REQUEST FOR INFORMATION RELATIVE TO THE PROCESS OF CONTRACTING A VENDOR FOR ENTERPRISE SCHEDULING SOFTWARE

RFI # 2019-226

DUE DATE: March 19, 2019 @ 10:00 AM (EST)

RESPONSE SUBMITTED BY (COMPANY NAME)

AUTHORIZED SIGNER'S PRINTED NAME:

AUTHORIZED SIGNER'S TITLE:

SIGNATURE:

PREPARED BY: Paul Rhodes

THE DEPARTMENT OF ADMINISTRATIVE SERVICES
Bureau of Purchase and Property
I. GENERAL INFORMATION

A. PURPOSE

This Request for Information (RFI) is issued by the New Hampshire Department of Administrative Services for the purpose of gathering information relative to the process of establishing a contract for a Scheduling Software solution for the State of New Hampshire. The state seeks responses from vendors with experience in providing employee scheduling and time and attendance solutions to similar large scale government operations. It is the Department’s intent to use information obtained through this RFI to issue a formal Request for Proposal (RFP). Response to this RFI is not a prerequisite for participation in any subsequent RFP, however participation in the RFI is encouraged to provide a better understanding and demonstration of the respondent’s ability to meet the needs of the State.

The State’s intent is to establish a firm fixed-price, deliverables-based contract for configuration, implementation and ongoing support and maintenance of the Scheduling Software solution (Solution).

B. TIMELINE

The timeline below is provided as a general guideline and is subject to change. More exact dates will be added to the later processes as the project moves forward.

2/28/2019  RFI distributed on or by
3/08/2019  Last day for questions, clarifications, and/or requested changes to RFI
3/13/2019  State’s response to questions, clarifications, and/or requested changes
3/19/2019  10:00 AM (EST) RFI Closing
3/25/2019 - Vendor presentations (if required)
4/05/2019

C. BACKGROUND

The State of New Hampshire is seeking a web-based, flexible, robust and user-friendly scheduling Solution that will support staffing plans, employee scheduling and actual time reporting in a variety of work areas on a 24 hours/7 days per week basis and comply with state and federal labor and wage-related laws, rules and regulations, and collective bargaining agreements. The Solution must provide for a fully integrated system for staff and time management that incorporates time clocks (if needed), the scheduling
software, and the state’s existing time management, financial reporting, human resources, and payroll system (Infor v10.2).

The Solution must be capable of providing a mechanism for the establishment of and adherence to minimum staffing requirements, real-time overtime coverage of vacant shifts, automatic notification of available shifts based on skill sets, and up to the minute reporting on staffing of all shifts to various levels of management.

It is expected that the Solution include automated telephone messaging that is functional with Voice Over Internet Protocol (VOIP) and Interactive Voice Response.

The Solution will be used by multiple State agencies including the Department of Corrections, the Department of Safety, Division of State Police and E911 Center(s), sections within the Department of Transportation, and the 24/7 hospital and residential services within the Department of Health and Human Services (DHHS) (New Hampshire Hospital, Sununu Youth Services Center, and Glencliff Home), and potentially the full-time non-24/7 workforce at the DHHS’ Veterans Home and the DHHS Division of Children, Youth, and Families. Other agencies with complex scheduling and/or timekeeping needs, such as the State liquor stores and the Department of Natural and Cultural Resources, may also implement the Solution.

These agencies represent a wide variety of missions with specific scheduling requirements that differ and may necessitate unique configurations based on collective bargaining agreements, state and federal labor and wage related laws and regulations, including Garcia rules/Kelly schedules, as well as traditional work schedules and alternative work schedules such as Baylor Plans. For example, a biweekly work period schedule (37.5 hours per week) versus a 28-day work period schedule (212 hours per period or 171 hours per period). The Solution may also be required to facilitate employee self-service shift swapping.

The Solution must be adaptable to the scheduling needs of our varied state agencies, including minimum staffing restrictions, be able to accommodate acuity-based staffing, and support full labor related reporting to support management and compliance auditing.

