# ATTACHMENT F, CAPABILITIES QUESTIONNAIRE

Please review each question and indicate with an “X” in the appropriate column based on the legend below:

***Y =*** Available means in the current product and ***included in the fees. N =*** Not currently available.

***$ =*** Available in the current product for an ***additional fee*** (please note in pricing).

***F =*** Future means on the current product roadmap. Be prepared to discuss.

***Comments =*** Please only provide additional commentary when the capabilities are **not clear** or

**obvious** OR need additional clarification.

Do not use pre-written marketing language.

The selected Consultant’s response to the RFP will be an attachment to the definitive contract and the information that the Consultant provides in response to the RFP will have contractual effect. Because answers and information that do not reflect reality may place the Consultant in breach of contract, the Consultant is encouraged to give full, complete, and accurate answers and information from the outset.

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| **No.** | **Requirement** | | **Y** | | **N** | | **$** | | | | **F** | | | **Comments** |
| **General** | | | | | | | | | | | | | | |
| 1 | Does the Time & Attendance system include an employee communications capability (push, text, communication tile)? | |  | |  | |  | | | |  | | |  |
| 2 | Does the system support multiple entities (FEINs)? | |  | |  | |  | | | |  | | |  |
| 3 | Is there a limit on the number of entities supported? | |  | |  | |  | | | |  | | |  |
| 4 | Does your support center perform Log Me In or other remote desktop Control for remote troubleshooting if necessary? | |  | |  | |  | | | |  | | |  |
| 5 | Does the system effective date any changes that are made to previous records? | |  | |  | |  | | | |  | | |  |
| 6 | Does the system effective date any changes that are made to future records? | |  | |  | |  | | | |  | | |  |
| 7 | Does the system provide for uploading of documents to employee records? | |  | |  | |  | | | |  | | |  |
| 8 | Does the system provide audit trails? | |  | |  | |  | | | |  | | |  |
| 9 | Do the tools used for tailoring business processes require minimal training/development? | |  | |  | |  | | | |  | | |  |
| 10 | Does vendor or the Manatee County update the process templates when business rules or approval/routing requirements change? | |  | |  | |  | | | |  | | |  |
| 11 | Does the system provide the capability to import data from other HR or Payroll systems? | |  | |  | |  | | | |  | | |  |
| 12 | Does the system offer a configurable workflow, alerts/notifications, and automatic reminders? If yes, for what activities /functions? | |  | |  | |  | | | |  | | |  |
| 13 | Does the system provide the capability to change security access when an employee is transferred from one department to another and those changes must be effective immediately? | |  | |  | |  | | | |  | | |  |
| 14 | Are the passwords encrypted for employee access? | |  | |  | |  | | | |  | | |  |
| 15 | Are changes to the system set-up tables reflected immediately? | |  | |  | |  | | | |  | | |  | |
| 16 | Does the system allow use of Active Directory for user logon? | |  | |  | |  | | | |  | | |  | |
| 17 | Does the system have the capability to initiate? | |  | |  | |  | | | |  | | |  | |
| **TIME & ATTENDANCE** | | | | | | | | | | | | | | | |
| 18 | Does the system have the capability to provide employee and manager self service capabilities, including the capability to update employee data as well as manager level team reporting? |  | |  | |  | | | |  | |  | | | |
| 19 | Does the system support capability for a manager to use a single log in access and user experience for both their managerial and employee functions? |  | |  | |  | | | |  | |  | | | |
| 20 | Does the system provide users and employees the capability to view organizational charts? |  | |  | |  | | | |  | |  | | | |
| 21 | Does the system have the capability to maintain historical data for current and former employees (e.g., names, employment, job, assignments, status, department, and supervisor)? |  | |  | |  | | | |  | |  | | | |
| 22 | Does the system have the capability to maintain data for all job-related details (e.g., grade, exemption status,)? |  | |  | |  | | | |  | |  | | | |
| 23 | Does the system have the capability to enable effective and future dating of pending job-related transactions (promotions) and events? |  | |  | |  | | | |  | |  | | | |
| 24 | Does the system have the capability to maintain audit trails of employee file transactions, modifications and approvals? | |  | |  | |  | | | |  | |  | | |
| 24 | Does the system have the capability to allow customized fields for managers to access and update/change? | |  | |  | |  | | | |  | |  | | |
| 25 | Does the system have the capability to track termination dates and rehire? | |  | |  | |  | | | |  | |  | | |
| 26 | Does the system have the capability to establish termination workflows based on the employee and the specific termination criteria? | |  | |  | |  | | | |  | |  | | |
| 27 | Does the system have electronic workflow functionality that can notify (via e-mail) users of changes in employee status? | |  | |  | |  | | | |  | |  | | |
| 28 | Does the system have the capability to capture and display employee photographs on the employee profile? | |  | |  | |  | | | |  | |  | | |
| 29 | Does the system have the capability to allow for importing or entering free form text/ notes into the employee record? | |  | |  | |  | | | |  | |  | | |
| 30 | Does the system provide the capability to assign role-based security for users and administrators? | |  | |  | |  | | | |  | |  | | |
| 31 | Does the system provide administrators with the capability to login by proxy or “impersonate” a user to assist employees? | |  | |  | |  | | | |  | |  | | |
| 32 | Does the system provide audit tracking for all actions and users or administrators of the system? | |  | |  | |  | | | |  | |  | | |
| 33 | Does the system have the capability to generate mass communication and allow for emergency preparedness work scheduling? | |  | |  | |  | | | |  | |  | | |
| 34 | Intentionally left blank | |  | |  | |  | | | |  | |  | | |
| 35 | Does the system support mobile entering and approval of Time and Attendance (including workflows if necessary)? Is the mobile  experience an app or mobile-responsive environment? | |  | |  | |  | | | |  | |  | | |
| 36 | Does the system’s mobile capabilities support Geo-Fencing? | |  | |  | |  | | | |  | |  | | |
| 37 | Does the system’s mobile capabilities support Geo-positioning? | |  | |  | |  | | | |  | |  | | |
| 38 | Does the system support clock/web/computer access and approval of Time and Attendance (including workflows if necessary)? | |  | |  | |  | | | |  | |  | | |
