



Questions/Responses #1
Statewide Human Resources Information System
RFP Project #060B9800050
June 24, 2009

Ladies and Gentlemen:

The following questions for the above referenced RFP were received by e-mail and are answered and posted for all prospective Offerors who received the RFP. The statements and interpretations contained in the following responses to questions are not binding on the State unless the RFP is expressly amended. Nothing in the State's response to these questions is to be construed as agreement to or acceptance by the State of any statement or interpretation on the part of the offeror asking the question.

1. Question: Pursuant to Section 3.4.5.1, Instructions to Attachment 1, Offerors are encouraged to provide comments they feel are significant and important for the State's evaluation of their ability to meet a requirement. However, Section 3.4.6.1 requires the Offeror to address each RFP requirement in the Technical Proposal and describe how its proposed services meet those requirements. The instructions provided with Attachment I and those of 3.4.6.1 with regards to the functional matrix seem to contradict. Please clarify if a description for each requirement within Attachment I is needed to be compliant with Section 3.4.6.1.

Response: As instructed in RFP Section 3.4.5.1 the Offeror is required to fill out and submit RFP Attachment I reflecting those requirements that can be met or not met with the COTS HRIS. RFP Attachment I also provides additional submission instructions. RFP Section 3.4.6.1 addresses General Requirements of the RFP which can be found in RFP Section 2. The State realizes that a great deal of RFP Section 2 is background information which would not require a response from the Offerors. For those areas of RFP Section 2 that are requirements, Offerors should follow the instructions in RFP Section 3.4.6.1.

2. Question: If an Offeror has an HR System which is not a commercial product, but meets the requirements of the HRIS proposal and the system as developed and is fully operational and in use. A new release is due to come out in two weeks. Would this product be considered eligible as a proposed solution?

Response: Yes, but please keep in mind that the State is looking for an easily configurable COTS product which requires minimal customization. Also, the system must have prior experience with another client or customer comparable to our size, and with similar requirements; particularly with another state or federal agency.

3. Question: In the functional matrix item ER2 states:
"The system shall capture the timeframe for the Appointing Authority" Please describe what or how "timeframe" is used and where the State desires to track this information.

Response: There are several instances in which an appointing authority is required to take certain steps within a certain time frame.

Any disciplinary action must be imposed within 30 calendar days (SPP 11-106(b)) for any discipline other than a suspension, or 5 workdays (SPP 11-106(c)(1) – excluding Saturdays, Sundays, legal holidays, and employee leave days (SPP 11-106(c)(2)) in the case of a suspension, “after the appointing authority acquires knowledge of the misconduct for which the disciplinary action is imposed.”

In the case of a grievance, the appointing authority must hold a conference with the grievant within 10 days after receiving the grievance. The appointing authority must then issue a written decision to the grievant within 10 days after the conference, unless the matter was resolved.

4. Question: In the functional matrix item ER3 states:
"The system shall capture the role of the Appointing Authority."
Please describe the type of information the State is looking to capture, the context of this information and if possible where the State prefers this information be stored (i.e., process document, position record, employee record, etc).

Response: The system shall track who the appointing authorities are (employee ID and name) for the various agencies, so that a disciplinary action could only be imposed by someone who was authorized. This would require that the agencies have the ability to access the list of their own appointing authorities, and the ability to update that list. The same list could be used to put employees on notice as to who their appointing authority is for the purposes of filing a grievance. The State does not have a preference on where the information should be stored. The agency level or the Department level would make sense.

5. Question: In the functional matrix item PC8 states:
"The system shall have a flag for abolishing a PIN when there is a replacement assigned to the PIN." Please expand on the requirement. Is the State referring to a replacement employee being assigned to the position, or a new position being created to replace the existing position? If possible, please explain the business process behind abolishing positions.

Response: The term replacement is referring to an incumbent. Positions should be able to be abolished whether or not there is an incumbent for budget purposes. Please refer to RFP Attachment J, Page 30 for detail regarding the process for abolishing PINs.

6. Question: In the functional matrix item PC9 states: "The system shall automatically deactivate an “abolished PIN” when the PIN becomes vacant." Does this imply that an "abolished" position is still active until the incumbent leaves the position? If possible, please explain the business process behind abolishing positions and how that may affect incumbents?

Response: For budget purposes, an abolished position is abolished and should be deactivated. For personnel purposes, the incumbent sometimes remains beyond the abolished date; therefore, it is deactivated when the incumbent actually vacates the position.