D. GOALS

Through the use of the Solution, the State expects to achieve the following goals:

- Improve enterprise-wide workforce management by automating staff scheduling for full-time and part-time exempt, non-exempt, seasonal and contingent workers.
- Eliminate manual scheduling by streamlining and automating complex staffing needs, such as demand-based scheduling, minimum staffing requirements, staffing across multiple locations and movement of staff.
between locations.

- Improve time tracking and absence management and eliminate redundant sub-systems.
- Reduce payroll errors, improve accuracy and eliminate manual adjustments by automating eligibility and compliance with labor and wage related rules, laws, regulations, policies, and collective bargaining agreements.
- Enable strategic decision-making by making workforce analytics available to managers.

**KNOWN CHALLENGES**

- Scheduling needs that differ among governmental agencies.
- Rules and requirements that differ among the State’s nine unions.
- Complex pay scales and work schedules that vary according to employee position/job/post.
- Centralized system for time keeping that is deployed and utilized in a decentralized manner.
- Calculations and configuration of leave types, pay codes, timecard views, etc., vary across and within agencies and employees within agencies.
- Integration with the existing Infor Enterprise Resource Planning (ERP) timekeeping and payroll system, that has been in place since 2012, and utilization of that system’s information.
- Balancing the implementation of standard state-wide policies with agencies’ need for flexibility.

**E. LIABILITY**

This solicitation for information does not commit the State to publish a Request for Proposal or award a contract. The state shall not be held liable for any costs incurred by the Vendor in the preparation of the response. The issuance of a Request for Proposal as a result of information gathered from responses is solely at the discretion of the State.

**II. RESPONSE INSTRUCTIONS**

**A. RESPONSE PACKAGE, DESTINATION AND DEADLINE**

Interested parties may submit a response to the State of New Hampshire Bureau of Purchase and Property by email to NH.Purchasing@das.nh.gov. All responses must be clearly marked with the RFI number, date due and to the attention of Paul Rhodes. **Note: We cannot accept files larger than 7 MB.**

IF YOU ARE EXPERIENCING DIFFICULTIES EMAILING YOUR RESPONSE OR YOU WISH TO VERIFY THAT YOUR RESPONSE HAS BEEN RECEIVED, PLEASE CALL (603)
III. RESPONSE CONTENT

A. Respondents are requested to furnish the following as part of their response:

1. Business name, address, place of business, contact information, including representative name and alternate (if available), telephone number(s), and e-mail address(es).

2. Summary of the respondent’s business and its experience as it relates to the services outlined in the RFI.

3. List of three references, at a minimum, for which the respondent is currently providing services that are consistent with the goals set forth in this RFI, particularly services provided to governmental organizations. Include current contact information.

4. Responses to the requests outlined below regarding your proposed Solution, and how these would best meet the State’s objectives. The description should also identify known or potential concerns with, or barriers to, the Solution.

B. The response to this RFI should address the following:

1. General
   a. Briefly describe your capabilities to satisfy the State’s objectives and deliver a scheduling Solution that can accommodate the various requirements described above.
   b. Describe your Solution’s ability to support desktop and mobile users.
   c. Describe your Solution’s ability to integrate with Infor, or any other ERP, and support dynamic and synergistic reporting and analytics.
   d. Describe how you have implemented a solution that demonstrates your capacity to fulfill competing and sometimes challenging requirements related to areas outlined within the goals of this RFI.
2. System Configuration
   a. Describe your approach to supporting different organizational units including operating with multiple prototypes of the Solution.
   b. Describe the lowest levels of configuration by which your Solution can be delineated, e.g., enterprise, department, divisional unit, employee type, project code, job code, position, etc.
   c. Describe your approach for working with the State’s staff to complete configuration of the Solution.
   d. Describe how your Solution integrates time clocks (including web based and mobile login) with scheduling, time keeping and time-driven activity-based accounting.

