REQUEST FOR PROPOSAL

Human Capital Management System
Learning Management System

PROPOSALS MUST BE RECEIVED
NO LATER THAN 4 P.M., CDT, February 15, 2019

FOR FURTHER INFORMATION PLEASE CONTACT HUMAN RESOURCES EXECUTIVE:
SUE MATIS, SPHR, SHRM SCP
NORTH CENTRAL HEALTH CARE
1100 LAKEVIEW DRIVE
WAUSAU WI 54403
715-848-4420

HUMAN CAPITAL MANAGEMENT (HCM)
LEARNING MANAGEMENT SYSTEM (LMS)

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I. **Solicitation**

North Central Health Care (NCHC) is requesting proposals from qualified vendors for a Human Capital Management (HCM) System and a Learning Management System (LMS), a 750 employee organization providing Behavioral Health and Skill Nursing Services.

**Vendors please indicate if you are responding to only the HCM, only the LMS or both.*

North Central Health Care is seeking solutions for HCM system and LMS to address several opportunities and challenges in the current environment, including:

<u>HCM:</u>

- Increased efficiency within the Human Resources
- All-encompassing HCM system including but not limited to:
  - Recruiting and Applicant Management
  - Hiring/On-boarding
  - Core HR
  - Compliance
  - Performance Management
  - Succession Management
  - Compensation
  - Performance Appraisal
  - Employee Development
  - OSHA & Safety
  - Organization Charts
  - Benefits
  - Open Enrollment
  - Manager/Employee Self Service
  - Leave Administration
  - Payroll
  - PLT (Paid Leave Time), Personal Leave
  - Time & Attendance
  - Knowledge Management

<u>LMS:</u>

NCHC has a learning process that we use for all of our training. Each step of the process needs to be customizable. Ideally components of the learning process can be created/modified/revised separately and then used to create a complete learning module or course.

- Pre-assessment - typically a survey
- Learning content – typically PPT, Word docs, videos
- Resources to support learning content – typically Word docs, Excel, videos, PDF
- Policy/Procedure information – typically Word docs, PDF
- Post-test – typically a survey
- Checklist competency validation

All Proposals must be received by 4:00 p.m. CDT, February 15, 2019. Actual receipt is required by that time; deposit in the mail is not sufficient and will not be accepted. Submittals by FAX or E-Mail submission are not acceptable and will be rejected. An original and five copies of your proposal must be submitted in one sealed envelope or other container. An electronic copy of all proposal materials should be included on a CD, DVD, or USB Drive.

Proposals must be addressed to:

Sue Matis, Human Resources Executive
RFP: HCM and LMS
North Central Health Care
1100 Lake View Drive
Wausau, WI 54403
(715) 848-4420

Proposals shall remain firm once submitted and may not be withdrawn for a period of ninety (90) days, subject to provisions for correction of error in the proposal as determined by NCHC.
NCHC reserves the right to reject, in whole or in part, any and all proposals; to waive any technical deficiencies in the proposals; to accept the proposal and award final contract to the responsible offeror determined to be the most advantageous to NCHC. This solicitation may be canceled if doing so is determined to be in the best interests of NCHC. NCHC may also request additional information or clarification of proposals and hereby reserve the right to select the particular response to this RFP that it believes will best serve its business and operational requirements, considering the evaluation criteria set forth above.

The use of brand names in this solicitation is for the purpose of describing the standard of quality, performance, and characteristics desired and is not intended to limit or restrict competition.

II. Instructions

A. Responsibility

It is the responsibility of all proposers to carefully read the entire Request for Proposal (RFP) which contains provisions applicable to successful submission and completion of a proposal. If you discover any ambiguity, inconsistency or error in the RFP, you must notify Sue Matis as indicated above in writing. Only interpretations or corrections of the RFP made in writing to NCHC are binding.

You shall not rely on interpretations or corrections made in any other way. All requests for interpretations or corrections must be received by NCHC no later than ten days prior to the deadline for submitting proposals. Request for interpretations and responses will be sent to all vendors obtaining the proposal documents.

B. Proposal Format Requirements

i. Proposals must follow the format shown in Section III and contain:
   1) Information requested in Section III of this RFP. Responses must be labeled by section and subsection to correspond with the related area of the RFP.
   2) A complete description of the services being proposed. Provide itemized and total cost of those services.
   3) The proposal shall be typewritten and submitted on 8 ½" x 11" paper and assembled in a 3-ring binder. It may be typed on one or both sides of the paper. If oversized sheets must be used, they shall be folded to conform to the 8 ½" x 11" size requirements. Please do not

submit preprinted brochures or pamphlets which exceed the 8 ½" x 11" format. Please note: Provide section 3 response in a table format suitable for ingestion into Excel so that the entire response is searchable in electronic format.

4) Proposals will be screened to ensure that format and content requirements have been complied with and that proposer references have been included.

C. Evaluation of Proposals

The evaluation of proposals will be based on the following:

15 Points	Firm's economic and technical resources
20 Points	Ability to meet NCHC's needs
15 Points	Cost
5 Points	Proposal quality and contents
30 Points	Record of performance and customer support/service
15 Points	Project approach and proposed implementation schedule

D. Oral Presentations

Based on our initial evaluation of the proposals received, NCHC reserves the right to request an oral presentation by the proposer. Proposers shall be prepared to discuss all aspects of their proposal in detail. More than one presentation may be required of some proposers at the request of NCHC. NCHC reserves the right to request a written statement from the proposer after any oral presentation.

NCHC in its sole discretion, reserves the right with those propose as we interpret the proposer's ability to perform the formed request. Presentations will be conducted at NCHC. Time limitations and d requirements will be provided with the notification. NCHC will not reimburse costs to prepare or deliver the proposal.

E. Sample Products

Any samples or demonstrations of products available or completed in previous projects may be submitted on hard copy, CD or DVD.

i. Delivered samples may be used to evaluate requirements of the expected product.

ii. All sample products will become the property of NCHC and will not be returned.

F. Cost Liability

NCHC is not liable for any costs incurred in responding to this RFP or in any presentation.

G. Schedule of Events

RFP Released	January 16, 2019
Proposal Due Date	February 15, 2019
Evaluation Period	February 18 - 22, 2019
Vendors notified of selection for onsite	February 26, 2019
Onsite Presentation for selected vendors	March 11 - 15, 2019
Vendor Selected notification	March 19, 2019
Contract Negotiation	March 2019
Contract Signed	March 29, 2019

H. Restrictions of Proposal

Any restrictions on the use of the information in the proposal based upon confidentiality of information, proprietary interests, trade secrets, copyrighted information, or similar basis shall be clearly stated in the proposal. All proposals become the property of NCHC. This Request for

Proposal is governed by the public records laws of the State of Wisconsin. All responses become public record upon award of the contract. If confidentiality is claimed by the proposer, NCHC will notify the proposer of any request for such documents and shall defend non-disclosure of the documents as allowed by law. The proposer shall cooperate with NCHC in any such defense and agrees to indemnify and hold NCHC harmless for any costs of such defense.

III. HCM Proposal Requirements

A. Management Summary
Provide a management summary of the proposal. The summary shall contain a brief statement of the features of the proposal. It should include an overall cost summary and general description of your time abilities.

B. Corporate Data
Provide a detailed background of your company's experience providing these services. Finalists will be required to furnish the company's most recent annual report if available and the last two years annual financial statements for proof of financial solvency.

C. Contact Person
Provide the name and phone number of the person whom the NCHC staff should address questions about the proposal.

D. References
Provide at least three (3) customer references with whom you have contracted or for whom you have performed similar services

E. Pending Legal Matters
If your firm has been a party to arbitration, mediation, or a party defendant in litigation involving similar projects, state the identity of the customer, the nature of the proceedings, when and where the proceedings occurred, and any official file number or other identifier. Also state a summary of the issues and the results of the proceedings.

F. Proposed Solutions
Please provide details of your proposed solutions to the listed issues below.

OVERVIEW:

Company name and address:

Year founded.

How many employees in your company are:
Full-time:
Part-time:
Contract:

Are you a Public or private company.

Provide a brief history of your company.

What is your primary business focus?

Describe your target market.

For how many years has the system you are offering been released?

Explain your company culture.

How many HCM/payroll clients do you have?

What is the average size of your customers?

FINANCIAL:

What is your company’s annual sales/revenue?

How do you recognize revenue?

What percentage of your organization’s revenue come from HCM/payroll customers?

What percentage of your organization’s revenue do you invest in Research and Development (R&D)?

What percentage of R&D is specific to your HCM/payroll product?

Are there any outstanding lawsuits against your company? If so, please explain what impact an unfavorable outcome would have on the company.

TECHNOLOGY/ARCHITECTURE:

Provide a brief overview of your products with a summary of the functionality. Indicate if the product was developed by your company or purchased.

What is the core product of your business?

What separates your product from your competition?

Provide an overview of your system architecture.

Describe your workflow services.

Describe your customization and extensibility capabilities.

Describe your system’s ability to have customers “configure” the system vs. having you “customize” the system to meet their needs.

Describe your security architecture, including any significant failures, breaches or issues encountered in the last five years.

Define your system architecture, as well as hardware, and "other" software requirements.

Who are your technical partners?

Provide a description of your company's disaster recovery options.

Describe how your organization provides periodic system performance evaluations for all installed applications. Identify ways to improve system utilization and improve overall performance. How frequently are these evaluations done and what is the cost?

How does your company stay current with technology?

Provide a schematic diagram of the proposed system architecture.

How many concurrent users can your product support?

Does your application provide for server side processes? If so, describe these processes.

Are both the front-end and back-end fully 32 bit? If not, what is the makeup?

Is your application compiled or interpreted? Specify the ratio of compiled code versus interpreted code.

What network operating systems are supported?

What type of network does your web module utilize?

Do you consider your proposed architecture to be “open”? Please explain.

How is system auditing implemented in the application? Is this server side or client side?

Does the proposed system support XML web services?

Does the application have SharePoint integration capability?

Does the application support a Client Object Model?

Does the application design support web-parts?

Describe your multi-layered architecture for scalability and extensibility.

Detail the application response times, benchmarks for processes such as payroll processing, screen navigation, report generation, etc.

Describe how the application supports page linking and custom ASP pages.

Describe how your system complies with applicable federal, state and local laws, regulations or ordinances.

Please provide the methods supported for disaster recovery and data achieving.

Are Crystal and/or SSRS reporting tools supported for custom development?

PRODUCT DEPLOYMENT:

Do you offer your products as Licensed, Hosted, SaaS or all three?

If you offer a Hosted and/or a SaaS model, what is your target market?

If you offer a Hosted and/or a SaaS model, why should we select it?

If you offer a Hosted and/or a SaaS solution, what is the data center and network infrastructure?

If you host the application, what types of technical resources are required?

Provide a brief description of the security measures you provide in your hosting and/or SaaS environment.

If data centers are physically secured, explain the method/technology used.

Does your hosting solution include a guaranteed level of system performance, such as sub-second response time?

Describe your customer support process for application hosting or SaaS customers.

If Hosted and/or SaaS, what control would we have with making application modifications – screens, tables and fields?

PRODUCT OVERVIEW:

Provide a brief overview of your product offerings.

How do you differentiate yourself from your competition?

Who are your product partners?

How do you stay current with changes in human resources?

What enhancements are planned for your product over the next three years?

Please specify the name and version of the HCM/payroll system considered in this RFP.

Response Code	Description
Y - Existing	Feature is delivered as standard functionality in the proposed version of the software and can be demonstrated by the vendor.

F - Future *	Feature is not currently included but will be available in a future release. Please indicate time frame (e.g., 12 months).
C - Customer Customization *	Not included. Tools are provided for customization at no additional cost.
V - Vendor Customization *	Not included. Vendor provides customization at an additional cost.
T - Third Party *	Feature is provided by a third party partnering arrangement. Indicate any preferred partner agreements.
N - Not Available	Requirement cannot be met.

PRODUCT FUNCTIONALITY

Please use the following matrix as a key for responding to the functionality tables in the RFP.

ENTERPRISE STRUCTURE:

How does your HCM/payroll system support multiple companies?

How does the system handle acquisitions and mergers? Specifically, what is required to add a new company to the system?

