --- |
| Low | Less than 25 hrs. |
| Medium | 25-80 hrs. |
| High | 81-160 hrs. |
| Very High | More than 160 hrs. |

6.1.1.6.2 Total Number of Enhancements

The Offeror shall complete the following table, which summarizes the total number of enhancements to be developed by major functional area and level of effort. Costs for the enhancements shall be included in the Implementation Services Costs (in the Cost Proposal only) for the applicable project in which the functionality is delivered.

1. Number of Enhancements by Level of Effort

| **Major Functional Area** | **Low** | **Med** | **High** | **Very High** | **Total** |
| --- | --- | --- | --- | --- | --- |
| Core - Payroll |  |  |  |  |  |
| Employee Self-Service |  |  |  |  |  |
| Manager Self-Service |  |  |  |  |  |
| Workforce Management - Time Collection |  |  |  |  |  |
| Workforce Management - Leave Management |  |  |  |  |  |
| Workforce Management - Scheduling |  |  |  |  |  |
| Optional Functionality – Employee Self-Service |  |  |  |  |  |
| Optional Functionality – Manager Self-Service |  |  |  |  |  |

6.1.1.7 Forms

The State’s form requirements are identified in the following section of the RFP:

* “Appendix C-1, Payroll and Time & Attendance Requirements.”
* “Appendix C-2, Optional Payroll and Time & Attendance Requirements.”

In response to the State’s form requirements, it is expected that the Offeror will consider the following assumption:

* The State will leverage best practice business processes, wherever possible, to minimize the number and level of effort associated with the development and maintenance of forms.

6.1.1.7.1 Estimated Level of Effort

For each form that the Offeror determines will need to be developed, the Offeror shall estimate the level of effort required classified as follows:

| **Level of Effort** | **# of Hours** |
| --- | --- |
| Low | Less than 25 hrs. |
| Medium | 25-80 hrs. |
| High | 81-160 hrs. |
| Very High | More than 160 hrs. |

6.1.1.7.2 Total Number of Forms

The Offeror shall complete the following table, which summarizes the total number of forms to be developed by major functional area and level of effort. Costs for the forms shall be included in the Implementation Services Costs (in the Cost Proposal only) for the applicable project in which the functionality is delivered.

1. Number of Forms by Level of Effort

| **Major Functional Area** | **Low** | **Med** | **High** | **Very High** | **Total** |
| --- | --- | --- | --- | --- | --- |
| Core - Payroll |  |  |  |  |  |
| Employee Self-Service |  |  |  |  |  |
| Manager Self-Service |  |  |  |  |  |
| Workforce Management - Time Collection |  |  |  |  |  |
| Workforce Management - Leave Management |  |  |  |  |  |
| Workforce Management - Scheduling |  |  |  |  |  |
| Optional Functionality – Employee Self-Service |  |  |  |  |  |
| Optional Functionality – Manager Self-Service |  |  |  |  |  |

6.1.1.8 Workflows

The State’s workflow requirements are identified in the following section of the RFP:

* “Appendix C-1, Payroll and Time & Attendance Requirements.”
* “Appendix C-2, Optional Payroll and Time & Attendance Requirements.”

In response to the State’s workflow requirements, it is expected that the Offeror will consider the following assumption:

* The State is willing to reengineer its business processes, wherever possible, to minimize the complexity associated with the development and maintenance of workflows.

6.1.1.8.1 Estimated Level of Effort

For each workflow that the Offeror determines will need to be developed, the Offeror shall estimate the level of effort required classified as follows:

| **Level of Effort** | **# of Hours** |
| --- | --- |
| Low | Less than 25 hrs. |
| Medium | 25-80 hrs. |
| High | 81-160 hrs. |
| Very High | More than 160 hrs. |

6.1.1.8.2 Total Number of Workflows

The Offeror shall complete the following table, which summarizes the total number of workflows to be developed by major functional area and level of effort. Costs for the workflows shall be included in the Implementation Services Costs (in the Cost Proposal only) for the applicable project in which the functionality is delivered.

1. Number of Workflows by Level of Effort

| **Major Functional Area** | **Low** | **Med** | **High** | **Very High** | **Total** |
| --- | --- | --- | --- | --- | --- |
| Core - Payroll |  |  |  |  |  |
| Employee Self-Service |  |  |  |  |  |
| Manager Self-Service |  |  |  |  |  |
| Workforce Management - Time Collection |  |  |  |  |  |
| Workforce Management - Leave Management |  |  |  |  |  |
| Workforce Management - Scheduling |  |  |  |  |  |
| Optional Functionality – Employee Self-Service |  |  |  |  |  |
| Optional Functionality – Manager Self-Service |  |  |  |  |  |

6.1.1.9 Software Description

6.1.1.9.1 Listing of Application Software

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 with no cost information. A duplicate of the form is provided on the Software worksheet in “Appendix L, Cost Workbook.” All items listed shall be included in the EPS and priced only in the Cost Proposal.

6.1.1.9.2 Statement of Certification

Include a statement certifying that the software versions proposed for the Payroll Solution shall remain at “prime support level” by the manufacturer for at least three (3) years after the initial “Go-live” date of each proposed project and/or wave.

6.1.1.9.3 Describe License and Maintenance Methodology

Software licenses are optional and maintenance is separately optional for each contract year. The State reserves the right to execute a separate software maintenance agreement (either directly with a software vendor or with a third-party Value Added

Reseller) for any proposed software.

Describe the license and maintenance methodology for each COTS component of the EPS.