| 39 | Does the system allow employees to punch in and out and make position changes through clock/web/computer access? | |  | |  | |  | | | |  | |  | | |
| 40 | Does the system allow web/computer edits to daily timesheets by employee and authorized users? (explain changes & approvals process in comments) | |  | |  | |  | | | |  | |  | | |
| 41 | Does the system allow employees to punch in and out, request and view PTO, and switch between work departments from a time clock (e.g., digital, biometric, proximity card reader)? | |  | |  | |  | | | |  | |  | | |
| 42 | Does the time clock have the capability to integrate with external security/building access systems (i.e. bar codes, magnetic badge)? | |  | |  | |  | | | |  | |  | | |
| 43 | Does the system support the functionality to pre-populate timesheets for users with defined hours/schedules with no access and/or non-time clock positions (e.g., salary exempt)? | |  | |  | |  | | | |  | |  | | |
| 44 | Does the system allow an employee to track ***project related time***? | |  | |  | |  | | | |  | |  | | |
| 45 | Does the system allow user to copy forward historical pattern of work to pre-populate future weeks? | |  | |  | |  | | | |  | |  | | |
| 46 | Does the system support unlimited number of user defined time/earnings codes? | |  | |  | |  | | | |  | |  | | |
| 47 | Does the system include the definition and application of complex pay rules? | |  | |  | |  | | | |  | |  | | |
| 48 | Does the system maintain and modify any and all complex pay rules without vendor intervention? | |  | |  | |  | | | |  | |  | | |
| 49 | Does the system allow employee punch captured for start and stop times of breaks and lunches? | |  | |  | |  | | | |  | |  | | |
| 50 | Does the system support rounding rules? | |  | |  | |  | | | |  | |  | | |
| 51 | Does the system support grace periods? | |  | |  | |  | | | |  | |  | | |
| 52 | Does the system configuration support lunch, rounding rules, and grace periods for various work or pay groups? | |  | |  | |  | | | |  | |  | | |
| 53 | Does the system allow group change capabilities to modify common elements in a group of employee timesheets? | |  | |  | |  | | | |  | |  | | |
| 54 | Does the system allow managers or supervisors to edit timesheet details for current and previous periods as well as complete attendance history for all authorized employee groups? | |  | |  | |  | | | |  | |  | | |
| 55 | Does the system have a flag, email, or workflow to notify the approving manager that timesheets need to be approved? | |  | |  | |  | | | |  | |  | | |
| 56 | Does the system have a flag, email, or workflow to notify the employee that timesheets need to be submitted? | |  | |  | |  | | | |  | |  | | |
| 57 | Does the system allow managers or supervisors to assign a proxy to edit or approve time (delegation rules) due to absence? | |  | |  | |  | | | |  | |  | | |
| 58 | Does the system allow for an employee to designate a proxy for time in their absence and if it is not their supervisor, what level of management must approve this? | |  | |  | |  | | | |  | |  | | |
| 59 | Does the system provide a comprehensive audit trail of all changes made to the timekeeping records? | |  | |  | |  | | | |  | |  | | |
| 60 | Does the system store employee (contractor) hours to be withheld from payroll upload? | |  | |  | |  | | | |  | |  | | |
| 61 | Does the system allow the viewing of overtime hours by employee(s) by time period? | |  | |  | |  | | | |  | |  | | |
| 62 | Does the system support automated notifications to alert managers of employees approaching overtime? | |  | |  | |  | | | |  | |  | | |
| 63 | Does the system support different overtime categories as required (i.e., time and a half, double time, etc.)? | |  | |  | |  | | | |  | |  | | |
| 64 | Does the system include the capability for timesheet lockdown at the end of the pay period (e.g., limiting supervisor timesheet modifications)? | |  | |  | |  | | | |  | |  | | |
| 65 | Does the system allow the tracking of labor metrics (includes project, job, department and dockets)? | |  | |  | |  | | | |  | |  | | |
| 66 | Does the system support job costing and allocation of hours? | |  | |  | |  | | | |  | |  | | |
| 67 | Does the system provide employees with access to request or submit requests to swap schedules? | |  | |  | |  | | | |  | |  | | |
| 68 | Does the system support automated workflow notifications to managers for schedule swap requests requiring approval? | |  | |  | |  | | | |  | |  | | |
| 69 | Does the system support automated workflow notifications to employees notifying them when a scheduled swap request has been approved or denied? | |  | |  | |  | | | |  | |  | | |
| 70 | Does the system support scheduling for EMS/911 and other 24- hour operations as necessary? | |  | |  | |  | | | |  | |  | | |
| 71 | Does the system allow for the viewing of employee attendance data for a given year? | |  | |  | |  | | | |  | |  | | |
| 72 | Does the system allow employees to request time off and tracks status with dynamic validation against time off business rules? | |  | |  | |  | | | |  | |  | | |
| 73 | Does the system enable employees to view accrual balances either via mobile and/or web/computer access? For historical and current pay period? | |  | |  | |  | | | |  | |  | | |
| 74 | Does the system enable managers to view employee accrual balances either via mobile and/or web/computer access? For historical and current pay period? | |  | |  | |  | | | |  | |  | | |
| 75 | Does the system support configurable automation of accrual limits, rollover amounts and conversion of PTO balances? | |  | |  | |  | | | |  | |  | | |
| 76 | Can the system support multi-dimensional time calculations/qualifiers that are effective dated via workflows and not hard coded programming nor requiring the providers/vendor’s intervention? | |  | |  | |  | | | |  | |  | | |
| 77 | Does the system allow for the employee to see their time schedule on a mobile device (or other device) and to get a reminder so the time shift is not missed? | |  | |  | |  | | | |  | |  | | |
| 78 | Does the system allow for the managers to see their employees’ schedules? | |  | |  | |  | | | |  | |  | | |
| 79 | Does the system allow for the employee to view their timesheet along with weekly hours? | |  | |  | |  | | | |  | |  | | |
| 80 | Does the system have the capability to send automated notifications to employees for missed punches? | |  | |  | |  | | | |  | |  | | |
| 81 | Does the system allow for business intelligence rules to be built supporting customer specific requests (e.g., monitor subgroups within the population for hours threshold, premium and shift differential pay policies)? | |  | |  | |  | | | |  | |  | | |
| 82 | Does the system support configuration to meet state requirements where state regulations exceed federal? | |  | |  | |  | | | |  | |  | | |
