



Questions/Responses #2
Statewide Human Resources Information System
RFP Project #060B9800050
July 8, 2009

Ladies and Gentlemen:

This list of Questions and Responses #2 is being issued to clarify certain information contained in the above referenced RFP. The statements and interpretations of RFP and contract requirements that are stated in the following questions of potential offerors are not binding on the State, unless the State expressly amends the RFP. Nothing in the State's responses to these questions is to be construed as agreement to or acceptance by the State of any potential offeror's statement or interpretation of RFP and contract requirements. The numerical sequencing for this Q&R #2 begins at question #16; questions 1 through 15 were answered in Q&R #1. The following questions, for the above referenced RFP, were received by e-mail and are answered and posted for all offerors:

16. Question: In the response template with regards to reporting, if the system can support a report through delivered configuration tools, would that fall under the category of configuration?

Response: Yes.

17. Question: In the definition of configuration, a system exit is excluded from that response. If the system can support the requirement through a system exit which can be configured with standard configuration tools and is not impacted by upgrades and does not change source code, can that be responded to with the response of configuration?

Response: Yes.

18. Question: Does the State currently outsource the payment of worker's compensation claims? If yes, is that the desired process going forward or does the State want to process worker's comp claims and payments within the HRIS system?

Response: The Injured Workers' Insurance Fund handles the State's workers compensation claim which already has an on-line reporting system. This process is not included in the scope of this project.

19. Question: Does the State want to track all accidents and incidents regarding the worker's compensation claim in the HRIS system?

Response: No.



20. Question: Is the State looking for an IVR system just for benefits enrollment or for other purposes as well and, if so, what other services would the State like to have supported with an IVR?

Response: Benefits Enrollment only.

21. RFP, Section 2.2.1 indicates that the State's current system supports 700 users who manage activities of 120,000 State employees and retirees. RFP Attachment K indicates 41,778 employees with 38,418 benefits provided for employees and 83,403 benefits provided for retirees.

a. Question: For licensing purposes, does the State want offerors to price 700 HRIS users?

Response: Yes for the core HR modules. Obviously, this number would increase for Manager and Employee Self Service modules.

b. Question: Out of those 700 users, what number will only use the system to do time and attendance?

Response: 340

c. Does the State wish the offerors to price out employee self-service for 121,715 (from RFP Attachment K)?

Response: Yes

22. RFP Section 3.2 Proposals, the instructions state that the original to be "unbound."

a. Question: Is the unbound requirement applicable to the copies as well?

Response: No.

b. Question: What is the State's preferred method for submitting the responses if binding is not preferred? Are 3 ring binders acceptable? What exactly is meant by unbound?

Response: Binders are adequate for the copies, the original should not be in a binder and can be secured by a band or clip.

23. Question: RFP Section 3.4.3, is it acceptable to include a listing of the proprietary/confidential sections with their page numbers/references, or does the State want whole sections in their entirety included between the title page and the table of contents?

Response: Please follow the instructions in RFP Section 3.4.3.

24. Question: Offeror interprets 'Configurations' as any requirement that can be satisfied by set-up of the applications via standard system screens or through the use of delivered application development tools. Examples would include: changes to fields within the applications, modifications to existing workflows, modifying existing standard reports and creation of new reports. While it should be required that these configurations survive upgrades, these setups should be reviewed post-upgrade to ensure compatibility. Can the State clarify that this meets the guidance provided for answering requirements with configuration?



Response: Yes, this consistent with the State's definitions.

25. Question: As stated in RFP Section 2.2.4.5, the State has approximately 60,000 regular employees. The total number of regular, contractual, benefits-only employees is 130,000. Would contractual, benefits-only, and any other "non-regular" person use a self-service application? Examples include: Would these persons sign-in to the self service for the purpose of changing benefit information, or perhaps updating their address or other personal information?"

Response: Yes to both questions.

26. Question: We were unable to locate the specific web pages or documents that were relevant to these two requirements. Can you provide precise navigation to the documents that are most relevant to the requirements below?

TR12 Application Security: The system shall allow single sign-on access consistent with existing State security practices and single sign-on infrastructure which are outlined at on the Web at: <http://doit.maryland.gov/support/Pages/SecurityPolicies.aspx>.

Response: The State does not currently have single sign-on architecture. So, the policy does not speak to SSO. The software is expected to be compatible with SSO integration should we decide to implement it in the future.

TR21 Architecture and Database: The system shall operate in an N-tier environment and conform to the currently defined State technology standards including database, platforms, and browsers (refer to the technology standards that is available on the Web at www.adc.state.md.us).

Response: DBM and DoIT currently use MS SQL as an enterprise database platform. IE 6/7 is the browser predominantly used in the State. Other technology standards can be found at: <http://doit.maryland.gov/policies/Pages/PoliciesGuidance.aspx>