* Stipulate by product, the licensing/maintenance or subscription methodology (e.g., such as concurrent licensing, seat licensing, server licensing, licensing per location, and subscription).
* Provide definitions for terms listed in each licensing/maintenance or subscription methodology (e.g., user, concurrent user, casual user, power user, employee self-service user, administrator, dev/test, developer, multi-client, professional user, limited-professional user, cross application timesheet user, enterprise, seat, server, location, total number of employees, total revenue, total budget, and total spend).

6.1.1.9.4 Enterprise Payroll Solution Financial Statement Compliance

For the EPS System, the Offeror shall provide a copy of the most recent statement of compliance with the American Institute of Certified Public Accountants’ (AICPA) Statement on Standards for Attestation Engagements No. 16 (SSAE 16). The attachment must be named and referred to as “Attachment 6: Financial Statements Compliance.”

6.1.2 Detailed Functional Requirements Response

Detailed Functional Requirements are listed in “Appendix C, Payroll and Time & Attendance Requirements.” When responding to the Functional Requirements, Offerors must complete the response tables in “Appendix C, Payroll and Time & Attendance Requirements” and include them as “Attachment 7” of their Offer:

* “Attachment 7: Payroll and Time & Attendance Requirements.”

In the Payroll and Time & Attendance Requirements response tables, Offerors must state compliance with each requirement as follows:

1. Payroll and Time & Attendance Requirements Response Codes

| Response | Code | Description |
| --- | --- | --- |
| **Y**es | Y | Yes, the requirement will be met without configuration or customization. |
| Confi**G**uration | G | Yes, the requirement will be met through changes to tables, switches, and rules without modification to the source code. Include any changes to the existing or 'out-of-the-box' workflow functionality. |
| **C**ustomization | C | Yes, the requirement will be met through changes to the existing reports or programs. This would include custom code developed to perform specific functions or validations outside the standard code. Include the creation of a new report, query, or workflow that does not exist within the current application. |
| **F**uture | F | Yes, the requirement will be met by packaged software in a future release. Note: In the Comments column next to this response, it is required that the Offeror provide the month/year when updated software will be available for implementation and whether the update is currently in Beta testing. |
| Third (**3**rd) Party | 3 | Yes, the requirement will be met by a third-party software package and is included in this Offer. Note: In the Comments column next to this response, it is required that the Offeror indicate the name of the proposed third-party software package and the interface/integration services being proposed. |
| **N**o | N | Requirement or service will not be met by the Offeror. Use of this response code for mandatory Payroll and Time & Attendance Requirements may be cause for rejection of the Offer. |

6.2 Technical Requirements

6.2.1 Technical Requirements Overview

This section shall provide an overview of the EPS with the objective of demonstrating the Offeror’s understanding of the Technical Requirements.

6.2.1.1 Technical Architecture

The subsections below shall provide an overview of the Offeror’s approach to the Technical Requirements listed on the Solution Technology worksheet in “Appendix D, Technical Requirements.”

6.2.1.1.1 General

Provide a complete description including architectural diagrams of the proposed EPS and how it is based on proven state-of-the-art technologies intended to meet the State’s Technical Requirements.

6.2.1.1.2 Application Architecture

1. Describe the EPS application architecture, how it supports changes in technology and enables the State to execute its business processes.
2. Describe the approach to product lifecycle management for the EPS including:
   * + Release strategy for product upgrades (e.g., both major and minor), maintenance, and bug fixes.
     + Timeframes between major product releases and minor product releases.
     + Amount of time that previous versions remain in general support.
     + Processes and recommended timeline for the State to test new releases prior to implementation.
3. Describe the approach and tools available to enable automated distribution of software updates to workstations and other devices.

6.2.1.1.3 Database Architecture

1. Describe the ability to synchronize and replicate data to another location.
2. Describe the ability to provide a complete client copy to another location.
3. Describe the mechanisms available for third-party applications and tools to access data directly (e.g., Java Database Connectivity, Application Programming Interfaces (APIs), and data access objects).

6.2.1.1.4 Infrastructure (For Offeror-Hosted Option)

1. Describe the topology and hardware required to achieve the proposed architecture (e.g., virtualization, load balancing utilizing hardware and software-based load balancers ahead of the web servers, storage network components, firewalls, and virtual private networks).
2. Describe the network performance requirements to operate efficiently including inter-server (e.g., data centers) as well as server-to-client (e.g., LAN/WAN) requirements.
3. Describe the proposed network configuration including equipment, port requirements, and network protocols utilized.

6.2.1.1.5 Integration Architecture

1. Describe the ability of the EPS to integrate with other systems.
   * + Describe the approach, infrastructure, and middleware used for integration.
     + Describe the delivery vehicles that are available for integration (e.g., APIs, file transfer, batch, and messaging).
     + Describe the ability of the EPS to apply the same data validation levels to batch and interface transactions as on-line transactions.
2. Describe the current approach to partnering with vendors of third-party packages or external SaaS (software as a service) vendors.
   * + Describe the approach for incident and problem management when using third-party packages or service offerings.
     + Describe the approach for upgrades and change management when using third-party packages or service offerings.
     + Describe the related policies, procedures, and limitations for supporting proposed third-party solutions.
3. Describe the interoperability capabilities including XML and Web-services technologies.
4. Provide the EPS software product’s roadmap for interoperability.

6.2.1.1.6 System Administration Toolkit

1. Describe the system and database administration tools that will enable proactive M&O (maintenance and operations) of the EPS.
   * + Specify which system and database administration tools are provided by the EPS software vendor; third-party, bolt-on vendor(s); operating system vendor; database vendor; and third-party systems administration system vendor(s).
     + Describe how the tools are integrated to support enterprise monitoring of all components of the EPS.
2. Describe the approach and tools for testing, staging; and piloting including the ability to perform integration testing with on-premises data sources and applications.
3. Describe the approach to release management for the EPS including the capability to control multiple versions of source components and data as they are moved throughout the implementation landscape (e.g., from the development environment, through the test environment, to the production environment).
4. Describe the approach and tools for parallel payroll testing.
5. Describe the approach and tools for data obfuscation.