| 83 | Does the system allow minimum working hours to be defined for all or some users? | |  | |  | |  | | | |  | |  | | |
| 84 | Does the system allow different working patterns, to cater to part-time and other flexible working arrangements, for some or all users? | |  | |  | |  | | | |  | |  | | |
| 85 | Does the system allow user accounts to be suspended and re-instated? | |  | |  | |  | | | |  | |  | | |
| 86 | Does the System continuously save data prior to final submission for approval? | |  | |  | |  | | | |  | |  | | |
| 87 | The System must have an escalation process in place to flag via email or workflow, that time has not been approved by the approving manager. Approvers must be clearly prompted which approvals are missing when they access the system. Similarly, users should be reminded via email notifications from the system if timesheet is due or overdue. | |  | |  | |  | | | |  | |  | | |
| 88 | Does the system clearly prompted which approvals are missing when the system is accessed? | |  | |  | |  | | | |  | |  | | |
| 89 | Does the system allow for a different approval path to be defined for each user? | |  | |  | |  | | | |  | |  | | |
| 90 | Does the system support rejection of time directly from an email, mobile, time website, etc. Identify all that apply. | |  | |  | |  | | | |  | |  | | |
| **Leave Management** | | | | | | | | | | | | | | | |
| 91 | Does the system track FMLA including intermittent leave? | |  | |  | |  | | | |  | |  | | |
| 92 | Does the system report on FMLA status include intermittent leave based on rules established? | |  | |  | |  | | | |  | |  | | |
| 93 | Can the system support Manatee County specific calculation rules? | |  | |  | |  | | | |  | |  | | |
| 94 | Are leaves of absence identified and processed in the system (e.g., Personal Leave (PL) and Family and Medical leave Act (FMLA)? | |  | |  | |  | | | |  | |  | | |
| 95 | Does the system facilitate handling the provisions of the Family and Medical Leave Act (FMLA)? | |  | |  | |  | | | |  | |  | | |
| 96 | Does the system allow for facilitation of specific Military leaves? | |  | |  | |  | | | |  | |  | | |
| 97 | Does the system coordinate and manage FMLA with Short-Term Disability management? | |  | |  | |  | | | |  | |  | | |
| 98 | Does the system maintain leave of absence history records, time/hours used, including multiple leaves in a 12-month period so time off does not exceed maximum time allowed? | |  | |  | |  | | | |  | |  | | |
| 99 | Does the system monitor workers’ compensation and the related leave of absence? | |  | |  | |  | | | |  | |  | | |
| 100 | Does the system track due dates of Certification of Healthcare Provider Form by associate? | |  | |  | |  | | | |  | |  | | |
| 101 | Does the system track the approved date when the associate’s leave of absence is expected to start? | |  | |  | |  | | | |  | |  | | |
| 102 | Does the system track the approved date when the associate is expected to return from the leave? | |  | |  | |  | | | |  | |  | | |
| 103 | Does the system support workflow approval processes for leave requests initiated by associates or managers? | |  | |  | |  | | | |  | |  | | |
| 104 | Does the system display warning message during pay processing if time entered exceeds the leave balance? | |  | |  | |  | | | |  | |  | | |
| **Reporting and Analytics** | | | | | | | | | | | | | | | |
| 105 | Does the system have the capability to export report results to Microsoft Office, PDF or other applications and formats? | |  | |  | | |  | | |  | | |  | |
| 106 | Does the system maintain role-based security while exporting into the various output formats? | |  | |  | | |  | | |  | | |  | |
| 107 | Does the system support a Data Warehouse capability via ODBC drivers or API’s to allow for use in alternative reporting engines such as Power BI or Tableau, etc.? | |  | |  | | |  | | |  | | |  | |
| 108 | Does the system use a 3rd Party Report Writer (e.g., proprietary, IBM Cognos, Crystal Reports, etc.)? | |  | |  | | |  | | |  | | |  | |
| 109 | Does the system support and provide a library of standard reports such as census and overtime, etc.? | |  | |  | | |  | | |  | | |  | |
| 110 | Does the system report writer have the capability to report on every field in the database? | |  | |  | | |  | | |  | | |  | |
| 111 | Does the system leverage real-time reporting and analytics capabilities? Including leveraging future dates? | |  | |  | | |  | | |  | | |  | |
| 112 | Does the system provide ad-hoc reporting capabilities and the capability to create user-defined queries/reports? | |  | |  | | |  | | |  | | |  | |
| 113 | Does the system have the capability to schedule and email reports? | |  | |  | | |  | | |  | | |  | |
| 114 | Does the system maintain role-based security in-platform via dashboards or as part of the email delivery of reporting output? | |  | |  | | |  | | |  | | |  | |
| 115 | Does the system leverage role-based security to ensure reporting creator and receiver has appropriate access, limiting the output of a shared report to only those employees/departments a user has permissions to view? | |  | |  | | |  | | |  | | |  | |
| 116 | Does the system have the capability to support encryption capabilities for stored data to ensure that data-at-rest is protected, and in-transit information is secure? | |  | |  | | |  | | |  | | |  | |
| 117 | Does the system have the capability to help users utilize a variety of sources to analyze current and past information (supportive – what happened) in order to predict future events (predictive – what could  happen) and determine planning (prescriptive – what should we do)? | |  | |  | | |  | | |  | | |  | |
| 118 | Does the system have the capability to allow users to perform multi-dimensional analysis, complex calculations, trend analysis and data modeling, including graphic) representation of content? | |  | |  | | |  | | |  | | |  | |
| 119 | Intentionally Blank | |  | |  | | |  | | |  | | |  | |
| 120 | Does the system have the capability to allow report to be sorted by: | | | | | | | | | | | | | | |
| 120 a | Calendar year | |  | |  | | |  | | |  | | |  | |
| 120 b | Fiscal year | |  | |  | | |  | | |  | | |  | |
| 120 c | “As of” date | |  | |  | | |  | | |  | | |  | |
| 120 d | Ranges (Calendar Year, Fiscal Year, Custom Date Range with Sort Capability on such items as: Region, Business Unit, Location, Employee, Pay Date, etc. | |  | |  | | | |  | |  | | |  | |
| 120 e | Department/organizational structure | |  | |  | | | |  | |  | | |  | |
| 121 | Does the system allow user to customize dashboards, with drill-down capability, based on their preferences and requirements? | |  | |  | | | |  | |  | | |  | |
| 122 | Does the system allow administrators to create, manage and share custom dashboard views that can be further configured and shared between users? | |  | |  | | | |  | |  | | |  | |

