

City of Escondido

RFP #19-05

TIME AND ATTENDANCE SOFTWARE SOLUTION RFP

Questions & Responses

Question #1:

I was told 5 months ago that the City was moving forward with PeopleSoft T&L? Can you at least tell me whether that was attempted to be implemented at all?

Response:

After exploring PeopleSoft Time and Labor, and investigating several cloud-based time scheduling and reporting offerings, we decided to open the process to RFP in order to seek out a single solution that could handle all of the City's diverse scheduling and time reporting needs.

Question #2:

Can companies from outside USA apply for this? (like, from India or Canada)

Response:

Vendors that meet the RFP requirements and City contract terms can apply.

Question #3:

Do we need to come over there for meetings?

Response:

We don't anticipate in-person meetings being required, as long as high-quality remote video conferencing sessions are available.

Question #4:

Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

Response:

Vendors that meet the RFP requirements and City contract terms can apply.

Question #5:

Can we submit the proposals via email?

Response:

Submissions are required in hard copy with wet signature on original.

Question #6:

Item N. "The system shall have the ability to demonstrate method of communication with first responders using means other than cellular carrier's line (i.e. catastrophic emergency blocking all cell communications."

Can we please get some more detail clarity on this?

Response:

Fire Department needs for the system to be able to communicate to our employees via cellular phone, cellular text, and land line.

Question #7:

For Requirements L, M, LL and WW which departments is this functionality needed for? How many total employees within these departments?

Response:

Police – 235 (approximately)

Fire Department - 108

Question #8:

What other forms of communication are you envisioning as options for "Requirement N"?

Response:

Cellular phone, cellular text, land line

Question #9:

Is TeleStaff going to be replaced in the Fire Department? If not, what are the requirements of the integration between TeleStaff and Timekeeping?

Response:

Yes

Question #10:

What scheduling systems are being used today for Public Works, Parks n Rec and Police?

Response:

Public Works: Manual/Paper; Parks & Rec: Manual/Paper; Police: InTime

Question #11:

What are the complex scheduling requirements and which departments does it most affect?

Response:

Police – Multiple programs utilizing different codes; six bargaining agreements with different MOU allowances (overtime, callback, standby pay, vacation, uniform and shoe allowances, etc); various standard work schedules, beginning and ending on different days of the week (4 days, 10

hours shifts; 9 days, 80 hour pay period ; 3 days, 12 hour shifts with one 8 hour day every other week; 5 days, 8 hours per day); minimum staff requirements; time card and overtime documentation for grant files.

Fire Department - We use a Kelly shift schedule. There are three shifts to provide 24/7 coverage. The schedule consists of a 9-day cycles where each shift works one 24-hour shift, followed by 24 hours off duty, works another 24-hour shift, followed by 24 hours off duty, then works a final 24-hour shift, followed by 4 consecutive days off duty, the next cycle is the same but with a 6 days off. Personnel work an average of 56 hours per week or 112 hours per two-week pay period. Integration of shift use/accrue hours would be ideal.

Question #12:

Are managers required to call employees to fill open positions? Do employees request open shifts or overtime positions?

Response:

The overall intention of the proposed system is to automate this required process. Fire department: The system should alert employees to vacancies (It's referred to as a 'will work system' based on point based system of previous worked shifts). Yes, employees manually tell the system, "pick me for overtime this day" (sign ups).

Question #13:

Are employees' seniority considered when calling employees to fill open shifts, or be assigned to overtime shifts? Do an employee's skills or certifications limit the positions to which they can be scheduled?

Response:

Yes to both questions for Police. The fire department uses a 'point system' tracked by the system based from overtime shifts worked and sign up available days. Seniority is only used as a tie breaker (if employees have the same count). Employees can work up (if qualified) or down in rank.

Question #14:

Do you require flexible scheduling options for creating and maintaining daily employee schedules, such as a rolling pattern of shifts?

Response:

Yes (see question 11 for examples)

Question #15:

Can you please provide an employee breakdown list (totals per each department)? How many are "hourly" and how many are "salary/exception" based? How many total "employee groups and employee classifications"?

