Narrative Response – Implementation

Kenosha County RFP 2313

Provide a narrative response to each of the following:

Support

1. Please describe your support processes, including the below:
    a. Hours of support provided in the proposed yearly maintenance cost
        i.   Weekdays
        ii. Holidays
        iii. Weekends
    b. Other support options you can provide
    c. Methods to contact Vendor for support
    d. Please provide your SLA for the following types of issues:
        i.   Turnaround time for critical fixes
        ii. Downtime public facing sites
        iii. Downtime for Kenosha County system
        iv. Enhancement requests
    e. Other Service Levels, please explain
2. Is a customer assigned a dedicated customer representative to serve as a liaison between the client, support, and the vendor, or is your customer support a bank of representatives?
3. After implementation, what training is available for new HR and payroll team members?

Integration/Interfaces

The following lists the data elements needed:

4. Current system functions needing to integrate with:
    a. Telestaff (.csv)
    b. Onshift (.csv)
    c. RT Vision (.csv)
    d. WEX (EDI)
    e. Humana (EDI)
    f. HireRight
    g. DeltaDental/DeltaVision (EDI)
    h. MetLife (.txt)
    i. Dynamics 365 (.txt)
    j. iNet (SQL query)

Please describe your system integration and interface capabilities, including the below:

    k. Describe what methods you will provide Kenosha County IT to be able to access data for integration with other County systems (Views, API's, Services, etc.).

      l.   Provide to Kenosha County IT the documentation to the following to ensure integration with current and future applications:
         i.   An Entity Relationship Diagram (ERD) needs to be provided
         ii.   Documentation on API's, services for integration

5. Describe your ability to interface with Financial/GL systems, including Kenosha County's current product Dynamics 365.

Conversion/Migration of Existing Data

Kenosha County has an average of 1300 active employees in a year and issues approximately 1600 W2 forms per year. HR (core employee data, job history, employment status information, etc.) and Payroll (general pay information, deductions, benefits, etc.) records dating back to 2013 available in our current Dayforce system. Talent Acquisition records dating back to 2017. We also have Timekeeping records dating back to 2011 available within UKG Timekeeper. The proposed system must support the conversion and migration of current and historical HR, Payroll, Timekeeping, Talent Acquisition and Scheduling data into the new application format.

Kenosha County plans to migrate current and active employee information, payroll and timekeeping data starting the beginning of the current calendar year.

Please confirm your capability to handle data conversion as described below:
1. Does your implementation team utilize special software to ensure data migration accuracy?
2. Please explain your approach for the conversion of the existing data including the roles and responsibilities of your staff and those of Kenosha County staff.
3. Can the implementation team migrate data from the current HR/Payroll location and format to your solution's location and format?
4. Can the implementation team migrate existing HR/Payroll workflows?
5. What is your approach for implementing clean and accurate data? What validation and gates need to be in place?
6. Can the vendor meet the testing and validation requirements for data migration, and can the success of the migration be measured? If no, what testing and validation requirements cannot be met, and what alternatives does the vendor suggest?
7. Can the vendor identify and mitigate the risks associated with data migration? If no, what risks cannot be mitigated, and what alternatives does the vendor suggest?
8. Can the vendor provide training and support for end-users after the migration is complete? If no, what types of training and support cannot be provided, and what alternatives does the vendor suggest?

F. Release Management
Please describe your release management, including the below:
9. Please explain how you make sure appropriate release documentation is provided when new application changes are made.
10. What guarantees do you provide that timely updates based upon changes in State law will be implemented?

11. What is your software release strategy?
    a. Do you have regular scheduled updates?
    b. How do you communicate the availability and urgency of updates?
12. How easily are new releases and fixes integrated into the system as they become available?
13. How are scheduled down times done and communicated?

G. New Features and Functions

Please provide details about how you handle the release of new features and functionality within your system, including the below:

14. How do you work with your customers to ensure innovations are implemented?
15. How do you seek feedback and how do you take action on it?
16. What user groups or communication channels exist to interact with other customers proactively?
17. How do you communicate regarding new features and changes to product functionality?
18. Do customers have the ability to suggest/vote on new features/functionality?