Are you a global provider? If yes, please provide your definition of global. Is this provided through a 3rd party.

Describe employee transfers between and/or within companies.

Describe how a cost center [job number / activity number] is added and deleted in your system.

	Requirements	Code	Comments
1.	Supports multiple companies in one database		
2.	Supports individual tax filings by EIN		
3.	Provides capability to view all employees simultaneously regardless of EIN association or separately by company or division		
4.	Reports on all EINs without having to consolidate data		

	Requirements	Code	Comments
5.	Reports on actual from check history		
6.	Provides for client defined organizational levels		
7.	Provides Web portal communication to all people in the organization		
8.	Provides Web portal communication to a specific company		
9.	Provides for the posting of company specifics, such as policies and forms, in the Web portal		
	Provides employee searches by:		
10.	Employee Number		
11.	Last Name & First Name		
12.	Organizational Level		
13.	Company		
14.	Location		
15.	Status		
16.	Job		
17.	Pay Group		
18.	Department Manager		
19.	Supports multiple languages		
20.	Supports multiple currencies		

Organization Structure

Explain how/if your system creates organization charts.

Describe how your system maintains employee “report to” data.

Describe how your system handles/manages large reorganizations.

	Requirements	Code	Comments
1.	Provides ability to export data to an organizational charting application.		

	Requirements	Code	Comments
2.	Structures the organizational chart based on the reporting relationships defined for each employee.		
3.	Provides an on-line organization or report to chart.		
4.	Establishes new organization entities (i.e., companies, cost centers, etc.) without vendor professional services.		
5.	Adds/changes organization entities and easily transfers employees within and/or across entities (including companies).		
6.	Manages organization restructuring including position control and salary changes.		
7.	*Provides the ability to establish exports to create organization charts for:*		
8.	Companies		
9.	Locations		
	Pay groups		
10.	Departments within company		

GLOBAL:

Are you a global provider? If yes, please explain.

What languages are supported within the standard product? List additional languages available as add-ons.

Please explain the extent to which the product meets regional and country-specific requirements for human resources processes and information. List the countries supported by localizations, shipped as add-ons.

How does your solution support global capabilities for employee records, currencies, and compliance with international data privacy?

RECRUITING AND APPLICANT MANAGEMENT:

Provide a brief description of your recruiting and applicant management system.

Describe your candidate pre-screening and qualification process.

What job boards are supported with your product? Describe how jobs are posted to the internet.

Does your system allow for an automatic e-mail response to applicants and candidates? If so, please describe the communication types included in the application. Can we customize the responses?

How is an applicant transitioned to an employee in your system? If the systems are integrated, describe the file transfer process and the technology applied.

How does an applicant apply for a job on-line?

	Requirement	Code	Comments
1.	Communicates automatically with job boards.		
2.	Posts internal and external jobs to company Internet site and company intranet site with effective dates.		
3.	Has a requisition library of job templates that can be utilized when creating requisitions.		
4.	Tracks expenses by applicant/candidate level and employee. Tracks them with a specific requisition or a general recruiting activity.		
5.	Sends automatic responses, notifications, or e-mails to applicants/candidates.		
6.	Allows administrators to customize verbiage on the e-mail messages (including confirmation acknowledgement and job filled) to external and internal applicants/candidates.		
7.	Allows users to e-mail potential interview times, applications, corporate material, job opening status.		
8.	Provides a library of standard communication correspondence for printing and distribution.		
9.	Integrates seamlessly with standard e-mail systems (Microsoft Outlook, Lotus Notes) for applicant/candidate activity for hiring managers and recruiters.		
10.	Allows administrators to schedule interviews, notify interviewers of times, locations and topics to cover.		
11.	Distinguishes applicant/candidate status for internal or external candidates.		
12.	Associates applications and resumes to a specific requisition without having to change screens/databases.		
13.	Has history that consists of one candidate record with all the associated recruiting activity regardless of the number of		

	Requirement	Code	Comments
	requisitions.		
14.	Can a resume/application be maintained in the system?		
15.	Can a resume/application be searched using key words?		
16.	Stores resumes for future use by category, job title, skill, or other user-defined attributes.		
17.	Allows applicants/candidates to modify or replace their existing resume.		
18.	House interview question templates for each job.		
19.	Hiring managers and recruiters can review pre-screened applicant/candidate.		
20.	Hiring managers and recruiters can track applicant/candidate status.		
21.	Hiring managers and recruiters can schedule interviews.		
22.	Hiring managers and recruiters can communicate with applicants/candidates via e-mail.		
23.	Hiring managers and recruiters can view communication history.		
24.	Hiring managers and recruiters can report on communications.		
25.	View multiple recruiter schedules.		
26.	Hiring managers and recruiters can view and print assessments between applicants/candidates.		
27.	Hiring managers and recruiters can view and print applicant/candidates job history, qualifications and resume.		
28.	Hiring managers and recruiters can record interview notes.		
29.	Hiring managers and recruiters can enter additional applicant /candidate information if needed.		
30.	Searches applicants/candidates based on a variety of criteria (e.g., location, skills, prior employers, zip code, and metropolitan areas).		

	Requirement	Code	Comments
31.	Has embedded workflow for approvals based on company-defined process including requisition approval, offer approval, and new hire approval.		
32.	Allows users to attach documents to an applicant/candidate record.		
33.	Provides Web-based data collection for jobseeker users. (both employee and non-employee)		
34.	Allows administrators to create behavioral interview question sets per job opening,		
35.	Allows administrators to determine which fields are required for completion by applicant/candidate and/or recruiters/hiring managers.		
36.	Allows administrators to establish access levels in the system by role (i.e., administrator, recruiter, hiring manager).		
37.	Increments requisition numbers automatically or entered manually.		
38.	Allows users to enter and access secure Notes.		
39.	Integrates with third-party screening services including: criminal background check, drug testing and assessments.		
40.	Allows applicant/candidate to choose if he/she would like to be alerted when a future position becomes available based on qualifications.		
41.	Generates offer letters containing all compensation options to applicant/candidate.		
42.	Job openings will track the requisition number, status and reason for the opening.		
43.	Job openings will include employment information including FLSA type, salary range, and full/part time indicator.		
44.	Job opening will include education and skill requirements.		
45.	Assist in the creation of and house job descriptions.		
46.	Job opening will include Metropolitan Area and location		

	Requirement	Code	Comments
	information.		
47.	Generates reports on all fields that exist in the database.		

HIRING:

Describe your employer configurable new hire workflow.

	Requirement	**Code**	**Comments**
1.	HR and manager new hire/rehire checklist ability, by position, with check-off ability as tasks are completed (for example, offer letter has been sent and received).		
2.	Provides ability to automatically notify other areas of organization of new hire (security, payroll, etc.).		
3.	Provides ability to automatically notify new hire of activities they need to complete and remind them if they don't do them in a timely manner.		
4.	Manager is prompted to assign correct property to the employee.		
5.	Ability to enter new hire before start date (effective dating) and new person will not appear on org charts until effective start date.		

TERMINATION:

Describe your employer configurable termination workflow and how it supports termination of employees and independent contractor assignments.

How is your system used to notify appropriate areas of the organization (security, IT, payroll) that an employee or independent contractor has been terminated?

	Requirement	**Code**	**Comments**
1.	Enables manager self-service request for termination workflow.		

	Requirement	Code	Comments
2.	Tracks terminations by reason (e.g. discharged, better opportunity, etc.), date, rehire eligibility, COBRA election.		
3.	Can the termination workflow be different based on the termination reason, or other termination criteria?		
4.	Maintains exit interview information.		
5.	Can automatically cancel specified employee benefits upon termination.		

ONBOARDING:

Please provide a brief overview of your onboarding solution.

What are examples of the forms your solution supports that are typically completed by the hiring manager and/or new hire?

Please provide examples of how your solution assists in conducting employment verification.

10.	**Onboarding Requirements**	**Code**	**Comments**
10.1	Ability to predefine workflows and workflow tasks that vary according to the position being filled.		
10.2	Ability to delegate a proxy or change the owner for any specific task.		
10.3	Ability to track expected lead times vs. actual lead times to assist in planning (e.g., to determine the lead times for telephone provision is 72 hours).		
10.4	Ability to output a well-formatted completed form to hard copy print.		
10.5	Ability for hires to return and update or correct their information after the initial submission.		
10.6	Ability to provide task response and status via email reply.		
10.7	Ability to measure the performance of the onboarding process.		
10.8	Ability to vary the onboarding process workflow according to multiple candidate and position factors — employee type,		

	business unit, job function, country and state, etc.		
10.9	Ability to monitor the overall status of the onboarding process, providing a clear indication of “new hire readiness.”		
10.10	Ability to make completion of one task a firm prerequisite to the initiation of other tasks.		
10.11	Ability for the hiring manager to enter all required data on behalf of the contingent worker.		
10.12	Ability to pre-populate form fields using data provided by unified Recruitment.		
10.13	Ability to brand the forms and pages seen in the new hire portal or page flow.		
10.14	Ability to automatically notify other areas of organization of new hire (security, payroll, etc.).		
10.15	Ability to close the requisition tracker — does the new hire automatically close the open requisition?		
10.16	Ability to facilitate automation of new hire paperwork collection and new hire responses for all businesses within the company.		
10.17	Ability to link to person prior to bringing on board to enable new hire process to begin earlier.		
10.18	Ability for HR and manager new hire/rehire to create/access checklist, by position, with check-off ability as tasks are completed (e.g., offer letter has been sent and received).		
10.19	Ability to automatically notify new hire of activities he/she needs to complete and then send reminder he/she does not complete these in a timely manner.		
10.20	Ability to enter new hire before start date (effective dating) and new person will not appear on org charts until effective start date.		
10.21	Ability to click a button to hire the person, and data is automatically routed to payroll, benefits, and other applicable areas.		
10.22	Ability to interface employee’s I-9 to e-verify for United States.		

10.23	Ability to generate acceptance email notice/workflow notification to hiring manager, with start date.		
10.24	Ability to include range of documents, such as W-4, I-9, employee agreement, non-compete agreement, etc.		
10.25	Ability to provide electronic new hire packets, with ability to attach.		
10.26	Ability to deliver employment eligibility verification, with automatic status update and validation noted in employee profile.		
10.27	Ability to print a new hire package for candidate's signature as well as workflow to generate appropriate pre-employment forms to be sent to the candidate.		

HUMAN RESOURCES

Describe your system's HR functionality.

Is this system integrated with the payroll system?

When was this human resources product developed?

Was this application developed in-house or purchased?

Describe the types of historical information your system maintains (including number of years maintained).

How do you support electronic signatures?

Describe the HR process for transferring an employee between departments and/or companies.

Are there duplicate fields in both HR and Payroll that can be updated and modified? What is the timing? Describe how it works.

Explain how a "re-hire" is identified and how previous history and years of service are recognized.

Can electronic files and scanned documents be stored by employee on your system? What limitations, if any, exist?

Describe the process to terminate an employee on the system.

Describe how your system can trigger events beyond pay for terminated employees (e.g., remove system access, revoke access cards, remove PIN numbers for wire transfers, etc.).

Describe how a terminate action can be reversed on the system.

	Requirement		
1.	Provide on-line support/instructions for completion of routine tasks.		
2.	Establish new organizational entities (e.g., companies, cost centers, and other variables) with no IT or programming required.		
3.	Add/change organizational entities and easily/effectively transfer employees within and/or across them.		
4.	Maintain employee demographic data for all employment-related details (e.g., birth date, employee number, gender, hire date, contact information).		
5.	Maintain ethnic, visa, and I-9 related data.		
6.	Maintain marital, family, and dependent/beneficiary related and tax-related elections.		
7.	Maintain historical data for current/former employees (e.g., names, employment, job/assignments, performance ratings, status, and pay).		
8.	Maintain audit trails of employee file and data updates by date, time, and origin of update.		
9.	Generate, identify, and track employees by unique employee number. Track Social Security Number for U.S. based employees.		
10.	Maintain language, education, and certification data.		
11.	Establish jobs/roles/positions and all relevant details.		
12.	Maintain data for all job-related details (e.g., grade, exemption status, EEO code, salary, job family).		
13.	Make simultaneous changes to large employee groups (e.g., new hires, salary changes, transfers).		
14.	Enable effective/future dating of pending transactions/events, and maintain transaction history.		
15.	New hires automatically routes approval based on		

	Requirement		
	company’s hierarchy.		
16.	Routes job/salary changes electronically for approval based on user defined approvals.		
17.	Managers can view and change employee salary information with workflow.		
18.	Managers can submit new hires.		
19.	Managers can run reports.		
20.	Managers can create ad-hoc reports based on security access.		
21.	Managers can view employee training and employment records.		
22.	Progressive disciplinary actions can be tracked and reported.		
23.	E-mail alerts can be generated based on system or user defined events.		
24.	Data/transactions submitted by managers automatically validate for accuracy and completeness.		
25.	Life-to-date history on all employee fields.		
26.	Audit trails for all additions, updates and changes.		
27.	Retains employee status code history.		
28.	Narrative history (e.g., disciplinary actions, grievances).		
29.	No limit to historical data captured.		
30.	Unlimited user defined fields.		