6.2.1.2 Solution Architecture

The subsections below shall provide an overview of the Offeror’s approach to the Technical Requirements listed on the Solution Architecture worksheet in “Appendix D, Technical Requirements.”

6.2.1.2.1 Scalability

1. Describe how the proposed software and hardware infrastructure configuration can be modified and scaled over time to support an increased number of users and data without impacting the Service Level Agreements (SLAs).
2. Provide the number of concurrent users that the implemented EPS will accommodate among the various modules.

6.2.1.2.2 System Flexibility

Describe the flexibility to configure the EPS to meet the State’s requirements such as the ability to:

* + - 1. Manage metadata.
      2. Extend the data model.
      3. Configure to support business rules.
      4. Manage screen layouts, colors, and data labels.
      5. Add calculated fields.

6.2.1.2.3 Security and Authentication

1. Describe the system security capabilities of the EPS (e.g., restricting data and functions that can be accessed based on user role and/or specific rules).
2. Describe the process for creating security profiles for role-based access control. Include a description for creating a new role; assigning role access to a particular screen; assigning role permissions to execute a particular function; and assigning or restricting the records that a role can access.
3. Describe the process for user administration including creating a user, assigning role(s) to a user; and setting a user’s role (or directly assigned permission) to expire on a specified date.
4. Describe any intrusion detection and prevention capabilities provided in the EPS. Describe how external intrusion detection and prevention applications are integrated into and leveraged by the solution.
5. Describe how access to data and information resources is restricted to specific administrative users (e.g., database administrators).
   * + Describe how access is monitored or logged and how segregation of duties is implemented within the EPS.
6. Describe where and how the EPS uses digital signatures and whether any third-party tools are required to implement this functionality.
7. Describe whether the EPS is based on a multi-tenant architecture and how the State’s data is protected from the data of other clients.
8. Describe how the EPS environment provides adequate security and protection of data covered by regulatory, compliance requirements, and legal mandates (e.g., HRS, Chapter 487J, Payment Card Industry Data Security Standard (PCI DSS); the Family Educational Rights and Privacy Act (FERPA); Health Insurance Portability and Accountability Act(HIPAA); Gramm-Leach-Bliley Act; and other requirements for data which contain intellectual property).

6.2.1.2.4 Audit

1. Describe how logging and auditing is performed in the EPS and access to log and audit data is restricted and secured.
2. Describe how the system provides complete audit features for all transactions across all modules of the EPS including reports and business intelligence.

6.2.1.2.5 Data Storage and Archiving

Describe how data is archived and accessed in the EPS. Provide recommendations for data archiving that maintains availability, performance, and scalability requirements.

6.2.1.2.6 System Capacity and Performance

1. Describe the approach to meet performance SLAs.
2. Describe the ability of the Payroll Solution to collect system performance data and report against SLAs.

6.2.1.2.7 Business Continuity and Disaster Recovery

1. Describe the architecture for ensuring high availability and how the Payroll Solution architecture will achieve the availability SLAs (e.g., address single points of failure vs. redundant components at the server tier, application tier, database tier, and network tier).
2. Describe the architecture and approach for ensuring that the recovery time objective and recovery point objective can be met (e.g., recovery of the system in an alternate data center).
   * + Provide the location, owner, and description of all data centers involved.
3. Provide an overview of the backup and recovery options for the EPS.
   * + Describe the length of time backup and recovery processes would take based on the size, scale, and complexity of the State environment.
     + Describe how backups will be performed while the system is on-line.

6.2.1.3 Solution Technology

The subsections below shall provide an overview of the Offeror’s approach to the Technical Requirements listed on the Solution Technology worksheet in “Appendix D, Technical Requirements.”

6.2.1.3.1 Workflow Processing

Describe the workflow capabilities of the EPS.

* + - 1. Describe the integration of the workflow capabilities in all components of the EPS (e.g., workflow standardization across modules).
      2. Describe the various methods of routing (e.g., rules-based, sequential, and parallel routing) transactions.
      3. Describe the ability to customize workflow (e.g., by user, department, and organization).

6.2.1.3.2 Reporting, Business Intelligence, and Data Warehouse

Describe the reporting infrastructure, tools, and capabilities (e.g., internal, external, and/or third-party) of the EPS including:

* + - 1. Ability to provide a link to the EPS software website location that contains a listing of reports available out-of-the-box.
      2. Ability to create customized ad-hoc reports accessing all data in the systems.
      3. Dashboards provided out-of-the-box along with the key performance indicators they are intended to support.
      4. Analytical capabilities (e.g., statistics such as mean, max, estimation, clustering, and affinity analysis/correlations).
      5. Ability to generate historic, trend, forecast, and year-to-year comparison reports.
      6. Flexible output formats for reports (e.g., HTML, DHTML, PDF, XML, XLS, DOC, MDB, PPT, and CSV).

6.2.1.3.3 End-User Interface

1. Provide an overview and description of the capabilities/services/functionality provided out-of-the-box for the following functions including representative screen shots:
   * + Web interface.
     + End-user portal interface.
     + Mobile device interface.
     + Interactive Voice Response (IVR) interface.
     + Other interfaces.
2. Describe related policies, procedures, and limitations for supporting various end-user devices described above.

6.2.1.3.4 Data Entry Support and On-Line Help

1. Describe the EPS edit checking and data entry validation capabilities.
2. Describe the EPS on-line help functionality and capabilities. Provide representative examples of available on-line help documentation. Describe how the on-line help content and structure can be customized, maintained, and modified.