# ATTACHMENT G, GENERAL QUESTIONNAIRE

The selected Consultant’s response to the RFP will be an attachment to the definitive contract and the information that the Consultant provides in response to the RFP will have contractual effect. Because answers and information that do not reflect reality may place the Consultant in breach of contract, the Consultant is encouraged to give full, complete, and accurate answers and information from the outset.

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| **COMPANY INFORMATION** | | | |
| **Number of Employees & Location of Work** | | | |
| Q 1a. | | Total number of employees in your company (Indicate numbers by W-2 versus contract employees (1099). | |
| R 1a. | |  | |
| Q 1b.  R 1b. | | Total number of employees focused on the HCM product (Indicate numbers by W-2 versus contract employees (1099)). Where possible please break down by functional area. For example, are most in Payroll or other areas of the business, it is important to know staffing levels for support of the functional areas Manatee County is requesting? | |
| Total number of employees in Account Management? | * W2 * Contract (1099) |
| Total number of employees in Implementation? | * W2 * Contract (1099) |
| Total number of employees in Employer Service Center? | * W2 * Contract (1099) |
| Total number of employees in Product Management? | * W2 * Contract (1099) |
| Q 1c. | | Company Headquarters? | |
| R 1c. | |  | |
| Q 1d. | | Work locations that will primarily serve Manatee County? | |
| R 1d. | |  | |
| Q 1e. | | Are any functional areas from staffing to software development offshored or outsourced? If yes, please specify and provide the names of the providers/vendors. | |
| R 1e. | |  | |
| **Business Indicator** | | | |
| Q 2a. | | Explain in detail the following: Number of clients won and lost in the past 12 months. Please specify the Services/Functional Modules used by the client’s won or lost. | |
| R 2a. | |  | |
| Q 2b. | | Minimum, Maximum and Average payout for missed SLA marks for the most recent 12 month reporting period and please specify the most common issues that caused the SLA payout. | |
| R 2b. | |  | |
| Q 2c. | | What is the current customer retention rate in the last 12 months and last 3 years? | |
| R 2c. | |  | |
| **How You Compare to Others in the Industry** | | | |
| Q 3a. | | The three most important items that distinguish you from your competitors (please limit this response to 150 words or less). | |
| R 3a. | |  | |
| Q 3b. | | What you consider your biggest challenge and describe why (please limit this response to 150 words or less). | |
| R 3b. | |  | |
| Q 3c. | | Please provide the following information:   * Target Market (employer size / # of employees, industry including specifying how many of your clients are government entities). * Average Client Size (employer size / # of employees). | |
| R 3c. | |  | |
| Q 3d. | | What items are on your product roadmap over the next 12 months? If publicly published please also provide a link or sample of the Roadmap. | |
| R 3d. | |  | |
| **SYSTEMS & TECHNOLOGY AUDITS** | | | |
| **Describe all audits, tests & reviews conducted over the past 24 months internally or by clients, prospects &**  **3rd party vendors that you have hired specifically for audit purposes.** | | | |
| Q 1a. | Describe any IT risk assessment audits (using a standard such as ISO 2700 or similar - NOT SSAE 18's) conducted over the past 24-months - either internally or by clients, prospects and/or 3rd party  vendors that you have hired specifically for Risk Assessment audit purposes. | | |
| R 1a. |  | | |
| Q 1b. | Describe any security-based application code reviews conducted over the past 24-months - either internally or by clients, prospects and/or 3rd party vendors that you have hired specifically for audit  purposes. | | |
| R 1b. |  | | |
| Q 1c. | Describe any security audits conducted over the past 24-months - either internally or by clients, prospects and/or 3rd party vendors that you have hired specifically for audit purposes (NOT SSAE  Internal Control Audits. | | |
| R 1c. |  | | |
| Q 1d. | Your **OPERATIONS** audits:   * SSAE 18 (SOC 1, SOC 2) (Include Issue Date, Type and Opinion) (If you have not yet conducted a SSAE 18 SOC audit, explain plans in place and timing of doing so). | | |
| R 1d. |  | | |
| Q 1e. | Your **DATA CENTER** audit:   * SSAE 18 (SOC 1, SOC 2) (Include Issue Date, Type, and Opinion Type) (If you have not yet conducted a SSAE 18 SOC audit, explain plans in place and timing of doing so). | | |
| R 1e. |  | | |

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| **FINANCIAL AUDITS** | |
| Q 1a. | Regarding your audited financials, please provide the following: 1) name of the auditor; 2) date of the last audit; 3) period covered, and 4) opinion type (e.g., unqualified, qualified, and adverse). If you are a public company a link to your financials (10K) if sufficient. |
| R 1a. |  |
| Q 1b. | (For privately held firms only) Are you willing to share your last two years of audited financial statements, with Manatee County, if selected as a “Finalist”? (Do Not send us your financials.) |
| R 1b. |  |