3. Time and Attendance
   a. Describe your capacity to present different types of timecard views in a scheduling Solution.
   b. Describe how your Solution would handle time in/time out without rounding time or leave while meeting the FLSA weekly, biweekly or monthly hour requirements. Describe how your Solution would handle de minimis time in this scenario.
   c. The State’s system calculates monthly leave accruals based on the employee’s personal anniversary day of the month. The amount is based on variations of employee attributes. Describe how your Solution would handle this scenario.
   d. The State processes payroll on a biweekly basis, two weeks after the pay period is closed and therefore leave usages could be up to 4 weeks behind. Describe how your Solution would predict leave balances based on this situation.
   e. The State needs flexibility regarding whether or not to require submission and approval of leave requests and overtime requests by attributes within an employee record. Describe how your Solution would handle that scenario, including variability within the trigger for approval, e.g., approval is required for five minutes of overtime for one type of employee versus 10 minutes for another type of employee.
   f. Describe how your Solution can be configured to invoke edits and auto-reject leave requests based on minimum staffing requirements, seniority, and date last worked (to include type of work).
   g. The State has several employees that fall under the Garcia 160/28 day and Kelly rules. (Section 7(k) of the FLSA provides that employees engaged in fire protection or law enforcement may be paid overtime on a “work period” basis. A “work period” may be from 7 consecutive days to 28 consecutive days in length. For work periods of at least 7 but less
than 28 days, overtime pay is required when the number of hours worked exceeds the number of hours that bears the same relationship to 212 (fire) or 171 (police) as the number of days in the work period bears to 28. For example, fire protection personnel are due overtime under such a plan after 106 hours worked during a 14-day work period, while law enforcement personnel must receive overtime after 86 hours worked during a 14-day work period.) Since these employees are exception pay, the State system requires all overtime pay codes to be held in the first two weeks to be paid in the last two weeks of the cycle. Describe how your Solution would handle this scenario.

h. Describe how your Solution would handle retroactive time adjustments including prior period adjustments.

i. Describe how your Solution would handle changes to an employee’s pay plan in the middle of a pay period; can the timecard change dynamically with the change in pay plan and complete the pay period appropriately?

j. Describe how your Solution would handle pay processing between worked and observed holidays.

k. Describe your Solution’s retention practice/capacity regarding timecards.

l. Some State agencies have a small number of personnel resulting in some cases where the “payroll administrator” of the agency has to approve their own timecard. Describe how your Solution would handle this scenario.

m. The State may have a need to prevent an employee from punching in before his/her scheduled start time. Describe how your Solution would handle that scenario.

n. The State may require that the supervisor be made aware of an exception for all early or late punches. Describe how your Solution would generate exceptions and how they can be customized by employee attribute.

o. The State requires that all full- and part-time non-exempt employees record their time incremented by the minute. This is not required for exempt employees. Describe how your Solution would handle this scenario.

p. The State requires that the reason for certain type of leave be identified by the employee through the selection of a choice in a drop-down menu. Describe how your Solution would handle this scenario.

q. The State requires all overtime hours be authorized by a supervisor in advance of overtime hours worked. Describe how your Solution would handle this scenario.
r. Describe the maker and type of time clocks that you have experience integrating with your Solution; identify whether they are proprietary or name brand, retinal, biometric or proximity; include an example of your time clock.

s. Describe your Solution’s ability to integrate different types of clocks to achieve a holistic solution.

t. Describe your Solution’s ability to calculate relief factor of facilities based on current leave accruals.

4. Scheduling

a. Describe how an employee’s schedule can be written to his/her timecard.

b. Describe your Solution’s retention plan for schedules.

c. Describe the different types of schedule views available in your Solution.

d. Describe how your Solution enables an employee to make his/her availability for overtime known to a supervisor, and enables a supervisor to make availability of overtime known to an employee.

e. Describe how an employee can sign up for available overtime and allow auto assignment based on contingent rules and a data field.

f. Describe the flexibility of your Solution to enable schedules to be created in advance but not display to the employee.

g. Describe how your Solution would enable schedule creators to build schedules in advance but limit employee view by duration and assignment, including job type.

h. Describe how your Solution would handle scheduling of staff by day/shift in advance but not assigning or displaying specific post/assignment until start of work period.

i. Describe how your Solution would enable certain future schedule information, such as vacation or training, to be visible to employees without sharing a full work schedule.

j. Describe how your Solution tracks and maintains employee certifications, skills, education, and other scheduling criteria.

k. Describe how your Solution would assign staff to posts in a schedule based on employee skills, certification, education, etc.