COMPLIANCE:

As human resource regulations change, how do you ensure your clients stay in compliance?

Explain how your system maintains OSHA logs.

Describe how the software facilitates the maintenance of employee data and creation of employee history.

	Requirement	Code	Comments

	Requirement	Code	Comments
1.	Changes to compliance requirements are maintained and updated by HCM vendor.		
2.	All compliance reporting can be generated for current periods and historical periods.		
	Standard compliance reports include:		
3.	EEO-1		
4.	OSHA 300 and OSHA 301		
5.	Multi-Worksite Reports		
6.	Vets-100		
7.	Automatic notification of I-9 expiration/visa expiration.		
8.	COBRA qualifying events are automatically triggered based on employee transactions.		
9.	COBRA letters can be generated from the system.		
10.	Tracks any accommodations made to support the American with Disabilities Act (ADA).		
11.	Tracks ADA and disability information.		
12.	Provides military and veteran status for employees.		
13.	Includes affirmative action compliance features.		
14.	Provides HIPAA support.		
15.	Provides worker’s compensation support.		
16.	Creates separate, mandated government reports for each individual tax entity.		
17.	Includes state-mandated “New Hire” reports (for child support payment tracking).		
18.	Updates from HCM vendor when federal/state/local regulations change.		

PERFORMANCE APPRAISAL:

Please describe your performance appraisal feature.

Describe how the system can provide real time monitoring of performance appraisals.

Can completed performance reviews be attached to an employee record?

Can another performance appraisal system be integrated with this module?

	Requirement	Code	Comments
1.	Delivers configurable comprehensive options to allow administrators to configure the performance review process to their specific business needs without the need for technical or consultative services.		
2.	Intuitive user experience that eliminates the need for end-user training for administrators, employees, and managers.		
3.	Solicits performance feedback from multiple reviewers (e.g., subordinates, directors, other managers, peers) and exchanges data among multiple users simultaneously.		
4.	Saves work in process/draft reviews and provides option to return to complete.		
5.	Enables administrators to assign different review forms for different employees within the same review cycle.		
6.	Enables employees to complete self-evaluations.		
7.	Tracks performance review status and dates (e.g., complete, incomplete).		
8.	Provides email reminders and overdue notices throughout the process.		
9.	Maintains performance feedback and ratings history.		
10.	Provides historical reviews that can be accessed easily by managers or administrators.		
11.	Enables administrators to view the status of the review process at any time.		
12.	Provides delivery of standard competencies and objectives.		
13.	Provides goals management that allows either the employee or manager to create and add their own personal goals or objectives.		

	Requirement	Code	Comments
14.	Enables individual weighting of goals.		
15.	Provides ability to assign employee performance objectives that align with your overall business strategy.		
16.	Provides access to all talent factors, including employee information, review history, skills and competencies, education, salary history, and learning history, based on role.		
17.	Enables reporting and analysis of performance ratings for various employee groups (e.g., by job, manager, geography).		
18.	Provides a centralized gateway for managers to monitor the progress of their performance management activities — in one place.		
19.	Summarizes performance review in an easy-to-read format that can be printed for future reference.		
20.	Integrates with career development and succession management applications and processes (e.g., learning plans/career planning).		
21.	Integrates with career development and succession management applications and processes (e.g., learning plans/career planning).		

SUCCESSION MANAGEMENT:

Please provide a brief overview of your succession management functionality.

Please explain how Succession Management is unified with your Performance Management and Career Development offerings.

Please explain how succession plans are created.

How much historical information is available?

What types of reporting and metrics are available on the succession data?

	Succession Management Requirements	**Code**	**Comments**
1.	Stores multiple iterations of possible succession plans for each team/leader.		
2.	Provides printable/PDF capabilities.		

3.	Allows configurability by the client (ASM) or allows hard-coding from the vendor.		
4.	Provides the ability to track and report on critical roles and critical talent.		
5.	Delivers robust reporting, including exception reporting.		
6.	Provides the ability to track core competencies associated with next/future job.		
7.	Provides the ability to track the date/timeframe an employee will be ready for the next position.		
8.	Provides the ability for employees and managers to create a development plan based on license, skills, training, education, and competencies.		
9.	Provides the ability to track multiple language proficiency information, including speaking, reading, and writing, for each employee.		
10.	Provides the ability to maintain multiple education information per employee such as schools attended, dates of attendance, degrees, and course of study.		
11.	Provides the ability to track and search on the following data:		
12.	skill description		
13.	experience level		
14.	proficiency level		
15.	competency description		
16.	Provides the ability to track employee licenses and certification and expiration dates.		
17.	Provides the ability to track employee professional associations. Specify limit.		
18.	Provides the ability to identify where employees are in their current performance and potential growth.		
19.	Provides the ability to provide audit records.		
20.	Provides the ability to be delivered with standard competencies and objectives. Administrators should be able to add and modify client-specific, effective-dated competencies,		

21.	Enables the graphic display of the manager's direct report organization.		

COMPENSATION:

Provide an overview of the key compensation features of your system.

How is the compensation features integrated with the HCM and payroll functions?

Explain how your system creates and retains salary history.

What types of reports are available for compensation?

Describe how your system manages commissions.

Describe how your system manages bonus pay.

Describe how your system manages incentive pay.

Describe how your system manages separation pay and other discretionary pay.

Explain how pay changes are entered in the system.

Describe how a mid-period salary change is processed.

Explain how the system allows managers to plan salary increases online, process approvals via workflow, and automatically implement increases on the effective date.

Explain how annual merit increases are processed in your system.

Does your system validate minimum and maximum salary (of grade) when pay is changed, and provide warning messages as needed?

How is compensation modeling handled in your system?

Describe how salary ranges/grades are established in the system, grades are assigned to positions, and positions are assigned to employees.

Describe how salary range/grade changes are made in the system, those changes are reflected in positions, and to employees assigned to those positions.

Explain how job information is established and maintained in your system (e.g., grade, exemption status, EEO code, etc.).

Explain how your system calculates, displays, and reports compa-ratio and/or quartile information.

Explain how the same job can have different salary ranges based on job location.

BUDGET:

Please describe how your budget administration tool will assist our organization with effective decisions regarding future compensation.

What are the steps involved in creating a budget worksheet for your managers?

	Requirement	Code	Comments
1.	Managers can view summary data and analyze salary budget information for their departments.		
	Managers can assign salary increases based on:		
2.	Dollar amounts		
3.	Percentages		
4.	Combination of dollar and percentages		
5.	Managers can create “what if” employee scenarios to ensure that increases do not exceed the department salary budget.		
6.	Managers can apply “across the board” salary increases for a department.		
7.	Managers can allocate different percentages and/or dollar amounts to different employees.		
8.	Assign multiple salary increases to one employee (i.e., cost of living and merit increases).		
9.	Rate changes and increases are effective-dated for payroll processing.		
10.	Manager can plan for compensation, overtime, taxes and benefits.		
11.	Manager can utilize advanced functions to calculate benefits (nested if/then statements, etc.)		
12.	Manager can plan for pre-tax benefits.		
13.	Manager can set budget using FTE or Headcount.		
14.	Manager can plan for terminations, leaves, and new hires.		
15.	Managers can plan for transfers between locations, departments and sections.		
16.	Managers can plan for temporary, part time, half time employees.		
17.	Managers can plan for temporary employees from an outside agency.		

	Requirement	Code	Comments
18.	Manager’s view of budget can be restricted to their respective departments/offices.		
19.	Budget Data can be exported to excel.		
20.	Current and prior year payroll data is accessible in the budget planning module.		
21.	Manager can generate variance reports to compare budget to actual expense.		
22.	System maintains historical budget records.		
23.	Budget assumes all existing comp, taxes and benefits remains the same, then allows for overrides as necessary.		
24.	System allows data to be compiled for multiple companies and currencies.		
25.	System allows all currencies to be reported in USD, using a pre-determined exchange rate.		
	System has reporting capabilities:		
26.	Company		
27.	Location		
28.	Department		
29.	Title		
30.	Section of Law		
31.	Status		
32.	Currency		
33.	Compensation Only		
34.	Benefits & Taxes Only		
35.	Employee versus Employer Expense		

EMPLOYEE RELATIONS:

Please describe how disciplinary actions are accommodated.

Please describe your capabilities to track grievances.

	Requirement	Code	Comments
1.	Tracks disciplinary actions including a description of the incident.		
2.	Managers and HR staff can record the type of action taken (i.e., written warning, verbal warning, termination).		
3.	Records required follow-up steps and the time frame for completion.		
4.	Schedules review of employee response to actions.		
5.	Grievances can be viewed in summary format.		
6.	Managers can drill into specific grievances.		
7.	Tracks the date and type of grievance (i.e., inequality, unfair pay, unfair working conditions).		
8.	Tracks final outcome of the grievance and the date it was closed.		

EMPLOYEE DEVELOPMENT:

Please describe how employee development and succession planning are accommodated in your system.

Describe how the employee development feature is used by employees.

	Requirement	Code	Comments
1.	Tracks core competencies associated with next/future job.		
2.	Flags employees that are recommended for a specific job.		
3.	Tracks the date an employee will be ready for the next position.		
4.	Managers can create a career plan based on license, skills, training and education.		
5.	Tracks multiple language proficiency information including speaking, reading, and writing, for each employee.		
6.	Maintains multiple education information per employee such as schools attended, dates of attendance, degrees, and course of study.		
7.	Does the system track the following data?		

	Requirement	Code	Comments
8.	Skill code		
9.	Skill description		
10.	Experience level		
11.	Proficiency level		
12.	Last date skill used		
13.	Tracks employee licenses and certification and expiration dates.		
14.	Tracks employee professional associations. Specify limit.		

OSHA AND SAFETY:

	Requirement	Code	Comments
1.	Maintains OSHA logs at the employee level.		
2.	Can view a summary page/window showing all incidents for an employee.		
3.	Can view the detail of an individual employee incident.		
	Incident details include:		
4.	Accident or exposure itself		
5.	Date and time		
6.	Days away from work		
7.	Days of restricted work		
8.	Illness or injury		
9.	Complete incident description		
10.	Ability to add notes.		
11.	Case number may be auto incremented.		
12.	OSHA reports are included as standard reports (OSHA 300, and OSHA 301).		

	Requirement	Code	Comments
13.	All incident history is maintained indefinitely.		
14.	Incident information and history are accessible through reporting.		
15.	Managers can view and update OSHA information using Manager Self- Service.		
16.	Maintains required safety reporting for international operations.		

ORGANIZATION CHARTS:

Explain how your system creates organizational charts.

Describe how your system maintains employee “report to” data.

Describe how your system handles/manages large reorganizations.

	Requirement	Code	Comments
1.	Provides ability to export data to an organization charting application.		
2.	Provides a standard employee export that provides data in the required format.		
3.	Generates organization chart without requiring the user to make any changes.		
4.	Provides ability to create more customized export templates.		
5.	Structures the organization chart based on the reporting relationships defined for each employee.		
	Provides the ability to establish different export records to create organization charts for the following:		
6.	Various companies		
7.	Locations		
8.	Pay groups		
9.	Organization levels (by using the company and		

	Requirement	Code	Comments
	data selector options).		
10.	Tracks open positions in the organization chart.		

BENEFITS:

Describe the integration between benefits and payroll.

How does your system handle benefits administration?