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| **SECURITY– PHYSICAL DATA CENTER** | | | | | | |
| **Provide the following information:** | | | | | | |
| Q 1a. | What is the physical location of ALL the data centers? (Hot and all back-ups – cold and warm) | | | | | |
| R 1a. |  | | | | | |
| Q 1b. | Do you perform a yearly attestation for overall security compliance via 3rd party audit (other than an  SSAE18)? | | | | | |
| R 1b. |  | | | | | |
| Q 1c. | Describe Physical Access controls at the data center to achieve access to enter the building.  (Authorization policies (names, biometric scans, ID Cards, other). | | | | | |
| R 1c. |  | | | | | |
| Q 1d. | Describe Physical Access controls at the data center to access the server room and racks. | | | | | |
| R 1d. |  | | | | | |
| Q 1e. | Describe Data Center physical protections (onsite uninterrupted power supply for x days, fire  suppression, and temperature controls, etc.) | | | | | |
| R 1e. |  | | | | | |
| **PERFORMANCE AND SLA’s** | | | | | | |
| Q 1a. | What is your availability related to uptime? (E.g., 99.5% minimum is expected. 99.99%, or 99.999%) and what is your SLA on uptime? Please supply supporting evidence (historical reporting showing uptime percentage). | | | | | |
| R 1a. |  | | | | | |
| Q 1b. | What SLA’s are offered? (Page response time, uptime, accuracy, issue resolution, call back time, etc.,  please provide all). | | | | | |
| R 1b. |  | | | | | |
| **DISASTER RECOVERY** | | | | | | |
| Q 1a. | Describe/supply your disaster recovery/business continuity plan. | | | | | |
| R 1a. |  | | | | | |
| Q 1b. | Describe your process for storing client data (e.g., servers, cloud, etc.). What redundancy and security processes are used to ensure continuity of service? | | | | | |
| R 1b. |  | | | | | |
| Q 1c. | If you have an outage what is your target RTO (Recovery Time Objective) and RPO (Recovery Point Objective)?  For example, can you recover your systems in an hour, or a day? Do you lose data that was being input at that time, or do you lose everything since the last backup? | | | | | |
| R 1c. |  | | | | | |
| Q 1d. | Describe the failover process and your capabilities to keep servicing Manatee County in a reasonable fashion? | | | | | |
| R 1d. |  | | | | | |
| **DATA PROTECTION** | | | | | | |
| Q 1a. | Do you have a data breach plan in place? | | | | | |
| R 1a. |  | | | | | |
| Q 1b. | Have you ever been required to disclose a data breach of information for a client’s employee population? If yes, what steps were taken to resolve? If yes, was your breach 1) Unintentional (Stolen Laptop), 2) Intentional (Disgruntled Employee), or 3) Outside Breach? | | | | | |
| R 1b. |  | | | | | |
| Q 1c. | Have you ever had a breach of information? (If data is encrypted, or a breach is under 500 records  you may not be required to report a breach), so we are asking if you have had a breach that was not reported? | | | | | |
| R 1c. |  | | | | | |
| Q 1d. | Describe your normal services that you provide to clients and employees of your clients in the event  of a data breach and for how long? For example, credit monitoring for employees, public relations and legal coordination for employers. | | | | | |
| R 1d. |  | | | | | |
| **ENCRYPTION, PASSWORD AND DATA PROTOCOLS** | | | | | | |
| **Provide the following information:** | | | | | | |
| Q 1a-f. | Description of your encryption protocol? | | | | | |
|  |  | | | | Encrypted (Yes/No) | Additional Details (RSA, Rabin, Prime Number, etc.) |
| R 1a. | a. Level: Database | | | |  |  |
| R 1b. | b. Level: Field | | | |  |  |
| R 1c. | c. In Transit | | | |  |  |
| R 1d. | d. Internal to your network | | | |  |  |
| R 1e. | e. External to your network | | | |  |  |
| R 1f. | f. Back-Up Data | | | |  |  |
| Q 1g. | g. Who has control over the decryption keys? | | | | | |
| R 1g. |  | | | | | |
| Q 1h. | h. Do you use 256-bit encryption for web interaction? If not, what level of encryption do you use? | | | | | |
| R 1h. |  | | | | | |
| **ENCRYPTION, PASSWORD AND DATA PROTOCOLS** | | | | | | |
| **Provide the following information:** | | | | | | |
| Q 1i. | i. Are your data files encrypted during transmission? (i.e. SFTP) | | | | | |
| R 1i. |  | | | | | |
| Q 1j. | j. How is it protected at the destination? | | | | | |
| R 1j. |  | | | | | |
| Q 1k. | k. Outline the “front door” protection (i.e. protected using ID’s and Passwords). | | | | | |
| R 1k |  | | | | | |
| Q 1l-n. | Password protocols: | | | | | |
| R 1l. | l. Length? | | | R1l. | | |
| R 1m. | m. Construct? | | | R1m. | | |
| R 1n. | n. Duration? | | | R1n. | | |
| Q 1o. | o. Describe your password reset options (self-service or other)? | | | | | |
| R 1o |  | | | | | |
| Q 1p. | p. Do password resets have authentication via: Duo Mobile, Captcha, Picture Matching Verification  (i.e. all photos containing fireplugs for example, Text or Email verification to ensure the reset is legitimate from a person and not a BOT? (describe all) | | | | | |
| R 1p. |  | | | | | |
| Q 1q. | q. Are there any batch processing/methods? | | | | | |
| R 1q. |  | | | | | |
| **NETWORK SECURITY** | | | | | | |
| **Provide the following information:** | | | | | | |
| Q 1a. | a. Your firewall and intrusion protections, network and host based. | | | | | |
| R 1a. |  | | | | | |
| Q 1b. | b. Your user authentication process, including dual-factor and multi-factor authentication and restrictions, including mobile for users to access your network. | | | | | |
| R 1b. |  | | | | | |
| Q 1c. | c. Your network access policy/approach as it relates to external interfaces. | | | | | |
| R 1c. |  | | | | | |
| Q 1d. | d. What operating systems (including mobile devices) and browsers are supported? | | | | | |
| R 1d. |  | | | | | |
| Q 1e. | e. Please confirm if Java, Flash or Silverlight are utilized by your system. If yes, please provide details as to when, how and why it is used. | | | | | |
| R 1e. |  | | | | | |
| Q 1f. | f. Describe any penetration or vulnerability scans conducted over the past 24-months - either internally or by clients, prospects and/or 3rd party vendors that you have hired specifically for audit purposes | | | | | |
| R 1f. |  | | | | | |
| **DATA CAPABILITIES - CLIENT SYSTEMS** | | | | | | |
| **1. Experience with Third Party Platforms, Data Sources and File Feeds** | | | | | | |
| Q 1a. | | Describe your specific experience and capability to exchange data or files with third party providers (**Central Square Finance Enterprise)**. Include information related to  frequency of expected data feeds, particularly with **Central Square Finance Enterprise** system, include methods available (flat files, API, etc.)? | | | | |
| R 1a. | |  | | | | |
| **DATA AND RETENTION** | | | | | | |
| **1. Backup and Restore** | | | | | | |
| Q 1a. | | | a. Are your daily backups full or incremental (the how) and when are they performed e.g., throughout the day, end of day, etc. (the when)? | | | |
| R 1a. | | |  | | | |
| Q 1b. | | | b. Are your backups encrypted and to what level (i.e. AES 256)? | | | |
| R 1b. | | |  | | | |
| Q 1c. | | | c. Are your backup’s offsite or in a secondary data center (where)? | | | |
| R 1c. | | |  | | | |
| Q 1d. | | | d. Describe your restoral protocols? (How fast) see RTO question above, but we are looking for  detail on the how. | | | |
| R 1d. | | |  | | | |
| **2. Records Retention and Ownership** | | | | | | |
| Q 2a. | | | a. Who is considered the “owner of the data?” | | | |
| R 2a. | | |  | | | |
| Q 2b. | | | b. What is the Manatee County’s capability to access the data? | | | |
| R 2.b | | |  | | | |
| Q 2c. | | | c. How is data transferred in event of termination? | | | |
| R 2c. | | |  | | | |
| Q 2d. | | | d. How is data extracted? Can Manatee County choose the method of data format i.e. SQL? | | | |