7. Question: In the functional matrix item PC20 states: "The system shall allow for user-defined, table-driven rules for notifying Position Control staff and the Agency when there are adjustments to current vacancy counts, hiring freezes, or limits to hiring against cost code ceiling." Please describe or provide an example of the required notification or user-defined rules required? Is the State referring to an on-line edit when a user attempts to perform an action, a set of reports, a workflow notification when certain rules are triggered or thresholds met or any combination of the above?

Response: The State is requesting the flexibility to add or change rules based on business needs. This would primarily be in reference to workflow, notifications and approvals.

8. Question: In the functional matrix item PC23 states: The system shall track authorized positions with the correct authorized percent by Agency. Is the State referring to a percentage of authorized positions as a percent of the all positions statewide? If this is incorrect, please explain the use of "authorized percent"

Response: The requirement is referring to each position. Each position has an authorized percent up to 100%. The counting difficulty comes into play when there are split positions. Split positions must have their employed percent add up to the authorized percent not to exceed 100. Regardless of the number of splits (or people sharing the position), the authorized percent must not be duplicated in the count.

9. Question: In the functional matrix item PC27 states: "The system shall enable users to combine multiple PINs into one PIN and abolish the original PINs." Please describe the required/desired functionality and business logic used to combine multiple PINS into one PIN and abolish the original PIN.

Response: This refers to split positions – agencies must be able to split one full-time position into two or more part-time positions. When and if an agency decides to recombine into one position, the excess positions are abolished/deleted.

10. Question: 3.4.6.12 Submit the Offeror's proposed Service Level Agreement (SLA)
The SLA is closely associated with services which is not a component of this RFP. Please advise if it is the State's desire for the Offeror to provide additional services that exceed the scope of Project No. 060B9800050.

Response: No, it is not the State's intent to require the contractor to provide additional services outside of the scope of the RFP. The SLA is for the annual support services required in RFP Section 2.10 Software Support.

11. Question: Regarding 3.4.6.3, "...optimal and minimal hardware...", would Maryland like a rough estimated sizing? If so, can we receive the following from Maryland:

Response: Yes, the State would like estimated sizing and provides the following information:

- i. The maximum concurrent users on the system at peak usage and how many users would be hitting the submit button at the same time.
Response: Potentially 750. We do not have prior metrics that could tell us the maximum number of users at any given time.
- ii. Number of named users:
Response: 750 HR users, and 453 Agency Benefits Coordinators who currently have view only access via the web.
- iii. Number of employees in the system:
Response: 83,073 active employees
- iv. Number of retirees: Response: 48,464
- v. Number of recruits entering system in a year?
Response: The state receives approximately 60 thousand applicants per year and processes approximately 5,000 new hires.
- vi. What are Maryland's hardware vendor preferences? **Response: None.**

12. Question: Please provide the number of State staff currently supporting HRIS.

Response: The State currently has 10 resources supporting the SPMS system for DBM. The State has several standalone systems that are currently supported within the agencies. Many of the standalone systems will be eliminated once the new HRIS is rolled out.

13. Question: "Ent_I_-Functional__Technical__Reports_and_Forms_Requirements.xls", on rows 121 – 123, Function - "Employee Relations" the State uses the term "Appointing Authority". Please define the term "Appointing Authority".

Response: "Appointing authority" means an individual or a unit of government that has the power to make appointments and terminate employment." Appointing authority is important from an employee relations standpoint because only an appointing authority may impose disciplinary action.

14. Question: "Ent_I_Functional__Technical__Reports_and_Forms_Requirements.xls", on row 126, Function - "Employee Relations" the requirement states: "The system shall track employee referrals made under the Employee Assistance Program and the results of the referrals. Please describe the types of referrals made under the Employee Assistance Program and the types of results that should be tracked.

Response: The State receives and processes two types of referrals to the Employee Assistance Program: 1.) Mental Health Referrals and 2.) Substance Abuse Referrals.

The type of results tracked for these referrals are 1.) Active (the employee is enrolled in the program and receiving treatment) 2.) Completed (the employee has successfully completed the treatment program and the file is closed) 3.) Non-Compliant (the employee is not in compliance because they did not complete the program or failed to participate by not appearing for scheduled appointments).

15. Question: In the worksheet, Functional Processes, Employee Development is identified but there are no requirements listed in the Functional Requirements worksheet. Please advise if this correct or if additional requirements will be added for Employee Development.

Response: This is correct. No additional Employee Development requirements will be added. They currently exist under the section for Data Requirements, Employee Performance and Personnel Services.