Explain how your system facilitates reporting to third party vendors such as benefit providers.

Does the benefit data automatically populate in payroll? Is it real-time or a batch process?

Does your system have a module to maintain Worker's Compensation Claims, Costs, tracking lost time, restrictions, legal reporting requirements, regular reporting, etc.? Does the system allow for tracking of all notes, conversations, etc.?

Does the system allow for tracking of all notes, conversations, etc.?

How do you support electronic signatures?

	Requirement	Code	Comments
1.	Provides total integration between benefits and payroll including other payroll vendors.		
2.	Maintain calculations and limits in compliance with federal legislation.		
3.	Assigns different benefit packages to different groups of employees based on eligibility rules.		
4.	Establishes benefit/deduction plans with multiple types and options.		
	Supports effective dated:		
5.	Benefit/deduction plans		
6.	Employee benefit/deduction plan enrollment		
7.	Employer benefit/deduction plan enrollment		
8.	Updates benefit/deduction plans based on employee status change.		

	Requirement	Code	Comments
9.	Tracks “waived” benefit/deduction plans.		
10.	Assigns a rate schedule to apply new rates with future effective dates for the new plan year.		
11.	Without writing a separate program, automatically updates premiums for age/salary driven benefit calculations.		
12.	Automatically enrolls employees in required plans.		
13.	Automatically cancels specified employee benefits upon termination.		
14.	Allows benefit costs to be set up for the new year while continuing processing for the current year.		
15.	Tracks and maintains information for dependents and beneficiaries.		
16.	Calculates imputed income.		
17.	Tracks and reports workers’ compensation claims.		
18.	Facilitates reporting to third-party vendors such as benefit providers.		
19.	Provides one screen that shows employee data (“benefits-at-a-glance”), without having to scroll through multiple screens.		
20.	Defines and maintains benefit/deductions for the employee and employer		
21.	Includes automated schedules for benefits/deductions.		
22.	Supports benefit/deduction goals and limits.		
23.	Supports “catch up” contributions on deferred compensation plans.		
24.	Recovers benefit/deduction amounts that have been put into arrears.		
25.	Supports multiple arrear types.		
26.	Includes defined start and stop dates for benefit/deduction.		
27.	Processes one-time benefit/deductions.		

	Requirement	Code	Comments
28.	Maintains and tracks savings bond benefits/deductions.		
29.	Includes pre-tax and post-tax benefits/deductions.		
30.	Supports a designated default amount for each deduction code.		
31.	Supports multiple types of life insurance, long term disability, and short term disability.		
32.	Supports flexible spending accounts (FSA).		
	Display flexible spending account information such as:		
33.	Plan information		
34.	Balance of funds in account (s)		
35.	History of transactions for reimbursements		
36.	Maintains updated FSA balance.		
37.	Includes minimum check option for FSA.		

OPEN ENROLLMENT:

Describe the system capabilities for online benefits enrollment (e.g., eligibility rules, tenure or grade level based premiums, plan dates).

Describe how your self-service solution can be used to guide employees through benefits enrollment.

What tools do you have available for benefit administrators to monitor and provide a smooth enrollment process for the company and its employee?

Is workflow associated with benefit enrollment and life event changes?

	Requirement	Code	Comments
1.	System provides next-year enrollment capability while in current year.		
	From a Web browser, employees can:		
2.	View current benefits and related information.		
3.	Compare current benefits to the new benefits employees may choose to elect.		

	Requirement	Code	Comments
4.	Compare the cost of current versus new benefits.		
5.	Make benefit elections from a list of eligible benefits.		
6.	Keep existing benefit elections with no changes.		
7.	Modify existing benefit elections.		
8.	Make new benefit elections to replace existing benefits.		
9.	Waive or decline benefits.		
10.	Review, add, modify and remove dependents and beneficiaries.		
11.	Review benefits and summary description documents.		
12.	Link to benefit plan provider Web sites for additional information to help in making informed benefit and provider choices.		
13.	Save "in progress" enrollments and then later return to modify choices, make additional elections and complete the enrollment process.		
14.	Make life event (e.g., baby, marriage) benefit changes.		
	From a Web browser, managers can:		
15.	Describe benefit plans and include specific plan details.		
16.	Include customized messages to employees on enrollment pages, (e.g., new benefit notifications, additional instructions, deadlines for completion, disclaimer for those employees who decline a benefit).		
17.	Specify the display order in which each benefit plan is viewed by the employee.		
18.	Identify required and optional activities that designate an active versus passive enrollment.		
19.	Limit the number of dependents to the employee for		

	Requirement	Code	Comments
	each benefit plan offered.		
20.	Limit the number of dependent relationships to the employee for each benefit plan offered.		
21.	View the statuses of all enrollments.		
22.	Drill into benefit groups and plans to check specific enrollment information such as a list of employees whose enrollments are completed, in progress, or not yet started.		
23.	Add or modify employee elections.		
24.	Send due date reminders using an integrated e-mail feature.		
25.	Use a “manage paperwork” feature to track requests for additional information or paperwork (e.g., proof that a dependent is enrolled in school, required Evidence of Insurability form).		
26.	Create Internet links to benefit plan provider Web sites so employees can obtain additional details to help them make informed choices.		
27.	Attach enrollment worksheets for employees to use when making life event benefit changes.		
28.	Report and track benefits-related information and activities as they relate to new hires, benefit group changes, dependents, session setup, employee elections, and terminations.		
29.	Export employee enrollment data (e.g., 401(k) plan), to a ready-to-send file that can be transmitted to appropriate plan providers or third party administrators prior to the plan effective date.		
30.	Supports default benefits which can be set up for new hires.		
31.	Supports unique enrollment dates for each benefit plan.		
32.	Provides a next year enrollment capability.		
33.	Provides ability to report life event (e.g., marriage) and allow “eligible” changes to benefit elections.		

	Requirement	Code	Comments
34.	Allows updates to dependent information for life events.		

LIFE EVENTS

Please describe the life events that come standard without configuration.

Describe how the available life event options are established and maintained in your system.

	Requirement	Code	Comments
1.	Allows online enrollment form for employees to use when making life-event benefit changes.		
2.	Supports life events processed through the employee self-serve function of the system.		
3.	Provides online ability to make life event changes (marriage, birth of a child, death, divorce).		
4.	Automatically prompts “eligible” changes to benefit elections when life event change made.		
5.	Allows update to dependent information for life events.		
6.	Allows removing a dependent.		
7.	Alerts student status end date to employee and employer		
8.	Allows update address changes.		
9.	Allows change in marital status.		

LEAVE ADMINISTRATION

How are leaves of absence identified and processed in the system?, i.e. Personal Leave (PL) and Family and Medical leave Act (FMLA)

Explain how your system facilitates handling the provisions of the Family and Medical Leave Act (FMLA).

Explain how you coordinate and manage FMLA with STD management. Describe in detail how the communication and workflow would operate.

Describe how the system maintains 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.

Describe how your system monitors workers’ compensation and the related leave of absence

Describe the benefit premium collection process when employees are on leave without pay.

How are leave employees notified about open enrollment and their benefit elections processed?

	Requirement	Code	Comments
1.	Supports leave types		
2.	Supports maximum duration of leave types and combined leaves, i.e. FMLA to PL, etc.		
3.	Tracks due dates of Certification of Healthcare Provider Form by employee		
4.	Tracks the approved date when the employee’s leave of absence is expected to start.		
5.	Tracks the approved date when the employee is expected to return from the leave.		
6.	Tracks and reports cumulative FMLA/PL time taken.		
7.	Maintains leave of absence history.		
8.	Calculates the planned duration, based on expected end and expected start dates.		
9.	Supports workflow approval processes for leave requests initiated by employees or managers.		
10.	Displays warning message during pay processing if time entered exceeds the leave balance.		

<u>Paid Leave Time (PLT), Personal Leave</u>

Can employees request PLT?

Describe how your system calculates accrued PLT. Can it handle multiple types of “time off” accounts (i.e. PLT, Personal Leave)?

	Requirement	Code	Comments
1.	PLT accruals and leave administration can be processed without Time and Attendance feature.		
2.	PLT plans can be configured for a lump sum accrual on an annual basis.		

	Requirement	Code	Comments
3.	PLT plans can be configured to accrue based on length of service and user defined rates.		
	PLT plans can be configured to accrue based on user-defined frequencies.		
4.	Per number of days		
5.	Per number of weeks		
6.	Per number of months		
7.	Per number of years		
8.	Per fixed date		
9.	Per included hours		
10.	Per included earnings		
11.	Per pay period		
12.	Per customer defined rules		
13.	PLT plans can be configured to adhere to user-defined carryover rules.		
14.	Supports unlimited types of leave.		
15.	Tracks the approved date when the employee’s leave of absence is expected to start.		
16.	Tracks the approved date when the employee is expected to return from the leave.		
17.	Tracks and reports cumulative (FMLA) time taken.		
18.	Maintains leave of absence history.		
19.	Calculates the planned duration based on expected end and start dates.		
20.	Employees can view PLT/leave plan balances.		
21.	Employees can request PLT/leave.		
22.	Manager can view PLT/leave plan balances.		
23.	Managers can view pending employee PLT/leave requests.		

	Requirement	Code	Comments
24.	Manager can request PLT/leave.		
25.	Workflow approval processes are included for PLT/leave requests initiated by employees or managers.		
26.	Ability to have multiple leave rules based on the state in which the employee works.		

Flexible Spending Account (FSA)

Does your system support multiple FSA accounts/ HSAs?

How does your system notify third party FSA vendors when an employee terminates?

	Requirement	Code	Comments
1.	Supports employee enrollment.		
2.	Enrolls employees in FSA/HSA plans through benefits open enrollment.		
3.	Maintains two open plan years so reimbursements can be paid from one year, while beginning claims processing for the new benefit year.		
4.	Restricts participants from receiving more than the annual contribution election limit for reimbursement accounts.		
5.	Supports employee enrollment.		

Pension

Provide an overview of pension-related features/functionality of your system.

Describe how the system manages years of service for rehires and breaks in service.

Explain how your system tracks pension payouts to terminated employees.

Describe how years of service are managed in the system.

Does your system provide a way to determine if a rehire has already had a pension pay out and the date of pay out?

Pension and service years can be determined reflecting an employee's leave of absence under FMLA.

Can your system calculate the employer contribution amount by participant?

COBRA

	Requirement	Code	Comments
1.	Defines employee's COBRA status, date of qualifying COBRA event, description of COBRA event, and date the COBRA notification letter was sent.		
2.	Defines dependent's COBRA status, date of qualifying COBRA event, description of COBRA event, and the date the COBRA notification letter was sent.		
3.	Automatically captures COBRA information during the termination process		
4.	Automatically generates COBRA notifications.		
5.	Create COBRA notification letters and invoices.		
6.	Exports all employee and dependent COBRA information to a third party COBRA administrator.		
7.	Generates COBRA billing documents		
8.	Maintains COBRA payment history		
9.	Manager can request PLT/leave.		
10.	Workflow approval processes are included for PLT/leave requests initiated by employees or managers.		
11.	Ability to have multiple leave rules based on the state in which the employee works.		

POSITION MANAGEMENT

How are position statuses maintained in the system?

What information associated with the employee is controlled by the position?

What are the system rules for calculating FTE?

Will the system enable us to track positions currently including those budgeted now, in the future, and in the past?

	Requirement	Code	Comments
1.	Provides position management reports by different organizational levels.		
2.	Tracks headcount and full time equivalents (FTE) associated with positions.		
3.	Tracks multiple position assignments for an employee.		
4.	Calculates FTEs in multiple ways.		
5.	Stores unlimited history of changes recorded to the position record.		
6.	Tracks unlimited history of changes to employee position assignments.		
7.	Records information for replacement planning, indicating possible new positions for employees.		
8.	Integrates with recruitment and staffing feature for establishing requisitions.		
9.	Supports the generation of organization charts based on position “reports to” hierarchy.		
10.	Tracks status of position approval.		
11.	Allows overstaffing for positions.		
12.	Prohibits assignments to a position if overstaffing is not allowed.		
13.	Allows position codes in the GL distribution.		
14.	Allocates employee pay by position code automatically.		
15.	Assigns position number manually or automatically.		
16.	Provides on-line position incumbent data.		
17.	Provides on-line prior position incumbent data.		
18.	Indicates budget period.		
19.	Maintains approved budget by position including dollars, hours and FTEs.		
20.	Tracks current budget accumulators and provides on-line		

	Requirement	Code	Comments
	views.		
21.	Tracks budget variances.		
22.	Maintains multiple budget plan years on-line.		
23.	Standard reports that assess budgeted vs. actual FTE's and dollar amounts.		