| R 2d. | | |  | | | |
| Q 2e. | | | e. Is there a review/acceptance period of data upon termination? | | | |
| R 2e. | | |  | | | |
| Q 2f. | | | f. What is your standard data retention policy? Can Manatee County extend your maximum if  necessary? | | | |
| R 2f. | | |  | | | |
| Q 2g. | | | g. Does the platform support required retention policies of 3 years? | | | |
| R 2g. | | |  | | | |
| **PLATFORM CAPABILITIES** | | | | | | |
| **1. Login ID and Password Process** | | | | | | |
| Q 1a. | | | a. What is your standard log in ID and password schema? | | | |
| R 1a. | | |  | | | |
| Q 1b. | | | b. What are your password reset rules and are these configurable? | | | |
| R 1b. | | |  | | | |
| Q 1c. | | | c. What is your ongoing support for passwords (including online and service center support)? | | | |
| R 1c. | | |  | | | |
| **2. System Administration** | | | | | | |
| Q 2a. | | | a. Please describe your HR administrator capabilities to masquerade as an employee (i.e., view what administrators see on behalf of employees). | | | |
| R 2a. | | |  | | | |
| **3. Reporting Capabilities** | | | | | | |
| Q 3a. | | | a. Provide the number and types of prebuilt standard reports.  - As a part of the required attachments found on the last page of this RFP please include samples of the top 5 reports used by your governmental entity clients. | | | |
| R 3a. | | |  | | | |
| Q 3b. | | | b. What are your ad hoc reporting tools & capabilities (i.e. address the mix of Pre-configured versus User Defined reports. | | | |
| R 3b. | | |  | | | |
| Q 3c. | | | c. Does your system have the capability to generate standard analytical reports in graphics format (i.e. KPI’s, other)? | | | |
| R 3c. | | |  | | | |
| Q 3d. | | | d. Is reporting data real time? If not how old? | | | |
| R 3d. | | |  | | | |
| Q 3e. | | | e. Does the system allow standard and customized reports against current and archived data? | | | |
| R 3e. | | |  | | | |
| Q 3f. | | | f. Does the system allow saving of user-defined reports for future use? Can the reports be shared with groups? | | | |
| R 3f. | | |  | | | |
| Q 3g. | | | g. Does the system have a customizable dashboard to select and present report results? | | | |
| R 3g. | | |  | | | |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Q 3h. | | h. Can the system allow all viewable reports to be printed, viewed and stored in a variety of electronic formats? (i.e., Excel, .csv, .pdf) | | | | | | | |
| R 3h. | |  | | | | | | | |
| Q 3i. | | i. Can Automated reports be e-mailed, texted, posted to recipients or websites based upon a preset schedule? | | | | | | | |
| R 3i. | |  | | | | | | | |
| Q 3j. | | j. Is there a separate reporting server or do reports go against live data? | | | | | | | |
| R 3j. | |  | | | | | | | |
| Q 3k. | | k. What unique reporting capabilities do you have? Do you have the capability to easily select and present data from different modules into reports? Can you include data from external sources into the reporting? | | | | | | | |
| R 3k. | |  | | | | | | | |
| **4. System Performance** | | | | | | | | | |
| Q 4a. | | l. Do you perform stress testing for peak periods to check system performance? If yes, provide who does the testing and any other relevant details. | | | | | | | |
| R 4a. | |  | | | | | | | |
| Q 4b. | | m. What is the highest number of users that can be active on the platform at one time without a degradation of system performance? | | | | | | | |
| R 4b. | |  | | | | | | | |
| Q 4c. | | Intentionally Left Blank | | | | | | | |
| R 4c. | |  | | | | | | | |
| Q 4d. | | o. Describe how your system performs load balancing in order to not overstress the systems’ performance? | | | | | | | |
| R .4d | |  | | | | | | | |
| Q 4e. | | p. Does the application remain performance if the database increases in size? | | | | | | | |
| R 4e. | |  | | | | | | | |
| Q 4f. | | q. Does the application degrade over time at higher than average loads? | | | | | | | |
| R 4f. | |  | | | | | | | |
| Q 4g. | | r. What is the standard system page response time? | | | | | | | |
| R 4g. | |  | | | | | | | |
| Q 4h | | s. Can the application and infrastructure handle a sudden spike in traffic? | | | | | | | |
| R 4h. | |  | | | | | | | |
| **5. Platform/Database Structure** | | | | | | | | | |
| Q 5a. | | a. Does the platform utilize a single database structure for all modules and are all fields in once or is there a table structure where they may appear more than once? | | | | | | | |
| R 5a. | |  | | | | | | | |
| Q 5b. | | b. If no to Q 1a, is the platform built on a multiple database structure? | | | | | | | |
| R 5b. | |  | | | | | | | |
| Q 5c. | | c. If yes to Q 1b, does data in the same fields exist in multiple tables? (e.g., first name, last name) | | | | | | | |
| R 5c. | |  | | | | | | | |
| Q 5d. | | d. Are there utilities for data export or ODBC or other data connections available? | | | | | | | |
| R 5d. | |  | | | | | | | |
| Q 5e. | | e. Describe your “development” environment i.e. you do not do your development in production? | | | | | | | |
| R 5e. | |  | | | | | | | |
| Q 5f. | | f. Describe your “Test” (Sandbox) environment available to the Manatee County? | | | | | | | |
| R 5f. | |  | | | | | | | |
| Q 5g. | | g. What is the underlying database software (ex. SQL Server, Oracle)? | | | | | | | |
| R 5g. | |  | | | | | | | |
| Q 5h. | | h. Are there custom data fields that can be defined by the customer (User Defined Fields) or is all data limited/defined by the product database? | | | | | | | |
| R 5h. | |  | | | | | | | |
| Q 5i. | | i. Are User defined fields reportable against? | | | | | | | |
| R 5i. | |  | | | | | | | |
| **SYSTEM PLATFORM INFORMATION (LEASED OR PROPRIETARY)** | | | | | | | | | |
| Q 1a. | **Module** | | **Acquired Technology (Y/N)** | **Acquisition Date** | **Proprietary (Y/N)** | **Original Year in Service** | **Leased (Y/N)** | **Original Lease Date** | **Lease Renewal Date** |
| Time and Attendance | |  |  |  |  |  |  |  |
| Leave  Administration | |  |  |  |  |  |  |  |
| Reporting & Analytics | |  |  |  |  |  |  |  |
| **Enhancement Release Cycle** | | | | | | | | | |
| Q 2a. | a. Is there a defined product release/change cycle? | | | | | | | | |
| R 2a. |  | | | | | | | | |
| Q 2b. | b. When is the product release/change cycle published? | | | | | | | | |
| R 2b. |  | | | | | | | | |
| Q 2c. | c. What is the frequency of change? | | | | | | | | |
| R 2c. |  | | | | | | | | |
| Q 2d. | d. How are changes communicated? | | | | | | | | |
| R 2d. |  | | | | | | | | |
| Q 2e. | e. How are customer change requests that were not able to be done, logged and worked back into the product roadmap for future releases (or deemed inappropriate and dropped)? | | | | | | | | |
| R 2e. |  | | | | | | | | |
| Q 2f. | f. How are changes tested, moved through environments? | | | | | | | | |
| R 2f. |  | | | | | | | | |
| Q 2g. | g. Are there hot fixes between releases? | | | | | | | | |
| R 2g. |  | | | | | | | | |
| Q 2h. | h. Does a Manatee County have to implement upgrades/product releases/changes? | | | | | | | | |
| R 2h. |  | | | | | | | | |
| Q 2i. | i. If “no” for Q 2h., is there a time limit before they become active? | | | | | | | | |
| R 2i. |  | | | | | | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **IMPLEMENTATION** | | | |
| **Pre-Implementation Planning** | | | |
| Q 1a. | | Describe the ***Pre-Implementation Planning Process***. The upfront work is critical to make sure it  works for MCG and that they are following industry/ government best practices and leveraging the software. | |
| R 1a. | |  | |
| Q 1b. | | Please provide/describe your standard implementation timeline both overall and ***by Function/Module.*** | |