l. Describe how your Solution would handle non-standard variable schedules, such as individuals that are scheduled to work by day but not by specific hours or individuals with no fixed schedule but required to work a minimum number of hours (e.g., detectives, fire investigators, conservation officer, exempt/management staff, probation parole officers).
m. Describe how your Solution would handle scheduling restrictions applicable to individual staff (e.g., light-duty limitation, trainee/probationary employee limitations, desk assignment).

n. Describe how your Solution would flag and prevent scheduling to post by unqualified staff.

o. Describe how your Solution would handle trainee assignments to specific senior staff for scheduling purposes.

p. Some State agencies have employees that work different schedules across different units (e.g., a Trooper assigned to special detail outside his/her regular schedule, or nursing staff working between different units). Describe how your Solution would handle this scenario.

q. Describe how your Solution would handle the application of multiple pay codes for the same time worked (e.g., a nurse who works on a holiday is eligible to receive pay for the ‘Paid Holiday’ plus is paid for time worked based on ‘Holiday Worked’ rate).

r. Describe how your Solution would handle the capturing of third party approval by an outside entity of time worked by employees (e.g., contractor for Trooper detail must approve hours worked).

s. Describe how your Solution would handle the capturing of approval of time worked (regular or overtime) under multiple supervisors (e.g., part-time instructor requires supervisor certification of time worked; overtime worked in a different location).

t. Describe how your Solution would handle scheduling, tracking and reporting of time for non-State employees (e.g., contract nurses, volunteers, and contractors).

u. Describe how your Solution would support employee self-service shift swapping functions.

v. Describe how your Solution would handle shift bidding.

w. Describe how your Solution would handle the splitting of shifts.

x. Describe how your Solution would handle in-the-field changes of staffing (e.g., a Trooper assigned to detail is called away and another Trooper assumes the detail).

y. Describe how your Solution would handle the scheduling of special events (e.g., police details, hospital/doctor visits for inmates or patients, weekend promotional events), including application of specific time-driven activity-based accounting information (e.g., accounting unit, pay codes), requirements for specific skills/certifications, and staff assignments using various criteria (e.g., seniority, last OT worked, lowest OT balance, etc.).
Describe how your Solution would coordinate the scheduling of staff with other separate scheduling/work management systems, including: 1) in-house training program schedules, 2) a work order system, and 3) a learning management system.

The State has variations of scheduling ‘on-call’ and ‘call-back’ status (certain ‘on-call’ is paid while others are only paid if called in/back, some staff are paid “portal-to-portal” while others are paid only when on-site), with different minimum hours and rules for application of minimum hours by agency and union. Describe how your Solution would facilitate this scenario.

Describe how your Solution would manage scheduling and real time scheduling adjustments based on patient/client census, acuity, and special needs (e.g., off-site appointment, in-house special programming); describe your capability to interface with an Electronic Health Record system.

Describe your capacity to accept and utilize employee preferences in developing a future schedule for a unit where staff are hired by shift and not for a specific schedule.

Describe how your Solution would provide options for manager views of schedules. Can schedules for multiple units be visible and managed from a single screen?

Describe how your Solution would predict and report schedule patterns and leave demands based on historical actuals.

The State expects to utilize Interactive Voice Response (IVR) as part of its scheduling Solution. Describe how your Solution would implement IVR.

Describe how your Solution would enable restrictions to the IVR to prevent the auto-calling of employees on shift.

Describe your Solution’s ability to provide a test environment to test alternative schedules and the impact they would have on overtime.

5. Time Reporting

Describe the type of reporting your Solution would make available, e.g., staffing levels/ratios, staff productivity, hours by project, cost accounting or other parameters.

Describe how your Solution would enable and report against time-driven activity-based accounting against multiple parameters such as accounting unit, program or project, grant, location, client #, case #, work order #, function or task, reason for overtime, location of overtime performed, etc.