Response:

Department	Exception	Positive	Monthly
<i>Benefits Administration</i>	2	0	0
<i>Building</i>	8	1	0
<i>Building Maintenance</i>	3	34	0
<i>City Attorney</i>	12	0	0
<i>City Clerk</i>	6	3	0
<i>City Council</i>	0	0	5
<i>City Manager</i>	6	0	0
<i>City Treasurer</i>	2	0	0
<i>Code Enforcement</i>	10	2	0
<i>Communication & Comm Svs</i>	4	0	0
<i>Community Develop Block Grant</i>	0	5	0
<i>Community Services-ASES</i>	0	47	0
<i>Duplicating</i>	1	0	0
<i>Emergency Management</i>	1	2	0
<i>Engineering</i>	0	26	0
<i>Enterprise Software & Web Adm</i>	6	0	0
<i>Environmental Programs</i>	1	7	0
<i>Escondido Canal</i>	5	0	0
<i>Finance</i>	22	1	0
<i>Fire</i>	112	2	0
<i>Fleet Services</i>	11	1	0
<i>Geographic Information Systems</i>	4	0	0
<i>Housing</i>	0	3	0
<i>Human Resources</i>	7	0	0
<i>Information Systems Admin</i>	3	0	0
<i>Lakes</i>	0	48	0
<i>Mail Services</i>	1	0	0
<i>Network & Systems Admin</i>	11	0	0
<i>Older Adult Services</i>	0	5	0
<i>Park Maintenance</i>	0	19	0
<i>Planning</i>	6	10	0
<i>Police</i>	208	33	0
<i>Recreation</i>	2	60	0
<i>Recycled Water</i>	0	1	0
<i>Recycling</i>	0	3	0
<i>Risk Management</i>	4	0	0
<i>Senior Nutrition</i>	0	1	0
<i>Stores</i>	2	1	0
<i>Street Maintenance</i>	0	54	0
<i>Telecommunications</i>	1	0	0
<i>Video Services</i>	0	2	0
<i>Wastewater</i>	7	64	0

<i>Water</i>	<i>9</i>	<i>53</i>	<i>0</i>
<i>Worker's Compensation</i>	<i>1</i>	<i>0</i>	<i>0</i>
	<i>478</i>	<i>488</i>	<i>5</i>

Question #16:

"memorandums of understanding with multiple employee groups" Can you please confirm if this is the same as Collective Bargaining Agreements? if so, can you confirm the total # of CBAs?

Response:

Yes, we have six collective bargaining agreements

Question #17:

Line item R: "The system shall have the ability to set up custom rules." How many custom rules are you looking for us to setup?

Response:

Unlimited. To provide one example, the Fire Department currently uses approximately 60 work codes that each have their own rules.

Question #18:

Line item KK: "The system shall have the ability to update pay rules and set effective date as desired" How many pay rules/policies do you seek to set up?

Response:

There may be multiple rules set up – we require flexibility

Question #19:

Does your organization use Microsoft Office as a primary office productivity suite?

Response:

Yes

Question #20:

Has the City had a demonstration of a Time and Attendance Tracking System prior to the release of this RFP? If so, which company or companies.

Response: Yes; InTime and CrewSense

Question #21:

Does the City plan to use Oracle PeopleSoft HCM as the system of record for employee Time and Attendance information?

Response: PeopleSoft Enterprise HCM 9.2 in the RFP refers to the City's payroll system. Payroll for North America stores total time per pay period, but for auditing purposes we need an electronic system of record that records time and attendance per day. We plan to use the system selected via this RFP as the City's system of record for employee time and attendance.

Question #22:

Does the City intend to pay annually for the three (3) contract? Would the city be interested in pay for the three (3) period in year one?

Response:

Please refer to RFP general terms and conditions item #20 Service Contract Term, and item #30 Payment Terms.

Question #23:

On page 5, Requirement R: Can you provide additional examples of the custom rules the City might need?

Response:

Police: Automatically indicates holidays; establishes options for holiday pay (HLE – holiday off and paid; H15 – holiday at overtime time rate of 1.5 times normal pay; HHT – holiday at half of normal hourly rate; FLH – float holiday add hours to holiday bank; HLO – holiday pay on normal day off); overtime assignments (customized shift schedule for respective programs, for example blocked hours eligible for program operations); program number and program names; shift pay; shift pay eligibility.

Fire Department: Rules would predetermine certain criteria, for example can the employee enter the work code themselves, whether there need to be supervisor approval, whether the time worked count towards 'the count', whether there a time limit prior to the date that the code can be entered, whether the code entered creates a vacancy fill or a mandatory fill, etc.

Question #24:

On page 7, Requirement WW: Can you provide additional detail or scenarios of the workload rules that would require a call out/back?

Response:

Police - Overtime or comp time for investigations of crime, traffic collisions, major safety programs, specialty expertise.

Fire Department: If an on-duty crew is deployed on an incident out of the city, the system will 'call back' an additional crew based on predefined rules.