PAYROLL

Describe your application's payroll functionality.

Is this application integrated with the main HCM application?

Was this application developed in house or purchased?

Explain how changes are tracked and viewed throughout the system.

Describe the payroll process for transferring an employee between departments, companies, or states. Is this integrated with the HR function or is a separate process required?

Describe tools/features available for employees to submit inquiries on their pay.

	Requirement	Code	Comments
1.	Ensures payroll system reflects appropriate earnings and deduction codes based on company benefits and compensation structures.		
2.	Allows system to be set-up to receive and manage company initiatives such as United Way.		
3.	Provides online help in application for end-users.		
4.	Provides online help in application for administrators.		
5.	Provides "wizards" to walk users through completing tasks.		
6.	Provides a "test" system for customers to test new features and potential changes.		
7.	Provides a "test" system for customers to use for internal training.		

EARNINGS:

Explain how your system will enable us to pay multiple earnings that are taxed differently, but paid on the same pay check (e.g., regular wages taxed based on the W4 and bonus wages taxed at the supplemental rates on one pay check).

Explain how your system will enable us to combine multiple earnings for an individual working multiple positions or jobs.

Are there limits to the number of earning codes that can be established in your system?

Can specific earnings be scheduled for a specific payroll cycle?

	Requirement	Code	Comments
1.	Provides an unlimited number of earnings codes		
2.	Pays various earnings types (e.g., severance or bonus) after an employee is terminated on system.		
3.	Provides automatic gross up calculation for earnings.		
4.	Allocates earnings by different organizational levels.		
5.	Delivers all federal, state and local earnings tax categories.		
6.	Calculates and initiates off-cycle/special payments (e.g., signing bonus, annual bonus).		
7.	Delivers an expression builder to create company specific earnings calculations.		
8.	Allows for earnings to be scheduled in the payroll calendar.		
9.	Specifies start and stop dates for earnings.		
10.	Differentiates which earnings to include/exclude from other calculations (e.g., shift, deferred compensation).		
11.	Earnings codes are specific for different types or groups of employees (e.g., part time or executive).		
12.	Tracks YTD amounts, by earnings type, for unlimited number of years in check detail history.		
13.	Tracks YTD hours worked, by hours type, for unlimited number of years in check detail history.		
14.	Supports the calculation of taxable fringe benefits.		

	Requirement	Code	Comments
15.	Supports the calculation of imputed income.		
16.	Provides ability to enter non-taxable reimbursements.		
17.	Handles employees with multiple rates of pay.		
18.	Calculates various shift premiums.		
19.	Accurately pays shift premium for employees who work multiple shifts.		
	Overtime calculations include:		
20.	Half time		
21.	Time and a half		
22.	Double time		
23.	Triple time		
24.	Calculates co-efficient overtime on the payroll input screen.		
25.	Distinguishes between regular and premium wages for workers' compensation.		
	Automatically accumulates hours and earnings by:		
26.	Fiscal year-to-date		
27.	Year-to-date		
28.	Quarter-to-date		
29.	Month-to-date		
30.	Last payroll		
31.	Employees can view YTD earnings through employee self - service.		
32.	Define hours per week by employee or job level.		
33.	Is file ID# unique i.e. no instances where a new number needs to be reassigned a new number regardless of entity.		

DEDUCTIONS/BENEFITS:

Describe the integration between benefits and payroll. When a change is made to an employee's benefit election (e.g., single to family coverage), how does the deduction amount get changed in payroll or other outside systems?

How does your product recover deduction amounts that have not been withheld from an employee's pay?

Does your system calculate garnishments based on the state and federal calculation rulings?

	Requirement	Code	Comments
1.	Provides an unlimited number of deduction codes.		
2.	Calculates garnishments based on the state and federal calculation rulings.		
3.	Stores other relevant garnishment data at the deduction level (e.g., case number, payee).		
4.	Delivered logic to properly calculate multiple garnishments.		
5.	Sends child support and/or other payroll deduction information to accounts payable for separate check processing.		
6.	Delivers all federal, state and local deduction/benefit tax categories.		
7.	Accommodates one time deductions.		
8.	Delivers an expression builder to create company specific deduction calculations.		
9.	Allows for deductions to be scheduled in the payroll calendar.		
10.	Allows client-defined prioritizing of deductions.		
11.	Employees goal limits to deduction codes.		
12.	Supports start and stop dates for deductions.		
13.	Automatically cancels specified employee deductions upon termination based on company business rules.		
14.	Supports effective dating with deductions.		
15.	Includes a rate table at the company level for benefit deduction amounts, so they are not manually entered on each employee.		

	Requirement	Code	Comments
16.	Deduction cost can be entered for the new year, while continuing processing for the current year		
17.	Deduction codes are specific for different types or groups of employees (e.g., part time or executive).		
18.	Tracks YTD amounts, by deduction type, for unlimited number of years in check detail history.		
19.	Allocates deductions by multiple organizational levels.		
20.	Maintains unlimited history of all deduction changes.		
	Automatically accumulates deductions by:		
21.	Fiscal-year-to-date		
22.	Year-to-date		
23.	Quarter-to-date		
24.	Month-to-date		
25.	Last payroll		
26.	Allows employees to view YTD deductions through employee self-service.		
27.	Ability to temporarily override deduction amounts		
28.	Temporarily inactivate deductions at the employee level one-time or on an on-going basis		
29.	Temporarily inactivate deductions at the company level to affect all employees		

CALCULATING PAY:

Where is gross pay calculated (i.e., payroll or time and attendance system)?

Describe how a time and attendance system would be integrated into the calculation of pay.

Describe how an out-of-cycle check is calculated and processed. Manual payments allowed?

Describe how time without pay and partial pay are calculated by your system. Include exempt and non-exempt.

Describe how pay is calculated for new hires and terminations.

Describe how adjustments to exempt salaries are calculated, particularly partial pay.

	Requirement	Code	Comments
1.	Supports unlimited earnings, deductions and tax codes.		
2.	Supports different types of income.		
3.	Supports employees with multiple rates of pay and department/cost center assignments.		
4.	Tracks employees with multiple pay rates and departments/cost center assignments.		
5.	Maintains and updates overtime and pay specific rules including state specific rules.		
6.	Supports automatic retroactive pay calculations and payments.		
7.	Enables date-driven salary changes (allowing past and future changes).		
8.	Allocates by different organizational levels and/or projects.		
9.	Calculates shift differentials and job premiums automatically.		
	Automatic calculations		
10.	Performs gross to net calculations per employee per check and are immediately viewable.		
11.	Calculates and initiates off-cycle and special payments (e.g., signing bonus, annual bonus).		
12.	Provides automatic gross up calculation for earnings.		
13.	*Overtime calculations include:*		
14.	Half time		
15.	Time and a half		
16.	Double time		
17.	Triple time		
18.	Guaranteed overtime (e.g., paid overtime for working Saturday even if normal work week does not exceed 40 hours)		

	Requirement	Code	Comments
	Customer can override an employees pay check by entering or changing:		
19.	Tax frequency		
20.	Method of payment (check vs. direct deposit)		
21.	Rate of pay		
22.	Shift codes – How many are allowed?		
23.	Hours		
24.	Earnings		
25.	Deductions		
26.	Deduction arrears		
27.	Taxes (State, Federal, and Local)		
28.	Allocation fields (dept, project, location, etc.)		
	Non-Wage Income		
29.	Handles earned income credit.		
30.	Handles imputed income by pay period.		
31.	Handles moving expenses to reflect as income		
	Wage Allocations		
32.	Supports multi-tier wage allocations across multiple cost centers		
33.	*System provides wage allocations by:*		
34.	Companies		
35.	Departments		
36.	Divisions		
37.	Regions		
38.	Locations		
39.	Branches		

	Requirement	Code	Comments
40.	Cost centers		
41.	Projects		
42.	Pay groups		
43.	**Terminated Employees**		
44.	Automatically stops deductions and calculates final pay based on employee's termination date (including PLT, benefit deductions, etc.).		
45.	Identifies employees who have pension dollars required to be paid out at termination.		
	Reporting		
46.	Provides standard wage allocation reports		
	Reports can be created with actual cost allocations including:		
47.	Rate of pay		
48.	Shift codes – How many are allowed?		
49.	Hours		
50.	Earnings		
51.	Deductions		
52.	Deduction arrears		
53.	Taxes (State, Federal, and Local)		

TAXES:

Describe tax resources provided to your customers on tax regulations at the federal, state, and local levels? How do your customers access this information?

Note whether you developed your own tax calculation system or you use another company's tax calculation system. If you use another company's tax calculation system, explain how it integrates with your payroll system?

What tax updates, if any, are provided and how are these updates received?

Describe how your system can accommodate consolidated tax returns for multiple companies.

Do you provide full tax filing processes?

	Requirement	Code	Comments
1.	Provides for all federal, state and local taxing jurisdictions within the United States and its territories.		
2.	Provides for all taxing jurisdictions for international locations.		
3.	Supports tax calculations of lived in versus worked in state and local payroll taxes.		
4.	Supports state and local reciprocal agreements.		
5.	Provides all relevant end of year payroll processing reports, including W-2, 941, 1099s, State, SUI, and worksite reporting.		
6.	Supports the outsourcing of payroll tax deposits and filings.		
7.	Vendor can provide a print service for W-2s.		
8.	Supports client with preparing tax deposits and filings internally.		
9.	Produces tax documents, magnetic media, and signature ready reports to file.		
10.	Allows a customer to create/print their own W-2s.		
11.	Allows an employee to view/print their own W-2.		
12.	Supports federal, state and local supplemental wage taxation.		
13.	Allows for earnings to be taxed at different tax rates (e.g., regular and supplemental) on the same check.		
14.	Delivers all wage tax categories for wages reported (e.g., W-2, 1099).		
15.	Maintains tax rates within the proposed system.		
16.	Maintains a history of tax tables by change date.		
17.	Employees can change W-4 information via a Web portal.		

	Requirement	Code	Comments
18.	Managers can change employee W-4 data via a Web portal.		
19.	Tax documents (e.g., signed W-4, I-9) can be attached to an employee's record.		
20.	Employees can perform pay check modeling.		
21.	Provides a payroll tax reconciliation tool.		
22.	Tracks YTD taxes, by tax, type for an unlimited number of years in check detail history.		
23.	Tracks YTD taxable wages, by tax type, for an unlimited number of years in check detail history.		
24.	Accommodates separate tax exempt controls for federal, state, and local taxes.		
25.	Provides additional withholding fields for federal, state, and local taxes.		
26.	Supports one time additional tax amounts in payroll processing.		
27.	Allows for payroll adjustments to correct taxes to be posted to current quarter.		
28.	Allows for payroll adjustments to correct taxes to be posted to a prior quarter.		
29.	Allows for a payroll administration user to generate an employee W-2C.		

PAYROLL TIME ENTRY:

Explain how employee timesheets can be entered on-line. How are these timesheets approved?

	Requirement	Code	Comments
1.	Allows customization of the pay sheet so that only data for a specific payroll appears on the pay sheet.		
2.	Specifies the columns the user wants to display on the pay sheet.		

	Requirement	Code	Comments
3.	Controls the properties of the columns the user specifies.		
4.	Designates specific groups of employees to pay.		
5.	Views employee and group totals as payroll data is entered.		

PAYROLL PROCESSING:

Describe the process, steps, and time required for running payroll.

Describe the payroll gross-to-net process. Include manual checks.

Describe situations that cause down time for other areas of the application when payroll is processing.

Describe the audit process for each payroll.

How are unscheduled payrolls handled?

Describe payroll and year-end processing in the proposed system.

Describe your adjustment process for a typical payroll. How are quarter-end and year-end adjustments processed?

Are all custom payroll reports available to view during payroll processing?   Please explain.

