

RFP Questions and Clarifications Memorandum

To: Vendors Responding to RFP Number 4118 for the Mississippi Department of Rehabilitation Services (MDRS)

From: Craig P. Orgeron, Ph.D.

Date: August 21, 2018

Subject: Responses to Questions Submitted and Clarifications to Specifications

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The following questions were submitted to ITS and are being presented as they were submitted, except to remove any reference to a specific vendor. This information should assist you in formulating your response.

Question 1: According to the Cost Information Submission sheet on page 45 of the RFP, MDRS requests pricing for 1,300 users. Can you confirm that this is the maximum envisioned user count for the system?

Response: Yes, the maximum number of users for the time and attendance system will be 1,300 for MDRS. In addition, the State also encourages Vendors to respond with any additional costs anticipated for re-use of the award from this RFP, including the addition of tiers to the 3rd cost table. Refer to RFP Section VII, items 5.6 and 11.7, and Section VIII, 3rd and 4th tables.

Question 2: The RFP mentions a need for interfaces to the State's SPAHRS and MAGIC payroll/HR solutions. Are these solutions homegrown, or are they based on commercially-available payroll and HR solutions? If these are based on commercially-available solutions, can you identify them?

Response: SPAHRS was written for the Mississippi Department of Finance and Administration (DFA) using an ADABAS/Natural DBMS platform. MAGIC is an SAP solution, customized to meet the State's needs.

Question 3: How many bargaining agreements does the organization have, for the purpose of estimating configuration costs?

Response: MDRS does not have any bargaining agreements.

- Question 4:** With respect to the information requested regarding time clocks, what type of user ID method is desired (biometric, proximity reader, mag-stripe reader)?
- Response:** **MDRS is not implementing clocks at this time. If clocks are implemented at a later date, the desired method will be biometrics. In addition, the State also encourages Vendors to respond with any additional costs anticipated for re-use of the award from this RFP. Refer to RFP Section VII, items 5.6 and 11.7, and Section VIII, 3rd and 4th tables.**
- Question 5:** Would employees need to be able to change jobs, add project cost information, etc., directly at the clocking station?
- Response:** **Yes, the State would require this capability in the future to properly account for time worked in each program.**
- Question 6:** Section 7.48 required electronic signature. Is it the State's desire to integrate with the existing DocuSign implementation at MDRS?
- Response:** **No. MDRS will not be integrating with DocuSign.**
- Question 7:** How many onsite training days should we include with our proposal?
- Response:** **MDRS can only provide a broad estimate on the length of onsite training desired. MDRS estimates onsite training to last between 5 and 10 days, with the option to extend without affecting training cost, if needed.**
- Question 8:** How many employees will need access to Shift swapping, and/or vacation bidding?
- Response:** **MDRS does not do shift swapping and/or vacation bidding at this time. Nor, do they anticipate the need in the future. However, if it was implemented at a later date, all employees would need access.**
- Question 9:** Including full time, part time, and seasonal staff, how many employee licenses should we include in our proposal? We see a range is provided on the pricing form... does MDRS expect to license for all 1300 employees? (the employee count will also affect the installation cost)?
- Response:** **The Vendor should include 1,300 employee licenses for MDRS. In addition, the State also encourages Vendors to respond with any additional costs anticipated for re-use of the award from this RFP, including the addition of tiers to the 3rd cost table. Refer to RFP Section VII, items 5.6 and 11.7, and Section VIII, 3rd and 4th tables.**
- Question 10:** How many supervisors/managers/administrators will need access to the system to make approvals or edits?
- Response:** **MDRS estimates there will be 150 employees who will need access to make approvals or edits.**
- Question 11:** How many time clocks should be included with our response?

Response: MDRS is not implementing clocks at this time. MDRS requests pricing for time clocks for future budget requirements. If a variety of time clocks can be purchased, MDRS requests the price for each type of time clock. In addition, the State also encourages Vendors to respond with any additional costs anticipated for re-use of the award from this RFP. Refer to RFP Section VII, items 5.6 and 11.7, and Section VIII, 3rd and 4th tables.

Question 12: Does MDRS desire Card Swipe clocks or Biometric clocks?

Response: MDRS is not implementing clocks at this time. If clocks are implemented at a later date, the desired clock will be Biometric. In addition, the State also encourages Vendors to respond with any additional costs anticipated for re-use of the award from this RFP. Refer to RFP Section VII, items 5.6 and 11.7, and Section VIII, 3rd and 4th tables.

Question 13: If Card Swipe, what type of cards will be used, HID Proximity? Or Barcode?

Response: MDRS is not implementing clocks at this time. If clocks are implemented at a later date, the desired clock will be Biometric. In addition, the State also encourages Vendors to respond with any additional costs anticipated for re-use of the award from this RFP. Refer to RFP Section VII, items 5.6 and 11.7, and Section VIII, 3rd and 4th tables.

Question 14: If Card Swipe is desired, will MDRS supply the cards? Or will the Time & Attendance Vendor supply the cards?

Response: MDRS is not implementing clocks at this time. If clocks are implemented at a later date and cards are required, the Vendor must supply the cards. In addition, the State also encourages Vendors to respond with any additional costs anticipated for re-use of the award from this RFP. Refer to RFP Section VII, items 5.6 and 11.7, and Section VIII, 3rd and 4th tables.

Question 15: Is it desired for the time clocks to communicate through ethernet, POE, or wireless?

Response: MDRS is not implementing clocks at this time. If clocks are implemented at a later date, the clocks should be connected to the network through an Ethernet connection.

Question 16: Is it desired for the Time & Attendance vendor to install all time clocks? Or will MDRS staff install the time clocks?