6.2.2 Detailed Technical Requirements Response

Detailed Technical Requirements are listed in “Appendix D, Technical Requirements.” When responding to the Technical Requirements, Offerors must complete the response tables in “Appendix D, Technical Requirements” and include them as “Attachment 8: Responses to Technical Requirements” of their Offer.

In the Technical Requirements response tables, Offerors must state compliance with each requirement as follows:

1. Technical Requirements Response Codes

| Response | Code | Description |
| --- | --- | --- |
| **Y**es | Y | Yes, the requirement will be met without configuration or customization. |
| Confi**G**uration | G | Yes, the requirement will be met through changes to tables, switches, and rules without modification to the source code. Include any changes to the existing or 'out-of-the-box' workflow functionality. |
| **C**ustomization | C | Yes, the requirement will be met through changes to the existing reports or programs. This would include custom code developed to perform specific functions or validations outside the standard code. Include the creation of a new report, query, or workflow that does not exist within the current application. |
| **F**uture | F | Yes, the requirement will be met by packaged software in a future release. Note: In the Comments column next to this response, it is required that the Offeror provide the month/year when updated software will be available for implementation and whether the update is currently in beta testing. |
| Third (**3**rd) Party | 3 | Yes, the requirement will be met by a third-party software package and is included in this Offer. Note: In the Comments column next to this response, it is required that the Offeror indicate the name of the proposed third-party software package and indicate the interface/integration services being proposed. |
| **N**o | N | Requirement or service will not be met by the Offeror. Use of this response code for mandatory Payroll and Time & Attendance Requirements may be cause for rejection of the Offer. |

6.3 Implementation Services Requirements

6.3.1 Implementation Services Approach

This section shall provide a description of Implementation Services for execution of the Payroll Services and Time & Attendance Services projects with the objective of demonstrating the Offeror’s understanding of the tasks involved to produce each of the deliverables defined in “Appendix E-1, Implementation Services Requirements.” This section shall contain a description of how the Offeror proposes to carry out these tasks and why this approach was selected. Therefore, the following considerations shall be included at a minimum for the purpose of evaluation:

* The identification of specific and significant business processes, policies, procedures, and organizational change considerations the State will need to address when migrating to the proposed solution.
* A description of how the proposed solution will address or satisfy the Data Cleansing and Conversion Objective in the RFP “**Section 5.10, Data Cleansing and Conversion Objective**” including the approach and strategy for addressing legacy data cleansing, data migration, and the deployment of the proposed solution without disrupting the State’s operations.
* The approach and strategy for addressing the challenges of implementing in a K-12 environment with specific emphasis, at a minimum, on teacher payroll; highly qualified teachers; and a single employee filling multiple positions (e.g., multiple assignments).
* A description of how the proposed solution will address or satisfy the Knowledge Transfer Objective in the RFP “**Section 5.5, Knowledge Transfer Objective**.”
* The Offeror’s project management approach including the following:
  + - Offeror’s Project Management Methodology - How it compares with the State’s IT governance process.
    - Offeror’s Risk Management Approach - This approach shall include a delineation of any anticipated problems and risk factors for the State’s EPS and proposed approaches to mitigate those risks.
    - Offeror’s Quality Assurance Surveillance and Management Approach - This approach shall include a description of internal quality assurance processes for deliverables. The end product of this portion of the Offeror’s response shall provide a proposed means for evaluating whether performance standards and quality levels are being met and ensuring that the State pays only for the level of services received.
* The Offeror's approach and strategy for designing and implementing the proposed solution including the following:
  + - Description of how the proposed solution will address or satisfy the Enhanced End-User Training Objective in the RFP “**Section 5.6, Enhanced End-User Training Objective**.”
    - Description of how the proposed solution will address or satisfy the Business Process Reengineering Objective in the RFP “**Section 5.7, Business Process Reengineering Objective**.” Include the responsibilities the State will have during these efforts, and how existing State and departmental policies and procedures will need to be changed in order to be integrated into the new business processes.
    - Description of how the proposed solution will address or satisfy the Organizational Change Management Objective in the RFP “**Section 5.8, Organizational Change Management Objective**.”
    - Rationale and assumptions for recommending the proposed implementation approach and strategy.
* The identification of specific and significant considerations the State and all users will need to address when migrating to the proposed solution.
* The approach and strategy for addressing data migration and the deployment of the proposed solution without disrupting the State’s operations.
* The approach and strategy for developing software customizations, reports, and interfaces. Include at least three relevant examples each of customizations, reports, and interfaces developed by the Offeror for government clients and/or K-12 clients.
* Availability of templates from prior government and/or K-12 clients to accelerate the implementation.

6.3.1.1 Detailed Implementation Services Requirements Response

Implementation Services Requirements are listed in “Appendix E‑1, Detailed Implementation Services Requirements (Section 2.0).” When responding to the Implementation Services Requirements, Offerors must complete the response tables in this section and include them as part of “Attachment 9: Responses to Implementation Services Requirements” of their Offer.

The tables in “**Section 2.0, Appendix E-1, Detailed Implementation Services Requirements**” identify the roles and responsibilities associated with the services.

An “X” is placed in the column under the party that will be responsible for performing the task.

The columns on the tables include:

* Offeror — Offeror and designated subcontractors.
* State — State employees and other supporting contractors.

The State maintains full ownership of the EPS Program. However, when the Offeror is the party responsible for performing the task, the State expects the Offeror to provide leadership, direction, and full accountability for the deliverables. All deliverables will be mutually agreed upon by the State and the Offeror.