Are there any payroll reports that cannot be accessed while payroll is running? Why?

What is the process if payrolls need to be re-run multiple times?

Is there a limit to how many times payroll can be re-run?

Is data syncing necessary for payroll processing? Why?

Cam you reprint checks if printer or something errors?

	Requirement	Code	Comments
1.	Run supplemental payrolls at any time.		
	Provides for pay data entry by:		
2.	Employee online		
3.	Manager online		
4.	Batch uploads		
5.	Import from third party time and attendance solution		

	Requirement	Code	Comments
6.	Exception-based/autopay (e.g., salaried or fixed hourly employees).		
7.	Performs gross-to-net calculations per employee per check, which are immediately viewable.		
	User can override an employee's pay check by entering or changing:		
8.	Tax Frequency		
9.	Method of payment (e.g., check vs. direct deposit)		
10.	Rate of pay		
11.	Hours		
12.	Earnings		
13.	Deductions		
14.	Deduction arrears		
15.	Taxes		
16.	Allocation fields (e.g., dept, job, project, location)		
17.	Performs gross up calculations.		
18.	Allows for an unlimited number of checks issued to an employee per payroll processing.		
19.	When preparing multiple checks for an employee during a payroll process, options exists for direct deposit or live check as well as the ability to exclude or process deductions.		
20.	Provides pre-check registers and audit reports prior to processing payroll.		
21.	Allows for manual checks to be printed onsite or any location.		
22.	Voids payroll checks by selecting the appropriate check; changes should be applied to applicable quarter's totals.		
23.	Provides capability to re-run selected steps of the payroll process.		

	Requirement	Code	Comments
24.	Provides for check reconciliation.		
	Using Web browser, administrators can run the entire payroll process including:		
25.	Collect employee time		
26.	Open payroll		
27.	Calculating pay (including gross-to-net)		
28.	Pre-check preview and editing		
29.	Check payroll processing status		
30.	Generating pay checks and/or direct deposit advises		
31.	Payroll reporting		
32.	GL reporting		
33.	Post payroll		
34.	Close payroll		
35.	Create manual checks (interim, voided)		
36.	Print checks from the Web		
37.	Update deduction goal amounts		
38.	Perform check reconciliation		
39.	Tax filing		
40.	Supports different types of payment methods (e.g., direct deposit, live check).		
41.	Print checks in any order, which may differ from payroll registers.		
42.	Proposed vendor can provide check printing services.		
43.	Provides internal check printing capability.		
44.	Supports laser printed pay statements to include MICR coding and signatures.		
45.	Supports unlimited check detail history .		

	Requirement	Code	Comments
46.	Provides online pay statements to employees without creating paper statements.		
47.	Allows for paid time off information (e.g.,. vacation) to be on pay statement.		
48.	Supports paying employees from different bank accounts.		
49.	Create an "ACH" file for direct deposit.		
50.	Can rerun "ACH" file to include adjustments.		
51.	Allows employees to have up to 99 direct deposit accounts.		
52.	Supports partial direct deposits in either a flat dollar amount or a percentage of an employee's pay.		
53.	Supports Positive Pay.		
54.	Process a refund (negative deduction) with no earnings, pretax and after tax deductions (taxes adjusted with refund).		

CHECK MANAMGNET:

Describe how your customers process and print a check locally at their site.

Explain how your system provides direct deposit for employees including direct deposit to multiple accounts. Indicate the maximum number of accounts to which an employee can deposit pay and the methods (fixed amount, percent, or other) by which the funds can be split.

	Requirement	Code	Comments
1.	Supports different types of payment methods (e.g., direct deposit, live check, etc).		
2.	Supports printing checks in any order, which may differ from payroll registers.		
3.	Supports check printing services by vendor.		
4.	Supports unlimited check detail history.		
5.	Provides online pay statements to employees, without creating paper statements.		
6.	Allows for Paid Time Off and Accrued Absent Time (AAT)		

	Requirement	Code	Comments
	information to be on pay statement.		
7.	Supports paying employees from different bank accounts.		
8.	Creates an ACH file for direct deposit.		
9.	Allows customer to rerun ACH file to include adjustments.		
	Voided Checks		
10.	Provides ability to void checks by number and reversals are immediately fed to the general ledger.		
11.	Provides ability to enter multiple check voids by range.		
	Direct Deposits		
12.	Handles direct deposit to multiple financial institutions in various federal reserve districts.		
13.	Allows for an unlimited number of checks issued to an employee per payroll processing.		
14.	Allows for manual checks to be printed onsite.		

LABOR ALLOCATION:

Explain how the proposed system would allocate by different organizational levels and projects.

Describe how the proposed system handles employees with multiple rates of pay and department or cost center assignments. How would employees with multiple jobs or positions be handled?

Describe how your system recognizes over time for employees who work across various divisions or companies within the same work week.

	Requirement	Code	Comments
1.	System provides for an unlimited number of the following:		
2.	Companies in one database		
3.	Departments		
4.	Divisions		
5.	Locations		

	Requirement	Code	Comments
6.	Cost centers		
7.	Jobs		
8.	Supervisors		
9.	Pay groups		
10.	GL base accounts		
11.	Tracks an unlimited number of labor distributions in history.		
12.	Allows at least four client definable organizational levels.		
13.	Supports a multi-tier labor allocation (e.g., allocation on different fields, dept., job, location).		
	Reports can be created with actual cost allocations including:		
14.	Earnings		
15.	Employee deductions		
16.	Employee taxes		
17.	Net pay		
18.	Employer deductions		
19.	Employer taxes		
20.	Workers' compensation premiums		
21.	Supports the creation of labor allocation files with user defined timeframes (e.g., 1 payroll period or 7 payroll periods).		
22.	Allows actual labor allocations to be fed into General Ledger.		
23.	Creates labor allocation reports.		
24.	Allows for end of month accrual processing		

GENERAL LEDGER:

Describe your general ledger process.

Identify general ledger and financial systems that interface with your software?

Please describe how the proposed system will support multi-tier labor allocations to post actual employee cost to GL. This includes the allocation of wages, employee and employer taxes, and employee and employer deductions by multiple organizational levels.

What reporting tools are available to query General Ledger transactions generated from payroll?

Can data be exported to excel for editing capabilities?

Is there a limitation to length, character segments of General Ledger number?

Can you use descriptions in the General Ledger?

What setup is required for integration i.e. import and exports?

	Requirement	Code	Comments
1.	Maps GL account numbers within your payroll system.		
2.	Accommodates multiple GL segments and can be printed separately or all together on reports.		
3.	GL setup tables are assessable by users to change at any time.		
4.	GL distribution report or file can be created for a user defined period.		
5.	An exception to the GL mapping is accommodated down to the employee level.		
6.	Creates GL accruals.		
7.	GL account numbers can be changed by the user and the GL can be rerun for specified pay period(s)		
8.	Immediate availability of GL data when the payroll is posted to history.		
9.	GL historical data is accessible to user.		
10.	Adjustments (e.g., manual and void checks) are automatically posted to GL.		
11.	GL feature includes tools to export data in a user specified format.		
12.	Provides an ad hoc query tool for reporting on GL data.		
13.	Provides an OLAP tool for reporting on GL data		

TIME AND ATTENDANCE:

Please describe your Time and Attendance functionality.

Does your system include a leave management feature?

	Requirement	Code	Comments
1.	Includes multiple rounding rules by pay group.		
2.	Multiple grace periods by pay group.		
3.	Unlimited number of user defined time/earnings codes		
4.	Includes the definition and application of complex pay rules based on timesheet details.		
5.	Date effective recording of all timesheet- and employee-related data.		
6.	Can maintain and modify any and all complex pay rules without vendor intervention.		
7.	Allow employee punch captured for start and stop times of breaks and lunches.		
8.	Allow group change capabilities to modify common elements in a group of employee timesheets.		
9.	Employees can enter hours using on-line timesheets.		
10.	Timesheet values can be adjusted by week and selected days within a week by authorized users.		
11.	Provides a comprehensive audit trail of all changes made to the timekeeping records.		
12.	Tracks both standard and actual hours by activity code for analysis purposes.		
13.	Stores employee (contractor) hours to be withheld from payroll upload.		
14.	Retro calculations based on payroll transfer date.		
15.	Allow the viewing of overtime by employee(s) by time period.		

	Requirement	Code	Comments
16.	Allow validation of over 100,000 docket codes, in an on-line fashion, when activity code is entered at timekeeping device.		
17.	Includes various types of payroll lockdown dates to freeze timesheet edits for payroll processing (i.e. supervisor lockout date, hands-off date, etc.).		
18.	Allow a fully reconciled payroll, labor and job activity information captured and maintained within the application		
19.	Allow the tracking of labor metrics (includes project, job, department and dockets).		
20.	Allow the real-time alerting of immediate time and attendance value/ rule violations including; Minor rule violation State rule violation Local rule violation No shows Approaching Overtime		
21.	Allow employees to punch in and out and make position changes on-line.		
22.	Allow on-line edits to daily timesheets by employee and by authorized users.		
23.	Allow real time access to activities and related costing information.		
24.	Allow the validation of absence codes against associated leave balances.		
25.	Allow for absence tracking with year at a glance scoring and analysis.		
26.	Allow for the viewing employee attendance data for a given year.		
27.	Allow employees to request time off, tracks status with dynamic validation against time off business rules.		

	Requirement	Code	Comments
28.	Allow for the employee to view their timesheet along with weekly hours and costs.		
29.	Allow for non-technical personnel to generate standard reports via a web-based, wizard-style interface.		
30.	Allow for scheduled reports to run automatically and be distributed to specific users/distribution lists, via email or other means of distribution.		
31.	Allow for the building, modification and maintenance of custom reports by non-technical employees.		
32.	Allow for the report hours of worked/dollars earned by employee by selected date range.		
33.	Allow the reporting employee leave balances totals.		
34.	Allow for reports to be created by copying an existing report and modifying it.		
35.	Allow for the routing of exception report results to supervisors.		
36.	Allow for business intelligence rules to be built supporting customer specific requests.		
37.	Tracks FMLA including intermittent leave.		
38.	Reports on FMLA status include intermittent leave based on rules established.		

HISTORY:

Explain the kinds of historical information your system maintains.

What accumulators are standard? Please give examples.

For archived records, what is the retrieval time?

How is system performance affected by the growth of the historical records?

	Requirement	Code	Comments

	Requirement	Code	Comments
1.	Provides a narrative history (e.g., for disciplinary actions, grievances, exit interviews).		
2.	Provides point-in-time reporting capability.		
3.	All historical data is viewable.		
4.	All historical data is reportable.		
	Maintain unlimited history on the following:		
5.	Job information		
6.	Salary and wage data		
7.	Evaluation and performance data		
8.	Career, skills and education		
9.	Training information		
10.	OSHA and workers' compensation data		
11.	Organizational changes		
12.	Employee status		
13.	Benefit elections		
14.	Pay check details		
15.	Earnings detail		
16.	Deduction detail		
17.	Tax detail		
18.	Archives older historical records.		
19.	Can bring firm history from prior software.		

CONVERSION:

Describe how existing history is extracted and imported to your system at conversion.

Are there fees associated with converting history?

POST CONVERSION:

Define the historical information your system maintains and how long it is available to your customers.

EMPLOYEE SELF SERVICE:

Describe your application's employee self-service functionality. What are the major features?

Is this application integrated with the main HCM application?

Was this application developed in house or purchased?

Please explain how your employee self-service feature will assist in the communication between the company and employees. What types of information can be made available to our employees, reducing the amount of calls to human resources and payroll?

Can pictures be embedded in an employee record? What are the file types?

	Requirement	Code	Comments
1.	Employees can view communications posted from administrators.		
	Employees can access links that can launch:		
2.	Documents (forms may be saved and/or printed).		
3.	Web sites		
4.	E-mails		
5.	Employees can model their paycheck for changes including deductions, marital status, and exemptions.		
	Employees can view and/or update personal information including:		
6.	Name		
7.	Address		
8.	Phone numbers		
9.	Emergency contacts		
10.	Previous employment		
11.	Educational background		
12.	Employees can view their status and key dates.		
13.	Employees can view company property assigned to them.		