Describe how your Solution would filter time-driven activity-based accounting at different levels of granularity, i.e., by agency, division, accounting unit, employee type, job code, etc.
d. State Troopers work various types of overtime details, each with unique rules that require the application of a specific pay code, accounting unit, and/or customer ID. Describe how and to what extent your Solution would apply the correct time-driven activity-based accounting pay code, and other tracking data, for regular time and overtime based on prescribed rules, versus user selection.

e. Describe the capabilities of your Solution to track additional information along with hours, such as mileage or equipment used.

f. Describe how your Solution would track and report on historic leave submittals, denials and approvals.

g. Describe your Solution’s reporting capabilities, from user through administrator.

h. Describe your Solution’s ability to produce reports of hours and overtime expense together for any selected date range - total for the department, by facility, by rank, by overtime reason code, by employee.

i. Describe your Solution’s ability to report on who is approving overtime.

6. System/User Security

a. The scheduling Solution would be accessed through our native ERP homepage (Infor ming.le). SecureAuth is the State’s security platform. Describe how you would ensure secure access to your Solution utilizing SecureAuth. Describe how you would ensure secure access to your Solution through SecureAuth if our ERP homepage was unavailable.

b. Describe how your Solution assigns security roles and how rights are restricted by role; provide descriptions of inherent roles.

c. Describe how your Solution handles proxy over-ride and proxy for absent supervisor.

d. Describe how your Solution would allow for multiple levels of system administration rights for centralized system administration and decentralized agency-level administrative functions.

e. Describe how your Solution would allow for staff within the State HR and Payroll units to have access to information and certain administrative functions for all employees but at a different level than would be permitted for the State-level system administrator.

f. Describe how your Solution would handle an employee with multiple work assignments (jobs) in the same agency as well as in different agencies.

7. Infrastructure, Hosting, and Support

a. Is your solution cloud based or designed to be implemented on premise?

b. If cloud-based:
(a) Describe the hosting environment, how the environment is secured and maintained, and any compliance certification.

(b) Describe how the system interfaces with the State’s ERP solution.

(c) Describe the skill sets required by State staff to support and manage the application.

c. If on-premise:

(a) Describe the minimum system configuration needed to support the system, including the presentation, application, and database layers.

(b) Describe how the system interfaces with the State’s ERP solution.

(c) Describe the skill sets required by State staff to support and manage the application.

8. Project Management and Deployment

a. Describe your approach to project management and how you would manage this project to successful deployment, including: the types of project management and product delivery methodologies, key roles and responsibilities, scope management, schedule management, risk and issue management, document management, deliverable acceptance management, change management, cost control, and communications.

b. Identify the risks that may impact the success of this project and your proposed mitigation strategies to reduce the probability and impacts if those risks are realized.

c. Describe the type and amount of resources you will need from the State to ensure success.

d. Describe your approach to change management, your capabilities, and the methods and tools you would implement to ensure successful transition to your Solution.

e. Describe your approach to discovery, i.e., acquiring the information you need to configure the Solution to each agency’s requirements.

f. Describe your process for translating discovery into business requirements.

g. Describe your approach to deploying an enterprise Solution across multiple agencies.

h. Describe your approach to testing the Solution configuration across all agencies.

i. Describe your approach to training users from across multiple agencies.

9. Please describe information needed from the State that would assist you with your submittal of a proposal if an RFP were to be issued.

C. VENDOR PRESENTATIONS
State of New Hampshire

Based on the interest generated in reviewing vendor responses, some vendors may be invited to present a demonstration of their Solution and proposed services to representatives of the State. Should vendor demonstrations be warranted, they will take place on or about the timeframe listed in Section IB. Vendor should be prepared to demonstrate their Solution’s ability to meet the needs described within the RFI.

II. CURRENT ENVIRONMENT

A. The State of NH does not currently utilize a centralized scheduling system integrated with the State’s ERP, however, some agencies employ separate scheduling tools. The goal of this project is to provide a scheduling Solution that may be used by any and all State agencies.

III. CLOSING

The State of New Hampshire, Department of Administrative Services thanks you for your efforts in preparing a response. Although this Request for Information does not require the State to issue a Request for Proposal or to award contracts, the information gathered in this process will be helpful in determining how to move forward.

VENDOR CONTACT INFORMATION:

Please provide contact information below for a person knowledgeable of and who can answer questions regarding your response.

____________________________________ _______________________
Contact Person    Telephone Number
____________________________________ _______________________
E-mail Address     Vendor Company Name

____________________________________ _______________________
Vendor Address