The requirements response matrices must be completed indicating the status of the requirement(s) at the time of submission of the Offer using a single response code. Response codes are listed in the table below:

1. Response Codes for Implementation Services Requirements

| Response Code | Description |
| --- | --- |
| **Y** – **Y**es | Requirement will be met. |
| **N** – **N**o | The responsibility identified in the requirement cannot be met. |

A “No” response without providing a comment may cause the Offer to be rejected.

6.3.1.2 Work Plan and Schedule

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. A work plan is crucial to allow the State to gauge the Offeror's understanding of the tasks at hand, the resources required, critical-path tasks, project milestones, deliverables, and the reasonableness of the project timeline. The Offeror shall describe the timing and logistics of the implementation of the EPS and the key tasks involved.

A proposed implementation timeline is provided in “Appendix M, Proposed Project Timeline and Considerations.” The Offeror shall provide its Offer (including Cost Proposal) in alignment with this timeline. However, an alternate timeline description may also be provided as the Offeror deems appropriate along with rationale and benefit to the State for each change. The timeline must take into account observed State Holidays, normal State business hours, and busy times connected with ongoing activities and deadlines as documented in this appendix.

Provide a description of how the proposed work plan will address or satisfy the Phased Implementation Objective in the RFP “**Section 5.2, Phased Implementation Objective**” and the Functionality Deployment Objective in the RFP “**Section 5.3, Functionality Deployment Objective**.”

Milestones and deliverables must be identified in the Offeror’s implementation work plan, which shall include a minimum of five levels of work breakdown structure (WBS). Additionally, the schedule should include timelines for review and comment on deliverables by the State; subsequent time for correction by the Contractor; and State approval of revised deliverables.

Specifically, the work plan and schedule should cover the following required Implementation Services phase:

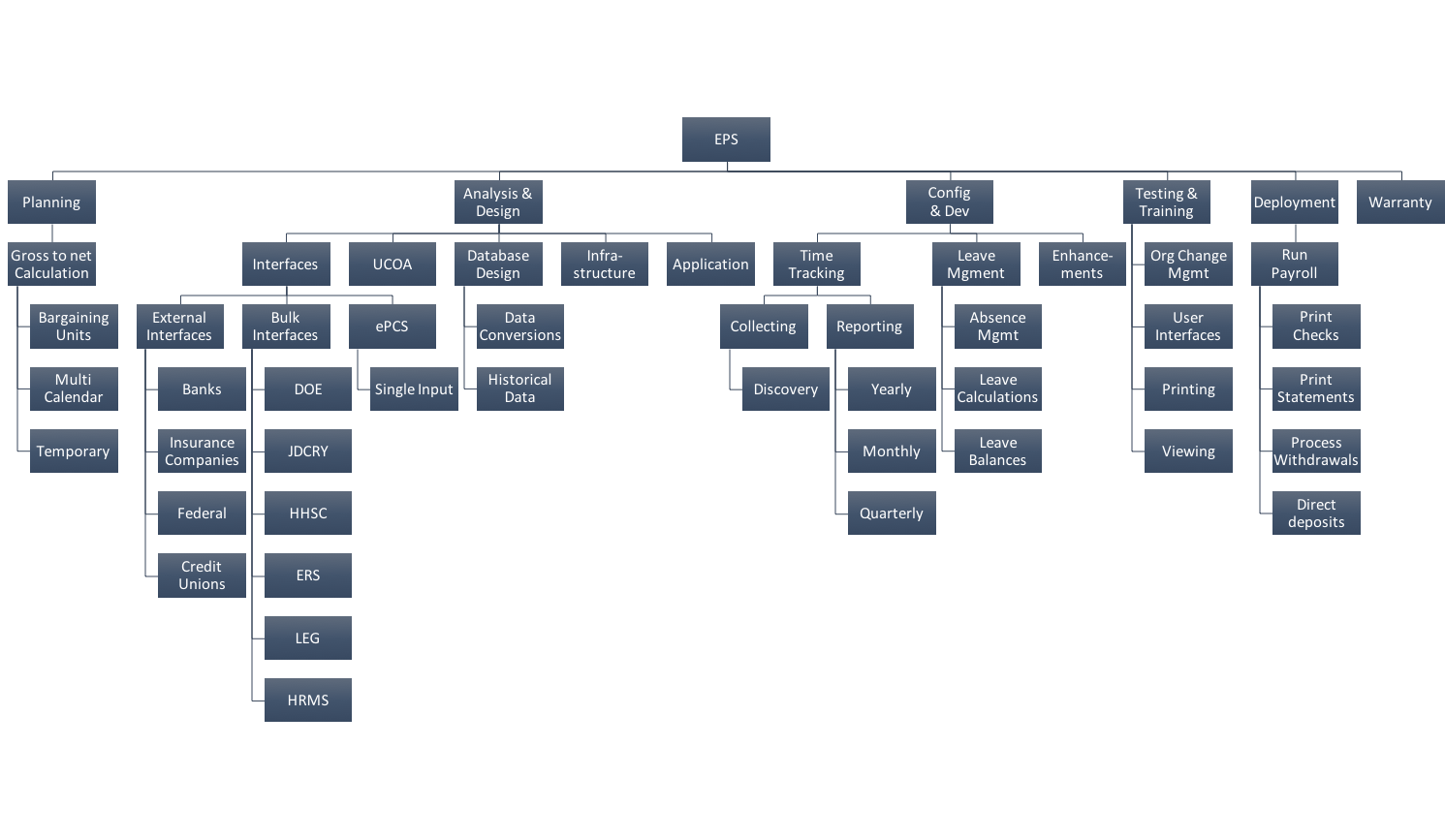
* Project Planning.
* Initial Analysis and Design.
* Final Analysis and Design.
* Configuration and Development.
* Testing and Training.
* Deployment and Go-Live Support.
* Warranty.