	Requirement	Code	Comments
14.	Employees can view EEO/I9 information.		
	Employees can view job information including:		
15.	Job code and title		
16.	Date and time in job		
17.	Compensation		
18.	Supervisor.		
19.	Organizational levels		
20.	Unlimited job history including change reasons		
21.	Unlimited performance review history		
22.	Unlimited salary review history		
23.	Licenses		
24.	Skills		
25.	Tests		
26.	Awards		
	Employees can view unlimited pay history including:		
27.	Net pay		
28.	Hours by code		
29.	Earnings by code		
30.	Deductions by code		
31.	Taxes by code		
32.	Direct deposit distribution		
33.	Employees can view current and previous year-to-date totals.		
34.	Employees can view and update their direct deposit distribution and set effective date.		
35.	Employees can download and print their W-2.		

	Requirement	Code	Comments
36.	Employees can designate that the electronic copy of the W-2 is the only copy that they require.		
37.	Employees can enter time transactions.		
	Employees can view benefit information including:		
38.	Current benefit elections		
39.	Employer contributions by code		
40.	Beneficiaries and dependents		
41.	PLT accruals and balances		
42.	Cobra qualifying events		
43.	Participate in an electronic open enrollment		
44.	View all eligible plans		
45.	View the costs employeed with these plans		
46.	Choose their benefit plan and coverage option		
47.	Request time off from their manager		
	Employees can update current benefits coverage based on the following life events:		
48.	New hire		
49.	Adding a dependent		
50.	Removing a dependent		
51.	Change in marital status		
52.	Change in address/location		
53.	Employees can view documents attached to their employee record.		
54.	Employees can view open jobs.		
55.	Employees can apply for open jobs.		

Provide an overview of the features available through the manager self-serve.

Describe how managers are limited to information for only their direct reports (or within their organizations).

Describe the integration between your manager self-service application and your HCM/payroll software.

Describe to what level access to information can be controlled (e.g., screen, field, etc.).

Does the application provide managers access to the entire employee self-service functionality? Please explain.

What employee data is a manager NOT able to access and does client control?

Are managers able to run reports from self-service? How is this performed?

Describe how managers can create and save their own reports.

	Requirement	Code	Comments
1.	Managers have access to the entire employee self-service capability.		
2.	From a Web browser, managers can search for employees by name or employee number.		
	From a Web browser, managers can view and/or modify the following information:		
3.	Employee personal information		
4.	Employee job information		
5.	Employee job history		
6.	Employee compensation history		
7.	Previous employment information		
8.	Educational background		
9.	Licenses and certifications		
10.	Salary reviews		
11.	Performance reviews		
12.	Begin requisition process to create job openings		

	Requirement	Code	Comments
13.	Review and approve vacation request		
14.	Review and approve leave request		
15.	Update organization information (e.g., department, division, supervisor).		
16.	Assign employee paid through dates		
17.	Attach documents to an employee record		
18.	Establish whether attached documents are viewable by the employee		
19.	Begin termination workflow process.		
20.	Access on-line forms/checklist, etc.		

SYSTEM ADMINISTRATION

Explain the delivered capabilities for a system administrator to manage self-service?

Can you have multiple system administrators?

What limitations would a system administrator have in managing self-service in a hosted environment?

	Requirement	Code	Comments
1.	Offers role-based security (system access based on an individual's role within the organization).		
2.	Offers control over which values a user may select from when changing employee data (e.g., user is allowed to assign a certain number of job or department codes).		
3.	Offers the ability to copy roles when creating them.		
4.	Includes built-in workflow.		
5.	Includes a Web business rules feature that enables administrators to view and edit entries in code and description tables.		
6.	Includes a company communications posting feature that enables you to make company information available 24 x 7 to users via the Web.		

	Requirement	Code	Comments
7.	Includes the ability to upload and securely share documents such as Microsoft Word documents, Excel spreadsheets, and PDF files.		
8.	Offers a page linking tool that allows users to create hyperlinks from your portal to external Web sites, other products or other Web pages (e.g., link to your benefits network).		
9.	Includes the ability to designate whether page links will appear inside the product framework or be launched in a second browser.		
10.	Includes the ability to customize the color scheme for your Web pages.		
11.	Includes the ability to re-brand the Web pages (i.e., use your own logo).		
12.	Includes the ability to add your own menu items and Web pages, and still be contained within the system's security framework.		
13.	Includes the ability to establish user-defined fields on Web pages.		
14.	Offers the choice to display or not display user-defined fields on employee Web pages.		
15.	Designates different levels of ability to manage system administration activities, from a super user with all rights, to users with lesser degrees of system administration access.		
16.	Generates data-driven user names and passwords to increase the options for creating Web user login names and default passwords.		
17.	Allows you to view user login activity.		
18.	Adds non-employee users (e.g., IT support, auditors) as system users.		
19.	Activates new Web users automatically or manually.		
20.	Terminates employees' Web access inactivated automatically or manually.		

	Requirement	Code	Comments
21.	Resets user passwords.		
22.	Requires strong passwords (case sensitive).		
23.	Requires that passwords expire based upon a number of days designated by the system administrator.		
24.	Requires that passwords for a given user are always different by maintaining password history.		
25.	Stores and displays password hints to help remind users of their passwords.		
26.	Uses a mass password reset to change the default password for one or all users.		
27.	Ability to secure at a field level.		
28.	Ability to audit who has viewed/changed items in the system.		
29.	Can the system establish single log on for all components of system?		

WORKFLOW

Describe the workflow capabilities delivered with employee self-service.

Is the workflow part of the employee self-service application, or is it delivered through a third party?

Please describe the workflow setup including where custom programming is required. Do you supply any predefined workflow processes? If so, how many are delivered as standard? How much flexibility does client have in building workflows?

Can you have multiple levels of approvals for your workflow?

Ability to configure notifications upon hire/term via both email and APIs to enable automated business workflow orchestrations.

What tools are available to enable workflow in your system?

Is there any limit to the number of approvals an action can go through? Can there be different workflow/approval paths based on reason or if/then else logic of a change (e.g. over threshold, level of person requesting the change)?

	Requirement	Code	Comments
1.	Provides built-in approvals for a hierarchy (multiple levels) of approvers.		
2.	Provides for approval by role, where anyone who is assigned the role can approve incoming requests.		
3.	Allows the re-allocation or delegation of tasks from one approver to another.		
4.	Allows the assignment of observers and e-mail recipients to workflow processes.		
5.	Automatically send e-mail notices to approvers to inform them that they have a request that requires attention.		
6.	Automatically sends e-mail notices to the initiator of a request to let him/her know it has been approved.		
7.	Allows users to view outstanding workflow transactions in various states such as pending or complete		
8.	Allow out of the office delegations to automatically manage workflows during an individual's absence		
9.	Allow users to cancel pending workflows (e.g., when an employee leaves the company).		
10.	Provides wizards to walk managers through work event processes.		
11.	Uses audit trails to capture all modifications to employee information.		
12.	Captures the date and time when a request was approved.		
13.	Captures who approved a request.		
14.	Captures approver comments employeed with a request.		
15.	Performs real-time updates to employee information.		
16.	Allows users to make date-sensitive changes, which are applied on the desired date.		
17.	Allows users to view summary statistics about all workflow activity.		
18.	Allows workflow e-mail messages to be customized.		

	Requirement	Code	Comments
19.	Displays warning and error messages to users in relation to requested changes.		

REPORTING

Provide a brief overview of your reporting tools and how they are integrated with your HR and payroll system.

Does your system have point-in-time reporting capabilities?

Describe your ability to create workforce alerts (e.g., email reminders, reports, etc.).

Describe the ad-hoc report writer that is delivered with your software.

Is this part of the software or a 3rd party addition?

Describe the difference between Web and client reporting functionality.

Describe your point-in-time reporting capabilities.

Describe your ability to create workforce alerts (e.g. e-mail reminders, reports).

Describe any limitations creating online web reports? (e.g. formatting, fields, tables).

Do hosted clients and non-hosted clients have the same ad-hoc and web reporting capabilities?

Can the system support links to other websites?

Discuss how a non-technical user can obtain reports from the system without assistance.

	Requirement	Code	Comments
1.	Provides standard report capabilities.		
2.	Provides ability to schedule standard reports.		
3.	Provides access to unlimited years of check and schedule history.		
4.	Provides flexibility for defining selection criteria, data ranges, sorting and grouping options, and report output enabling users to tailor information to their specific needs.		
5.	Provides ability to set up and run batch reports.		
6.	Provides ability to access reports area from within the system.		

	Requirement	Code	Comments
7.	Provides user-friendly, graphical user interface for accessing and running reports.		
8.	Provides point-in-time reporting capabilities.		
9.	Provides integrated ad hoc report writer.		
10.	Generates reports on all fields that exist in the data dictionary.		
11.	Allows for incorporation of graphics such as logos.		
12.	Provides easy-to-use report catalog; user is not required to understand the database design.		
13.	Presents data in a way that makes it easy for users to navigate within a database and assemble reports.		
14.	Provides ability to change field names.		
15.	Provides “open” system so that it can be used with other report writer tools.		
16.	Provides managers with standard pre-formatted reporting functionality.		
17.	Managers can run reports on live data.		
18.	Managers can select report criteria at run time.		
19.	Access to reports is based on a manager’s role (filtered security setup).		
20.	Data on reports is filtered by the manager’s security (filtered security setup).		
21.	Report results can be stored.		
22.	Managers can view and reuse a previously stored report.		
23.	Managers can select a report sort order.		
24.	Manager can select a report group order.		
25.	Manager can select report page breaks.		
26.	Managers can set expiration dates for reports.		

	Requirement	Code	Comments
27.	Managers can output reports in PDF format.		
28.	Managers can output reports in Excel format.		
29.	Ad hoc Reporting from a Web browser.		
30.	Ad hoc reports can be scheduled.		
31.	Reports be run while managers are in other parts of the system.		
32.	Managers can store and access previously run reports.		
33.	Managers can create custom reports.		
34.	Reports can be assigned an expiration date for automatic purging		
35.	Does the system have the ability to export reports in a format that may be sent to recipients electronically without manual reformatting?		
36.	Can letters be generated as well as mailing labels in multiple formats directly from the system?		
37.	Can the system perform calculations within reports such as Turnover and Retention rates for a specific time interval?		

DATABASE

What databases does your application support?

Describe the enterprise's responsibility in maintaining and managing the database(s).

Does your system allow backups with no downtime? Does it allow for backups to be unattended? When are back-ups completed i.e. time of day?

Describe the ease and flexibility for extrapolating data, and maintaining and creating sub-files and macro-processes.

Do you provide your clients with a data dictionary?

How does your application handle multi-user contention or concurrency?

SECURITY

Describe the proposed system's Application level security.

Does your application use a secure connection if hosted? If so, please explain the security model used.

Does the proposed application support single sign on? Define single sign on.

Is your security roles based or user based?

How are the users and security roles administered?

What is the application authentication process? What methods are used to authorize users?

Is Two Factor authentication provided? If additional cost – how much? Provide a brief explanation of the solution.

Can users have more than one security profile?

Does your application allow for customer defined ID and password methodologies?

Does your application allow for global security policies (e.g., number of invalid attempts before reset, time outs)?

How is validation for forgotten passwords processed when an employee locks out or has forgotten log-on information?

CUSTOMIZATION

Describe the delivered tools and methods required to customize your application. Can we perform these customizations or do you the vendor need to modify the system?

Describe customer configuration vs. vendor customization for product.

Can we customize the look and feel (e.g., logos and colors) in your application?

How are customizations preserved during product updates?

What is the effect of future upgrades on our customizations?

Explain the ability to configure data entry screens and to create new inquiry screens.

IMPLEMENTATION

What is your process for effectively managing the implementation process?

What is the ratio of implementation and training to software license fee?

How long is a typical product implementation?

Describe the typical implementation project team. Who is the primary point of contact during implementation?

Describe your approach to identifying, managing, mitigating, and tracking of project risks. Provide a sample risk mitigation plan.

Describe your issues management approach and plan. Provide a sample issues management plan and log.

During the implementation process, do your consultants assist with process improvement and/or best practices? Provide examples.

How many employees from client are needed to support the project?

What is your process for moving from implementation to customer maintenance?

How long does implementation team stay with client before transferring to customer service?