H. Implementation of System

Please describe the methods you use for system implementation, including the below:

19. Please describe your overall project methodology.
20. Please describe your implementation team and the skills they will have to implement this project in a timely, cost-effective manner.
21. How will you keep this project within scope, on time and on budget?
22. Please define your roles and responsibilities as a vendor.
23. What are Kenosha County's responsibilities? Please explain in as much detail as possible.
24. What is your approach to configuring and customizing the system to meet our specific needs?
25. How do you ensure that your system is compliant with relevant laws and regulations, such as data privacy and security?
26. How will you provide appropriate project documentation and deliverables?
27. Please explain how the project status will be updated to stakeholders in a timely and accurate way and what tools you will use.
28. Describe how you manage project documents and collaboration of shared documents.
29. What phases will you break the implementation into? How will it be determined if the phase was successfully completed?
30. How will you define and communicate project timelines and target dates? How will you ensure approval by the stakeholders?
31. How do you ensure that the system integrates seamlessly with our existing HR and Payroll processes and other service provider systems?
32. If target dates need to be adjusted or are missed, how will you ensure stakeholder approval?
33. If your solution offers a portal software, please explain our options for the use and any advantages it would have over updating our current solution to work with your product.
34. How do you measure the success of your system implementation, and what metrics do you use?

35. Can you provide examples of successful implementations that you have completed for other public employers?
36. Will your solution utilize sub-contractors for implementation, product support? If sub-contractors (i.e. 3rd party firms/resources) are used during the Implementation project and/or Product Support, Vendor must have overall management authority over those resources, and must have a historical on-going relationship with those 3rd party firms/resources.

I. Risk Mitigation Planning

Please describe how you mitigate risk during system implementation, including the below:

37. Please explain your overall project timeline and strategy to ensure the cutover process will not affect employee payments or annual 1095-C/W-2 processing.
38. Please explain your overall planning strategy to ensure that system integration points and ancillary systems will continue to function during implementation.
39. What types of risk do you anticipate during the implementation process, and how will you mitigate those risk?
40. What is your approach to organizational change management, and how do you ensure that our HR team, Payroll team and employees are comfortable with the new system?

J. Deployment Models

Please describe your available deployment models, including the below:

41. Explain and contrast the cost, initial purchase, and ongoing cost of any deployment models you offer, including on-premises, hosted, and cloud solutions.
42. Explain and contrast support and release management of cost of any deployment models you offer, including on-premises, hosted, and cloud solutions.
43. If you provide a hosted or cloud-based solution, please provide us with detailed information regarding the primary site, backup site and fail-over processes.

K. Document Storage

Please describe your document storage methods, including the below:

44. Describe the ability to onramp existing paper documents into your system.
45. How do you link other data to the HR record?
46. Describe how you integrate with 3rd party document management systems.

L. Data

Please describe how you handle data processing and storage within your system, including the below:

47. What assurances will you provide that all data is solely owned by Kenosha County and will not be used without our express permission?
48. Can your system store unlimited years of history?
49. Backups and redundancy
    a. In the case of a failure, will your solution be able to recover all completed transaction data up to point of failure?

    b. Can your solution run backups on a daily, weekly, monthly, and annual basis, including transaction logs, differentials, and full data sets?

50. What safeguards does your solution provide against accidental deletion?

M. Documentation

Please describe the documentation you provide with your system, including the below:

51. The solution must provide appropriate and relevant end-user and technical documentation.
52. Operational manuals should also be included covering items such as:
    a. Complete user instructions for all phases of the application
    b. Data file layouts
    c. Error handling and messages
    d. System flow charts
    e. Table and file maintenance
    f. Reports
    g. Screen layouts
    h. Input documents
    i. End-of-year procedures
    j. Systems operations.
    k. Online user documentation

N. Auditing

Please describe your system's auditing capabilities, including the below:

53. Functional capability to identify additions, deletions, and changes to data through transaction records.
54. Functional capability to attach user, time and date stamping of all transaction and master records.
55. Functional capability to provide audit trail reporting of users, dates, and times of data changes.

O. Training

Comprehensive training must include instruction on all aspects of software functionality, installation, data conversion, and implementation. The successful Offeror is responsible for training appropriate resources in all aspects of their system.

Please describe the training offered as part of system implementation, including the below:

56. Describe your training environment.
57. What training methodology do you typically use?
58. Can the solutions team provide training for end-users on how to use the new system or software? If yes, please describe details of the training, such as the format, duration, and location?
59. Can the vendor provide training for system administrators on how to configure and manage the new system or software? If yes, please describe details of the training, such as the format, duration, and location? If no, what alternative solutions does the vendor propose?

60. Can the vendor provide documentation or user manuals to supplement the training? If yes, what are the details of the documentation, such as the format and contents? If no, what alternative solutions does the vendor propose?

61. Can the vendor provide training to meet specific regulatory requirements or industry standards? If yes, what are the requirements or standards that the training will cover? If no, what alternative solutions does the vendor propose?

62. Can the vendor provide customized training for the specific needs of the organization? If yes, what are the details of the customization, such as the scope and level of customization? If no, what alternative solutions does the vendor propose?

63. Can the vendor provide remote or virtual training for end-users or system administrators? If yes, what are the details of the remote or virtual training, such as the platform and format? If no, what alternative solutions does the vendor propose?

64. Do you offer training support during and after implementation?