Listed below is a sample work breakdown structure and a conceptual example of a hierarchical diagram for this project:

1. Conceptual Work Breakdown Structure

|  |
| --- |
| 1. EPS    1. Planning       1. Gross to Net Calculation       2. Bargaining Units       3. Multi Calendar       4. Temporary    2. Analysis and design       1. Interfaces          1. External Interfaces             1. Banks             2. Insurance Companies             3. Federal             4. Credit Unions          2. Bulk Interfaces             1. DOE             2. JDCRY             3. HHSC             4. ERS             5. LEG             6. HRMS          3. ePCS             1. Single Input       2. UCOA       3. Database Design          1. Data Conversions          2. Historical Data       4. Infrastructure       5. Application    3. Configuration and Development       1. Time Tracking          1. Collecting          2. Discovery       2. Reporting          1. Yearly          2. Monthly          3. Quarterly       3. Leave Management          1. Absence Management          2. Leave Calculations          3. Leave Balances       4. Enhancements    4. Testing and Training       1. Organization Change Management       2. User Interfaces       3. Printing       4. Viewing    5. Deployment       1. Run Payroll          1. Print Checks          2. Print Statements          3. Process Withdrawals          4. Direct Deposits    6. Warranty |

Figure 1 Conceptual Work Breakdown Structure



6.3.1.3 Implementation Plans Included with Offer

The Offeror shall also include the high-level plans included in the table below as Offer attachments. The Offeror must complete the table below in this section and indicate their response to each requirement accordingly. Plans shall be included in Attachments 10-1 through 11-5.

1. Implementation Plans Included with Offer

| Requirement | Yes/No (Y/N) |
| --- | --- |
| The Offer shall include a high-level Deployment Plan that shall describe the Offeror’s methodology for deploying the proposed solution. At a minimum, the Deployment Plan shall include the following topics: site preparation; data conversion; roll-out plan; migration; turnover to production; help desk support; and transition from legacy systems. Include as “Attachment 10-2: Deployment Plan.” |  |
| The Offer shall include a high-level Data Conversion Plan that shall describe the Offeror’s methodology for performing data conversion for the proposed solution. Include as “Attachment 10-3: Data Conversion Plan.” |  |
| The Offer shall include a high-level Master Test Plan that shall describe the Offeror’s methodology for providing all types of testing for the proposed solution. At a minimum, the Master Test Plan shall include the following testing types: unit; integration; user acceptance; security; end-to-end; stress; and regression. Include as “Attachment 10-4: Master Test Plan.” |  |
| The Offer shall include a high-level Training Plan that shall describe the Offeror’s methodology for providing training for the proposed solution. Include as “Attachment 10-5: Training Plan.” |  |
| The Offer shall include a high-level Organizational Change Management Plan that shall describe the Offeror’s methodology for the State’s transition to the proposed solution. At a minimum, the Change Management Plan shall include the following topics: strategy; objectives; readiness assessment; techniques; and metrics. Include as “Attachment 10-6: Organizational Change Management Plan.” |  |

6.4 Ongoing Services Requirements

6.4.1 Ongoing Services Approach

The subsections below shall provide a description of Ongoing Services with the objective of demonstrating the Offeror’s understanding of the Ongoing Services Requirements in “Appendix E-2, Ongoing Services Requirements.”

6.4.1.1 Hosting Services

The State is considering two options for hosting the EPS as described below:

* Option 1: Software as a Service (SaaS)  
    
  The Offeror hosts the EPS, provides M&O Services, owns the hardware, and provides access to subscription-based software.
* Option 2: Offeror-Hosted

The Offeror hosts the EPS in primary and secondary data centers. The Offeror will own the hardware, and the State will own the software licenses.

Offerors shall respond to the topics below based on the option selected. The subsections below shall provide a description of the Offeror’s proposed Hosting Services option.

6.4.1.1.1 Hosting Option Overview (For All Hosting Solution Options)

Provide an overview of the proposed hosting option including a description of the infrastructure and physical data center layout. The description shall address the following points:

* Identify the data center infrastructure required to host the EPS.
* Identify the network requirements for connection to the disaster recovery location.
* Identify the number of staff required to manage the infrastructure in the primary and secondary data centers.
* Provide a description of how the proposed hosting option will address or satisfy the Hosting Services Objectives in the RFP “**Section 5.4, Hosting Services Objectives**.” Include a discussion on options available to the State for transferring the EPS and/or data to a data center within the State of Hawaii.

6.4.1.1.2 Data Center Overview - Provide an overview of the proposed primary and secondary data centers. Specifically address:

* Locations for geographically separated primary and secondary facilities.
* Overview of the data center layouts.
* Level of redundancy of all data center infrastructure.
* Any single point of failures for the data center infrastructure.
* Physical security approach.
* Any environmental risks and resistance to natural disasters events (e.g., fire, flood, tornadoes, hurricanes, and earthquakes).
* The expected average number of minutes the data center to be down due to maintenance of the infrastructure in a year.
* Describe how the State’s infrastructure and application is shielded/secured from the infrastructure of other clients also using your facilities.
* Describe the backup and replication of data locally as well as across data centers.
* The availability of a sandbox environment, which includes the ability to test integration with on-premises data sources and applications.
* Describe your policies regarding scheduled downtime.
* Identify the telecommunications provider and network circuits required for providing connectivity from the hosted Payroll Solution to the State network.
* Describe your approach to issue/problem management and communication with Level 1 and Level 3 help desk support.

6.4.1.2 Maintenance and Operations Services

M&O services are optional for each contract year. The State reserves the right to contract with a third-party for M&O services or provide its own internal M&O services.