| R 1b. | |  | |
| Q 1c. | | What are the phases (i.e. which functions can be rolled out together and in what order)? I.e. How do those building blocks get defined?) | |
| R 1c. | |  | |
| Q 1d. | Can you provide implementation support on demand? | | |
| R 1d. |  | | |
| Q 1e. | Describe how the current business processes are reviewed and align on workflows? (Workshop?) | | |
| R 1e. |  | | |
| Q 1f. | How will reviewing the current processes and workflows be documented in order to optimize or  change them into new workflows before being tested in the new system? (i.e. Change Management) | | |
| R 1f. |  | | |
| Q 1g. | Describe the methodology you use for Data Governance during this project. | | |
| R 1g. |  | | |
| Q 1h. | Who is responsible or co-responsible for the Configuration in the Test/Sandbox system (partnership)  or does the Provider/vendor perform the work and then share it for review? | | |
| R 1h. |  | | |
| Q 1i. | Testing – does the vendor provide test cases for MCG to complete as a part of User Acceptance  Testing? Do you have training on how it is to be done? Do you have tools to capture test results and outstanding fixes (like a ticket system)? | | |
| R 1i |  | | |
| Q 1j. | Documentation – is it all online, in video for system usage? | | |
| R 1j. |  | | |
| Q 1k. | How are configuration decisions captured for the project? | | |
| R 1k. |  | | |
| Q 1l. | What utilities do you have for the documentation of SOPs? | | |
| R 1l. |  | | |
| Q 1m. | Please provide examples of how you have helped other clients streamline and optimize their workflows and data? | | |
| R 1m. |  | | |
| Q 1n. | Does the engagement include doing prototypes? | | |
| R 1n. |  | | |
| Q 1o. | Do you support Agile project planning methodologies? If not, describe methodology used. | | |
| R 1o |  | | |
| Q 1p | Please describe what data governance activities/decisions are required? | | |
| R 1p. |  | | |
| Q 1q. | What sign offs are required for deliverables – on each portion of the project (pre-planning, build,  testing, moving to production, post-live sign off, etc.)? | | |
| R 1q. |  | | |
| Q 1r. | Describe how ongoing governance status updates on the project are provided. | | |
| R 1r. |  | | |
| Q 1s. | What tools do you use with Manatee County for collaboration? | | |
| R 1s. |  | | |
| Q 1t. | Do you come onsite to work with the project team initially? | | |
| R 1t. |  | | |
| Q 1u. | What is the typical addition to staff required to support ongoing maintenance of your product(s)?  Please use FTE’s as this will be incorporated into a Total Cost of Ownership evaluation. | | |
| R 1u. |  | | |
| **Implementation – In Process** | | | |
| Q 2a. | Describe your platform testing process, including internal & Manatee County testing. Include details regarding all applicable environments (development, Q/A testing before moving to production); how  configurations and data changes are migrated from one environment (Test to Production) to another during implementation. | | |
| R 2a. |  | | |
| Q 2b. | Describe your internal quality control procedures in place to audit and review all implementation  related tasks, including platform configuration (i.e., how do you check your own work against Manatee County’s business rules and how do you monitor changes to requirements documentation). | | |
| R 2b. | | |  |
| Q 2c. | | | Please describe your escalation procedure during implementation (i.e., how do you continue to  monitor project plans, deliverables, and timelines and what is the method or steps in which the team or Manatee County will have available to ensure satisfaction and successful outcome)? |
| R 2c. | | |  |
| Q 2d. | | | Please describe your initial training programs for administrators, managers and employees (include available delivery methods (e.g., on-site, live classroom, virtual classroom, self-paced, video), topics, length, and phase of implementation in which they would occur. (For successful transition to being  “live”. This is **POST BUILD**. |
| R 2d. | | |  |
| **Implementation – Post (Go –Live)** | | | |
| Q 3a. | | | What final approvals must be given to indicate Manatee County’s acceptance for go-live? |
| R 3a. | | |  |
| Q 3b. | | | Describe the rollout communication that builds on the training received just prior to go-live. |
| R 3b. | | |  |
| Q 3c. | | | Describe the punch list process for open items and newly discovered items as a result of system usage post go-live. |
| R 3c. | | |  |
| **Service Model – During Implementation and Implementation Transition** | | | |
| Q 4a. | | | Team structure:   * Please note that Manatee County expects that the Ongoing Team will be involved from the beginning of the RFP process. Please first confirm that this will be honored. |
| R 4a. | | |  |
| Q 4b. | | | (1) Are the implementation and ongoing support teams the same? (2) Who leads the implementation? (3) Who leads after implementation? (4) What is their background? |
| R 4b. | | |  |
| Q 4c. | | | Describe the Manatee County transition process from implementation to ongoing support. |
| R 4c. | | |  |
| Q 4d. | | | Describe how you manage the workload of each team. For example, how many clients or member  lives does each team manage? |
| R 4d. | | |  |
| **Account Management (Individual Account Manager)** | | | |
| Q 1a. | | | Describe your post implementation service model. Would Manatee County have either or both:   * A dedicated contact **AND/OR** * A designated team (please indicate the size of the team) |
| R 1a. | | |  |
| Q 1b. | | | How many other companies would the account manager work on other than Manatee County? |
| R 1b. | | |  |
| Q 1c. | | | What is the location and hours of Manatee County’s client services account manager (not service center team) for HR administrators (specify time zone and hours of availability). |
| R 1c. | | |  |
| Q 1d. | | | How many individuals will have access to the account manager(s)? |
| R 1d. | | |  |
| Q 1e. | | | Describe your ongoing Manatee County stewardship process - Include details on:   * How you monitor ongoing Manatee County satisfaction * How frequently you have meetings to review Manatee County satisfaction * Ongoing stewardship reports and stewardship analytics * Capability to show trends and/or areas that need improvement |
| R 1e. | | |  |
| Q 1f. | | | How do you ensure quality, what metrics do you record, what are your internal SLA’s as an account manager? |
| R 1f. | | |  |
| **Service Center Support (Account Management Team)** | | | |
| Q 1a. | | | Location of the Employer Service Center. |
| R 1a. | | |  |
| Q 1b. | | | Days and hours the call center is available for the employer (specify time zone). |
| R 1b. | | |  |
| Q 1c. | | | How many other companies would the service team work on other than Manatee County? |
| R 1c. | | |  |
| Q 1d. | | | Describe all mediums (e.g., calls, e-mails, fax, live chat, etc.) administrators/managers can reach the call center including language options. |
| R 1d. | | |  |
| Q 1e. | | | Specify if the following are included and if so, are these items covered with standard pricing or are there additional fees.   * Dedicated 800# * Case management tools – can administrators have access to call center tickets/notes? |
| R 1e. | | |  |
| Q 1f. | | | What processes do you have in place to ensure your Manatee County team is staffed appropriately (e.g. experience, size, skill set, tenure, etc.) and that services are provided accurately and in a (reasonable) timeframe acceptable to Manatee County? |
| R 1f. | | |  |
| Q 1g. | | | Who monitors the Manatee County team deliverables to ensure services are being provided accurately and on time? What internal controls are in place to make sure the management team is aware of any service challenges? |
| R 1g. | | |  |