KNOWLEDGE MANAGEMENMT:

Provide an overview of your training programs and delivery methods.

Is there a test database utilizing real data available for future new employee training?

Where are your training facilities located?

Is there a cost associated with training for customers during or after implementation?

What ongoing customer training is available?

What training materials do you provide?

CUSTOMER SERVICE/SUPPPORT:

Provide an overview of your customer support and maintenance services.

What is the cost of your annual maintenance plan?

Do you use your Web site as a mechanism to provide support to your clients? How is the Internet part of your support strategy? Please explain.

What is the experience level of your service and support staff? What is the average length of service in your support area?

How does your firm educate and train your service and support staff?

What technologies do you take advantage of to run your support organization?

What hours does your company provide service and support?

How many support centers do you have and where are they located?

Is there weekend or after hour support?

Is there an afterhours emergency contact number if needed? Is there a charge for this service?

How often do you release new versions of your software?

Do you have any user groups (regional or national)?

Do we get change information prior to release?

What is the test process for new versions?

How do you determine and prioritize changes in your system?

What is the migration process in upgrading to new versions?

INTERFACES:

Interface requirements for HCM:

Kronos – Current timekeeping system should we stay with system:

a. Export to OnShift - Kronos exports report of punch data 3 times a day to OnShift
b. Import from OnShift - PLT approved in OnShift flows to Kronos nightly through API
c. Employee Import from HRMS to Kronos – Employee demographics and profile data
d. Payroll Export from Kronos to HRMS – Payroll processing
e. Accruals processed in Kronos
f. Quickcharge – see below

Quickcharge through Kronos – Ability to interface with employee meal, pharmacy, gift shop payroll deduction system

a. Import from Kronos to Quickcharge - Imports employee file with FTE status, email addresses, etc. from Kronos
b. Export from Quickcharge to Kronos – Exports a SUMMARY of charges from Quickcharge and places them on the timesheet on the Quickcharge tab in Kronos

Abila – Accounts payable/financial system

a. CSV file from SageHRMS to Abila with GL Journal Entry to post payroll. Basic data of date, GL String, Debit and Credit. File must be balanced by entity.

MatrixCare – Upload nursing home employee data

LMS – Interface into Learning module –

a. Flat file with employee demographics, position start and end dates and employee status

TIER (Netsmart) – Upload employee data daily

A. Miscellaneous
   i. Provide a list of any other services available

B. Costs
   i. Respondents must provide itemized and total costs of proposed services. Itemized costs should include but not be limited to:

      1. Any additional costs of services provided.

C. Required Proposer Terms

The following proposal terms must be included:

i. Offeror will state the expiration date of their proposal.
ii. Billing procedures and effective terms.
iii. The Respondent is to suggest relevant milestones and partial implementation timetables in its proposal.

D. Proposed Support

i. The proposal must include a section that describes the offeror's ability to provide support in the grievance and conflict management, support with denial of payment.

E. Record Retention

Describe how data can be extracted from your system and returned to NCHC upon request or termination of agreement.

F. Security

i. Describe all layers of security. For your technology to ensure NCHC resident and patient data can be protected.

G. Risk Management Practices

Please provide the following in your response:

i. Your method of performing background checks on staff and your policy if any candidate or current employee has a felony or has a misdemeanor related to criminal theft or money, products or information.

ii. If information of NCHC or partners will be stored outside of U.S. Borders.

iii. Explain what methods of remote access you use and how they are secured.

H. Contractual Conditions

Provide copies of all proposed contracts and agreements. The following contractual conditions shall be included in the contract entered into by NCHC and the successful offeror agrees upon submission of the RFP response to the following:

i. The contract will state clearly that the RFP and the vendor's RFP response are all included as part of the agreement.

ii. There shall be one contract between NCHC and offeror(s).

iii. The contract shall be effective on the date it is approved and signed by the NCHC.

iv. The successful offeror shall sign our Business Associate Agreement (BAA) which covers their responsibilities related to information sharing and protection. If conflicts occur between agreements, exhibits, amendments, or any other contractual documents, the BAA will have precedence.

v. Provider agrees to comply with HIPAA requirements. To include but not limited to:
   1. Complex passwords
   2. 90 day password reset
   3. Failed log in attempts – lock
   4. Redaction/de-identify

vi. The contract will specify that we will be notified of any breach in the vendor's system within 48 hours, regardless if it is on our servers or other customers.

vii. If any contractual condition above is impractical or a concern, please include a specific and clear section titled RFP Exceptions in the response identify each and every item in the RFP to which you are not able to meet all or part of the requirement.

IV. LMS Proposal Requirements

NCHC has a learning process that we use for all of our training. Each step of the process needs to be customizable. Ideally components of the learning process can be created/modified/revised separately and then used to create a complete learning module or course.

- Pre-assessment - typically a survey
- Learning content – typically PPT, Word docs, videos
- Resources to support learning content – typically Word docs, Excel, videos, PDF
- Policy/Procedure information – typically Word docs, PDF
- Post-test – typically a survey
- Checklist competency validation

We also use different levels of competencies that are assigned to individuals, by job title, through customized groups or across the organization.

LMS Requirements

LEARNING MANAGEMENT:

Please describe your learning management feature.

Describe how the system can provide real time monitoring of learning management.

Can completed learning be attached to an employee record?

Please explain how Learning Management is integrated into your other products or can be integrated with a HCM system.

Please explain how learning and learning plans are created.

How much historical information is available?

What types of reporting and metrics are available on the learning data?

	Requirement	Code	Comments
1.	Delivers configurable comprehensive options to allow administrators to configure the learning management process to their specific business needs without the need for technical or consultative services.		
2.	Intuitive user experience that eliminates the need for end-user training for administrators, employees, and managers.		
3.	Solicits performance feedback from multiple evaluators and exchanges data among multiple users simultaneously.		
4.	Saves work in process/draft reviews and provides option to		

	Requirement	Code	Comments
	return to complete.		
5.	Enables administrators to assign different learning modules for different employees within the same learning cycle.		
6.	Enables employees to self-enroll into content.		
7.	Tracks learning status and dates (e.g., complete, incomplete).		
8.	Provides email reminders and overdue notices throughout the process.		
9.	Provides historical reviews that can be accessed easily by managers or administrators.		
10.	Enables administrators to view the status of all employees at any time.		
11.	Provides delivery of standard competencies and objectives.		
12.	Provides goals management that allows either the employee or manager to create and add their own personal goals or objectives.		
13.	Enables individual weighting of goals.		
14.	Provides ability to assign employee learning objectives that align with your overall business strategy.		
15.	Provides access to all talent factors, including employee information, review history, skills and competencies, education, and learning history, based on role.		
16.	Enables reporting and analysis of learning for various employee groups (e.g., by job, manager, geography).		
17.	Provides a centralized gateway for managers to monitor the progress of their employee learning activities — in one place.		
18.	Summarizes learning in an easy-to-read format that can be printed for future reference.		
19.	Integrates with career development and succession management applications and processes (e.g., learning plans/career planning).		
20.	Integrates with HCM applications and processes (e.g.,		

	Requirement	Code	Comments
	onboarding/status changes).		
21.	Stores multiple iterations/versions of learning activities.		
22.	Provides printable/PDF capabilities.		
23.	Provides the ability to track and report on critical learning and competencies.		
24.	Delivers robust reporting, including exception reporting.		
25.	Provides the ability to track core competencies.		
26.	Provides the ability to track the date/timeframe of learning completion.		
27.	Provides the ability for employees and managers to create a development plan based on license, skills, training, education, and competencies.		
28.	Provides the ability to track and search on the following data:		
28a.	skill description		
28b.	experience level		
28c.	proficiency level		
28d.	competency description		
29.	Provides the ability to track employee licenses and certification and expiration dates.		
29.	Provides the ability to track employee professional associations. Specify limit.		
30.	Provides the ability to identify where employees are in their current performance and potential growth.		
31.	Provides the ability to provide audit records.		
32.	Provides the ability to be delivered with standard competencies and objectives. Administrators should be able to add and modify client-specific, effective-dated competencies,		
33.	Enables the graphic display of the manager's direct report		

	Requirement	Code	Comments
	organization.		
34.	Ability to upload various components individually		
35.	Ability to upload SCORM compliant zip files (developed by NCHC and from 3rd parties)		
36.	Ability to upload various media including PPT, Word, Excel, PDF, video, photos, weblinks, Flash… What types of files and file sizes does the LMS support/can be uploaded?		
37.	Ability to link the documents to each other		
38.	Ability to put a hyperlink inside a document and for the user to click the hyperlink and it take them to an external website (example- policy that needs a link to a state form on a state website)		
39.	Ability to use of fillable PDF's		
40.	Ability to create, modify and revise learning modules and courses		
41.	Archiving of old versions		
42.	Ability to show current versions		
43.	Ability to create, modify and revise customized surveys What type of survey questions can be used in your system? True-False? Multiple Choice? Multiple Select? Text Entry?...		
44.	Ability for users to upload video files for review/evaluation Ability to track online training		
45.	Ability to track live events/training		
46.	Ability to track internal and external events along with presenter information (example, conferences/outsourced events)		
47.	Manager dashboard with assignments, completions and past		

	Requirement	Code	Comments
	due assignments		
48.	Ability for managers to email staff from dashboard		
49.	Customizable user and manager notifications		
50.	What type of notifications does your system support?		
51.	Customizable checklist feature		
52.	Checklists that can be validated by assigned evaluator groups		
53.	Ability to set access parameters for groups		
54.	Ability to create both profile and individual groups		
55.	Ability to create combined groups (profile and individuals)		
56.	What is the report capability? Can custom reports be created without technical support from your company?		
57.	Ability to create customized certificates of completion		
58.	Gamification		
59.	Flexibility is managing assignments		
60.	Ability to assign to single users, groups, departments, job titles…		
61.	Are competencies embedded in the job description or stand alone?		
62.	Are job descriptions part of the HCM or LMS?		
63.	Do you have content available/associated with your LMS? If so, what type of content is available?		
64.	Does you LMS have a policies feature? If so, Who is assigned to documents? Can there be multiple editors, authors and sponsors? How do you assign documents to user? By department? Individually? Can you break down documents to be assigned to either all staff, or department specific?		

	Requirement	Code	Comments
	Can you request a re-acknowledgement from an individual user if need be for compliance reasons?		
65.	Has electronic signature sign-off/acknowledgement		
66.	Allows for feedback and collaboration between staff and managers and staff		

Additional LMS Questions

Implementation:

How long does an average implementation take?

How much is the implantation fee?

What are the most common issues with implementing the LMS?

Do you have the ability to batch upload our users and documents upon implementation?

Contracts and Fees:

What is you contract timeline? Annual contracts, bi-annual contracts…

LMS fees?

Additional content fees?

Partners:

Who are your preferred HCM partners?

What HCM systems have you partnered with/can you integrate with? Please list those you have worked with.

We are looking at potentially switching HCM systems. If we do switch systems, what would we need to do once we change HCM systems?

IT, Support and Security:

How much IT support would be required from our IT staff on pre and post implementation?

How does the LMS interface with other systems? What type of file transfer is used? If it is as simple as an import file, would you be able to share the import file and specs?

Does this system have single sign on functionality? Does it coordinate with active directory or are users manually imported?

How is information protected? What is your breach/disaster recovery plan?

What is your average downtime and when?

How are updates handled?

What is the database platform?

Does the system allow multiple administrator logins?

What technology specifications are required? What devices can be used with your product?

a. <u>Miscellaneous</u>
   i. Provide a list of any other services available

b. <u>Costs</u>
   i. Respondents must provide itemized and total costs of proposed services. Itemized costs should include but not be limited to:

      1. <u>Any additional costs of services provided.</u>

c. <u>Required Proposer Terms</u>
   The following proposal terms must be included:
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e. <u>Record Retention</u>
   Describe how data can be extracted from your system and returned to NCHC upon request or termination of agreement.

f. <u>Security</u>
   i. Describe all layers of security. For your technology to ensure NCHC resident and patient data can be protected.

g. <u>Risk Management Practices</u>
   Please provide the following in your response:
   i. Your method of performing background checks on staff and your policy if any candidate or current employee has a felony or has a misdemeanor related to criminal theft or money, products or information.

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