* Provide an overview of the approach to M&O services, specifically addressing the following:
  + - Security Administration.
    - Storage Management.
    - Batch – Job Control and Scheduling.
    - Database Administration.
    - Operating System, Application, and Database Backup and Recovery
    - Change and Release Management.
    - Configuration Management.
    - Capacity Management.
    - Performance Management.
    - Disaster Recovery.
    - Break Fix Support Services.
    - Continuous Improvement Services.
    - Minor Enhancements and Ad-Hoc Requests.
    - Documentation.
    - Service Management and Quality Assurance.
    - Service Level Reporting.

6.4.1.3 Business Process Outsourcing Requirements

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.

* Provide a brief overview of the approach to BPO.

6.4.1.4 Project Team Facilities Requirements

Project Team Facilities are mandatory for all EPS Services. The State has limited capacity in its existing facilities to accommodate project team members from the State and Contractor in a single facility.

* Number of workstations available for project use: 15.
* Number of meeting areas to be dedicated for project use: 1.
* Equipment available to be dedicated for project use:
  + Personal Computers: 0.
  + Servers (File, Applications, etc.): 0.
  + Video Projectors: 0.

The Offeror shall therefore bundle in its pricing, the cost for project team facilities which the State has the option of including in the Contract after evaluation of all proposals.

* Provide a brief description of the proposed project team facilities.

6.4.2 Detailed Ongoing Services Requirements Response

Detailed Ongoing Services Requirements are listed in “Appendix E-2, Ongoing Services Requirements.” When responding to the Detailed Ongoing Services Requirements, Offerors must complete the response tables in “Appendix E-2, Ongoing Services Requirements” and include them as “Attachment 11: Responses to Ongoing Services Requirements” of their Offer.

The tables in “Appendix E-12, Ongoing Services Requirements” identify the roles and responsibilities associated with the services.

An “X” is placed in the column under the party that will be responsible for performing the task.

The columns on the tables include:

* Offeror — Offeror and designated subcontractors.
* State — State employees and other supporting contractors.

The State maintains full ownership of the EPS. However, when the Offeror is the party responsible for performing the task, the State expects the Offeror to provide leadership, direction, and full accountability for the deliverables. All services and work products will be mutually agreed upon by the State and the Offeror.

The requirements response matrices must be completed indicating the status of the requirement(s) at the time of submission of the Offer using a single response code. Response codes are listed in the table below:

1. Response Codes for Ongoing Services Requirements

| Response Code | Description |
| --- | --- |
| **Y** – **Y**es | Requirement will be met. |
| **N** – **N**o | The responsibility identified in the requirement cannot be met. |

A “No” response without providing a comment may cause the Offer to be rejected.

6.5 Service Level Agreement Requirements

Detailed Service Level Agreement Requirements are listed in “Appendix F, Service Level Agreement Requirements.” The tables in “Appendix F, Service Level Agreement Requirements” identify the Service Level Agreement Requirements associated with the services.

6.5.1 Detailed Service Level Agreement Requirements Response

When responding to the Detailed Service Level Agreement Requirements, 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.

The Service Level Agreement Requirements matrices must be completed indicating the status of the requirement(s) at the time of submission of the Offer using a single response code. Response codes are listed in the table below:

1. Response Codes for Service Level Agreement Requirements

|  |  |
| --- | --- |
| **Response Code** | **Description** |
| Y—Yes | Requirement will be met. |
| N — No | The Service Level Agreement identified in the requirement cannot be met. |

A “No” response without providing a comment may cause the Offer to be rejected.

1. Certification

The Offer shall include in this section a certification that:

* The prices and cost data were arrived at independently, without consultation, communication, or agreement with any other Offeror or competitor.
* Unless otherwise required by law, the prices and cost data that were submitted have not been knowingly disclosed by the Offeror, directly or indirectly, to any other Offeror or competitor prior to the award of the Contract.
* No attempt was made or will be made by each Offeror to induce any other person or firm to submit or not to submit an Offer for the purpose of restricting competition.

1. Confidential Information

The Offerors’ Offers and all information, data, and other material provided by the Offeror to the State shall be subject to the HRS, Chapter 92F, Uniform Information Practices Act. The Offeror shall designate in writing to the Procurement Officer those portions of its Offer that contain trade secrets or other proprietary data that are to remain confidential subject to Section 3-122-58, HAR. The Offeror shall state in its written communication to the Procurement Officer the reasons for designating the material as confidential. The Offeror shall submit the material designated as confidential in such manner that the material is clearly marked “confidential” and readily separable from the rest of the Offer in order to facilitate inspection of the non-confidential portion of the Offer.

Offerors should note that they cannot designate their prices (anything in the Cost Proposal form) as confidential, excluding those portions deemed proprietary such as detailed labor breakdowns. Following award of the Contract, the Offerors proposed prices may be disclosed.

1. Cost

Offerors shall propose all inclusive firm-fixed prices (FFP), hourly rates, and composite rates as required in this section. These prices, hourly rates, and composite rates shall be inclusive of all federal, state, and local taxes and all fees, staff position costs, and expenses required for completion of the services. The Cost Workbook in “Appendix L, Cost Workbook” shall be completed for the selected hosting option. The Cost Proposal shall be provided in “Attachment 13: Cost Proposal”. Cost information shall not be provided in any other Offer section. The State reserves the right to contract with a third-party for the optional components in the list below.

Offerors shall propose costs for:

* Software (FFP) – Required and Optional Licenses and Associated Optional Maintenance.
* Implementation Services (FFP).
  + - Note that the 12-month warranty following final acceptance of the functionality deployed shall be provided at no additional cost to the State.
* Ongoing Services:
  + - M&O Services (FFP).
    - Hosting Services (FFP).
    - Business Process Outsourcing Services (FFP).
    - Project Team Facilities (FFP).