Response: MDRS is not implementing clocks at this time. If clocks are implemented at a later date, MDRS requests that the Vendor install the clocks. In addition, the State also encourages Vendors to respond with any additional costs anticipated for re-use of the award from this RFP. Refer to RFP Section VII, items 5.6 and 11.7, and Section VIII, 3rd and 4th tables.

Question 17: Will a flat file import/export be acceptable for the interface to SPAHRS?

Response: MDRS currently uses this method to interface with SPAHRS. However, the system needs to check the available time that an employee has to make sure they have enough time for leave. MDRS believes this needs to be a real-time process.

Question 18: Does MDRS have an FTP site where new hire/employee demographic information can be sent out of SPAHRS to the FTP site? (this would allow for scheduling a sync of any employee changes in SPAHRS into the new Time & Attendance system)?

Response: No, MDRS does not currently have an FTP site. However, if needed, MDRS can set up an FTP site.

Question 19: Our standard contract term is 5 years... is that acceptable for MDRS?

Response: Yes, the anticipated contract term for this RFP is 5 years. Refer to the RFP, Exhibit A, Standard Contract, Article 2.1.

Question 20: Will Advanced scheduling be included in this scope of work? (Advanced scheduling is defined as employees who need to do Shift swaps, vacation bidding, or having scheduling rules in the system which automatically assign the correct employees to open shifts)?

Response: No, Advanced scheduling will not be included in this project's scope of work.

Question 21: Is FMLA Case Management required? Defined as the new time & attendance system automating the process of requesting FMLA leave, allowing employees to fill out required forms directly in the new Time & Attendance system, and tracking the open case, automatically alerting employees/managers when an employee is due back or running out of FMLA time?

Response: Yes, MDRS needs the ability to track FMLA hours.

Question 22: Is it desired for employees to punch in/out from a computer or smart phone?

Response: Yes, it is desired for employees to punch in/out from a computer or smart phone.

Question 23: Is it desired for employees to request time off electronically at a computer or smart phone?

Response: Yes, it is desired for employees to request time off electronically at a computer or smart phone.

Question 24: Has MDRS viewed Time & Attendance demonstrations prior to the release of this RFP? If so what Vendors provided a demo?

Response: Yes, prior to the release of this RFP, MDRS conducted market research, and viewed a Time & Attendance demonstration from Kronos.

Question 25: If so what Vendors provided a demo?

Response: **MDRS has viewed the Kronos Time & Attendance demonstration.**

Question 26: How many employees does the Mississippi Department of Rehabilitation Services need to track in the Cloud-Based Time and Attendance System? We realize the department has fluctuation in the employee count but can an average number of employee be provided? We do not count inactive employee as part of your license.

Response: **As of August 1, 2018, the average number of employees is 915. If MDRS decides to include contractual workers, MDRS would need to track an average of 950 employees.**

Question 27: Besides SPHARS and eventually MAGIC, are there any other current or anticipated software deployments in the MDRS that will need to connect certain data elements to or from the Cloud-Based Time and Attendance System?

Response: **No, not at this time.**

Question 28: Are we correct in understanding that MDRS desires the cloud-based time and attendance system to be the system of record for leave calculations and balances versus the current SPAHRS system because of the month lag in updating balances?

Response: **Yes. SPAHRS will still be the official system of leave records; however, the time and attendance system will be the system for real-time leave calculations and balances.**

Question 29: What is the State's timeline to convert SPAHRS to MAGIC?

Response: **The Mississippi Department of Finance and Administration (DFA)/MMRS is in the planning stages of this conversion project. A timeline/release date has not been announced.**

Question 30: What is the State's current system of record for employee time?

Response: **Each State agency has its own process of capturing employee data; however, all State agencies' employee data is entered into SPAHRS for payroll purposes and is considered the system of record.**

Question 31: What is the MDRS's current method of reporting employee's hours worked?

Response: **Currently, a MDRS employee enters their time on an Excel spreadsheet that is printed out and signed by various supervisors. The spreadsheets are then sent to the Payroll Department through regular mail, email, or hand delivery. Data is then entered into SPAHRS by Payroll employees.**

Question 32: What is the State's SSO authentication protocol?

Response: The single sign-on (SSO) authentication varies among State agencies. MDRS uses active directory (AD) in order to SSO into various applications. However, MDRS does have applications where users have a separate login and password. MDRS' Federal network uses Enterprise Single Sign-On (ESSO) in addition to SSO. SSO is the ideal authentication. If software must be purchased, the Vendor is required to provide software information and cost in response to Section VIII of the RFP. Employees will also log into the system outside MDRS' network; therefore, a login and password directly into the system will be required.

Question 33: Will employees be required to record time into an electronic timesheet or clock in/out as they go through a Web Clock, Mobile app, etc? Or will that vary on the employee type?

Response: MDRS employees can record their time using any method that the system will allow.

Question 34: Are there any employees within MDRS that has multiple roles with different rates of pay depending on their current role? Does this cause the MDRS payroll to have to calculate a blended or weighted overtime?

Response: No, the rate of pay for any given MDRS employee is always the same.

Question 35: Does MDRS recognize compensatory time versus overtime? Is comp time vs overtime a choice of the employee, Manager..? Please explain?

Response: MDRS recognizes compensatory time for the majority of employees; however, there are certain times of the year that one division is allowed paid overtime for hours worked over 40. For this division, overtime is a choice, but must be approved in advance by the Manager.

RFP responses are due September 6, 2018, at 3:00 p.m. (Central Time).

If you have any questions concerning the information above or if we can be of further assistance, please contact Khelli Reed at 601-432-8194 or via email at khelli.reed@its.ms.gov.

cc: ITS Project File Number 44413