# ATTACHMENT H, SPECIFIC QUESTIONNAIRE

Limit individual responses to 300 words or less. Do not use pre-written marketing language.

The selected Consultant’s response to the RFP will be an attachment to the definitive contract and the information that the Consultant provides in response to the RFP will have contractual effect. Because answers and information that do not reflect reality may place the Consultant in breach of contract, the Consultant is encouraged to give full, complete, and accurate answers and information from the outset.

|  |  |
| --- | --- |
| Q 1a. | Describe how you will be able to help Manatee County be able to input, view, report and analyze  Time and Attendance and Leave data for all employees. |
| R 1a. |  |
| Q 1b. | Describe how your Company will help Manatee County realize industry standards related to the application of Time and Attendance. |
| R 1b. |  |
| **Time and Attendance** | |
| Q 1e. | Describe the systems accrual capabilities. Specifically, can the system be configured to deny (a) PTO Requests that will create a negative balance (b) since Time off is not fully accrued until the  period ends the system should not count the accrual in the current period i.e. can’t earn and use at the exact same time. |
| R 1e. |  |
| Q 1 f. | Describe how the system supports the capability to monitor part-time employees to ensure they are not working more than 29 hours per week and therefore become designated as full-time employees for benefit purposes. |
| R 1f. |  |
| Q 1e. | Describe how the system supports Stand-by or On-Call hours paid at straight time gets included in remuneration for the Overtime calculation. This must be configurable by rules/workflows and not  by systematic programming or a system update. |
| R 1e. |  |
| Q 1f. | Describe how your system protects from errors such as duplicate time entries. |
| R. 1f. |  |
| Q 1g. | Describe how your system administers 24-hour employees when hours cross into a new pay period. (Friday 7am to Saturday 7am) |
|  |  |
| **Implementation** | |
| Q 1f. | Describe how accrual balances and previous usage within the prior 12 months are transferred from the current system to a new system? |
| R 1f. |  |
| **Integration** | |
| Q 1g. | Describe how your platform would integrate (specify available methods with **Central Square**  **Finance Enterprise f**or payroll processing and other functions utilizing what standard tools for 3rd parties? |
| R 1g. |  |
| Q 1h. | Describe your specific experience and capability to exchange files with the General Ledger system –  **Central Square Finance Enterprise** utilizing what standard tools? |
| R 1h. |  |
| Q ij. | API / SOAP Integration – are API’s pre-built or is there an expectation that Manatee County will  have to build them? If the Provider/vendor build them for Manatee County what is the standard costing model for this? |
| R 1i. |  |
| Q1 j. | List the integration options available including development tools to create them. |
| R 1j. |  |
| Q 1k. | How does the product version their API? (i.e., how disruptive is it?) |
| R 1k. |  |
| Q 1l. | Describe the process to request new integrations or modifications? (Are they considered projects?) |
| R 1l. |  |
| Q 1m. | What is the life cycle to request and develop and the related pricing methods for all integrations? |
| R 1m. |  |
| Q 1n. | Web Services, describe the process, cost and timeline specific to this approach. (Be sure to include  your cost in the Investment Analysis/Pricing document) |
| R 1n. |  |
| **Other** | |
| Q 2a. | Is there pre-canned help throughout the system? Can Manatee County configure/customize any of  the help fields? Is there a self-service help capability with scenarios? |
| R2a |  |
| Q 2b. | Does the Provider/vendor have any product certification programs available for Manatee County Government HR Admins? |
| R 2b. |  |
| Q 2c. | Please describe your on-going (post go live) training programs for administrators, managers and  employees (include available delivery methods (e.g., on-site, live classroom, virtual classroom, self- paced, video) |
| R 2c. |  |
|  |  |

**ATTACHMENT I, RESPONSE COMPONENTS FORM**

|  |  |  |
| --- | --- | --- |
| **Please Include the Following via Attachment:** | **Submitted or**  **Acknowledged (Yes or No)** | **Component Name** |
| a. Standard contract |  |  |
| b. Standard service level agreement and performance guarantees |  |  |
| c. Implementation timelines and other implementation documentations |  |  |
| d. Administrator training documentation |  |  |
| e. Results of recent client satisfaction surveys |  |  |
| f. Sample reporting package and listing of all reports available, including from Attachment G, General Questionnaire – Top 5 reports used by your governmental  entity clients |  |  |
| g. Security, privacy policies and procedures |  |  |
| h. SSAE 18 on Operations |  |  |
| i. SSAE 18 on Data Centers |  |  |
| 1. Technology infrastructure documents such as:    1. Network and system infrastructure diagrams    2. System dataflow and integration diagrams    3. Systems development life cycle policies and procedures    4. Business continuity and disaster recovery plans    5. Overview of data center infrastructure |  | |
| a. |  |
| b. |  |
| c. |  |
| d. |  |
| e. |  |
| k. Any other materials you believe are relevant |  |  |

**ATTACHMENT J, FEE FORMS**

Note: Separate Microsoft Excel Attachment Form No. 1 – Instruction Overview

Form No. 2 – EE Demographics & Data Files Form No. 3 – Total Services

Form No. 4 – Implementation Form No. 5 – Ongoing

Form No. 6 – Standard Caveats Form No. 7 – Nonstandard Caveats Form No. 8 – Input Data