The Offeror shall submit the completed Cost Workbook that summarizes the Offeror’s pricing and include a detailed listing of the software and hardware included in the proposed solution. The Offeror shall provide hourly composite rates for each of the personnel assigned based on an estimated mix of the hourly rates to be used for calculating Implementation Services costs and M&O Services costs. These same composite rates shall be used for unanticipated tasks.

The Offeror shall submit a payment schedule as part of its Cost Proposal that details payment amounts for each deliverable that the Offeror completes and that the State signs-off on (see Payment Schedule on Tab 7, Payment Schedule - One-Time in “Appendix L, Cost Workbook.”). The deliverables in the Offeror’s payment schedule shall correspond to the deliverables that are detailed in the proposed Project Work Plan (see “**Section 6.3.1.2, Work Plan and Schedule**”). Payments for each deliverable in the payment schedule shall be subject to a fifteen percent (15%) retainage, payable upon final acceptance of the Contract.

Work to be performed under this solicitation is a business activity taxable under HRS, Chapter 237, and if applicable, taxable under HRS, Chapter 238. The Contractor is advised that they are liable for the Hawaii GET at the current 4.5% for sales made on Oahu and at the 4% rate for the islands of Hawaii, Maui, Molokai, and Kauai. If, however, an Offeror is a person exempt by the HRS from paying the GET and therefore not liable for the taxes on this solicitation, the Offeror shall state its tax exempt status and cite the HRS chapter or section allowing the exemption.

1. Offer Checklist

The Offeror must address ALL sections and attachments (with the exception of Attachments 16-22 which are optional) and provide, in sequence, the information and documentation as required (referenced with the associated Offer page numbers) in the table below:

1. Offer Checklist

| Offer Pages (to be completed by Offeror) | Section/Attachment | RFP Reference |
| --- | --- | --- |
|  |  |  |
|  | Section 1.0: Offer Transmittal Letter | “Exhibit 1, Section 2.1.1” and “Appendix A, Section 1.0” |
|  | Section 2.0 Offer Form OF-1 | “Exhibit 1, Section 2.1.2” and “Appendix A, Section 2.0” |
|  | Section 3.0: Executive Summary | “Exhibit 1, Section 2.1.3” and “Appendix A, Section 3.0” |
|  | Section 4.0: Administrative Requirements Response | “Exhibit 1, Section 2.1.” and “Appendix A, Section 4.0” |
|  | Section 5.0: Offeror Qualifications | “Exhibit 1, Section 2.1.6” and “Appendix A, Section 5.0” |
|  | Section 6.0: Business Solution | “Exhibit 1, Section 2.1.7” and “Appendix A, Section 6.0” |
|  | Section 7.0: Certification | “Exhibit 1, Section 2.1.8” and “Appendix A, Section 7.0” |
|  | Section 8.0: Confidential Information | “Exhibit 1, Section 2.1.9” and “Appendix A, Section 8.0” |
|  | Section 9.0: Cost | “Exhibit 1, Section 2.1.10” and “Appendix A, Section 9.0” |
|  | Section 10.0: Offer Checklist | “Exhibit 1, Section 2.1.11” and “Appendix A, Section 10.0” |
|  |  |  |
|  |  |  |
|  | Attachment 1: Offeror Financials | “Appendix A, Section 1.0” |
|  | Attachment 2: Offeror References | “Appendix A, Section 5.2” |
|  | Attachment 3: Subcontractor References | “Appendix A, Section 5.2” |
|  | Attachment 4: Offeror Resumes | “Appendix A, Section 5.4.5” |
|  | Attachment 5: Offeror and Subcontractor Staff References | “Appendix A, Section 5.4.6” |
|  | Attachment 6: Financial Statements Compliance | “Appendix A, Section 6.1.1.9.4” |
|  | Attachment 7-1: Payroll and Time & Attendance Requirements | “Appendix A, Section 6.1.2” |
|  | Attachment 7-2: Optional Payroll and Time & Attendance Requirements | “Appendix A, Section 6.1.2” |
|  | Attachment 8: Responses to Technical Requirements | “Appendix A, Section 6.2.2” |
|  | Attachment 9: Responses to Implementation Services Requirements | “Appendix A, Section 6.3..1.1” |
|  | Attachment 10-1: Detailed Work Plan | “Appendix A, Section 6.3.1.2” |
|  | Attachment 10-2: Deployment Plan | “Appendix A, Section 6.3.1.3” |
|  | Attachment 10-3: Data Conversion Plan | “Appendix A, Section 6.3.1.3” |
|  | Attachment 10-4: Master Test Plan | “Appendix A, Section 6.3.1.3” |
|  | Attachment 10-5: Training Plan | “Appendix A, Section 6.3.1.3” |
|  | Attachment 10-6: Organizational Change Management Plan | “Appendix A, Section 6.3.1.3” |
|  | Attachment 11: Responses to Ongoing Services Requirements | “Appendix A, Section 6.4.2” |
|  | Attachment 12: Responses to Service Level Agreement Requirements | “Appendix A, Section 6.5.1” |
|  | Attachment 13: Cost Proposal | “Appendix A, Section 9.0” |
|  | Attachment 14: RFP Exceptions | “Appendix A, Section 1.0” |
|  | Attachment 15: HCE Compliance Document (Optional) | “Appendix A, Section 1.0” |
|  | Attachment 16 - 22 as assigned by Offeror | “Appendix A, Section 10.0” |

For packaging and submittal address information, refer to the main RFP document, Section 11.2, Offer Submission.