



## PROCUREMENT DIVISION

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**Addendum No. 2**  
**RFP 10-11-131**  
**August 19, 2011**

### Time and Attendance Reporting System

The purpose of this addendum is to provide answers to questions received. This addendum shall modify and become part of the above referenced RFP.

#### Questions and Answers:

##### Question 1:

If for pricing purposes, you are looking for us to just price out the pilot (Utilities Group) or more City-wide pricing?

##### Answer 1:

The City is only pricing utilities; however, the City expects City-wide pricing.

##### Question 2:

On page 3: The following sections listed do not exist in the provided document; please provide the missing sections, if any. (Additional Factors and Additional Requirements)

##### Answer 2:

There are no additional factors.

Additional requirements: the City requires the vendor to provide a bi-directional interface between the Time and Attendance Software and Oracle HR/Payroll System.

##### Question 3:

Please provide the version number of the Oracle HR/Payroll system in use.

##### Answer 3:

Version 11.5.10.2

##### Question 4:

For the employee breakdown on Page 11 "Scope of Work", please provide a manager/administrative count for the 282 employees (manager/admin being anyone who would need access to approve/edit timecards, process payroll etc.).

##### Answer 4:

Public Utilities staff is increasing and a system for 325 employees is needed. Approvals/edits, etc. will apply to 25 staff.

Question 5:

On page 6 of the RFP #4, the request for references includes name, contact person, address, telephone, fax size of the building in square feet, scope of work, number of staff assigned, number of months providing services and annual value of the contract. However, Attachment C does not allow for the following information: size of building, number of staff assigned, and annual value of the contract. Should we assume that the later information is not necessary?

Answer 5:

This information has been adjusted, see revised page under Attachment A.

Question 6:

On page 19 of the RFP, the city list 8 evaluation factors. Are these 8 factors equally weighted? If not, please explain how they will be weighted.

Answer 6:

No. These are not weighted evaluation factors.

Question 7:

How many locations exist in Utilities?

Answer 7:

Public Utilities currently has 17 locations throughout the City.

Question 8:

Do Union contracts apply for Utilities?

Answer 8:

Yes, the department has employees from both SEIU and PMSA unions.

Question 9:

In Utilities, how many employees would have the ability to clock in via PC? How many would need access to a wall terminal (clock)? How many clocks does the city anticipate needing? How many employees work remotely and would not have access to either a PC or a clock? For those same remote employees what kind of cell phone or landline phone would they have access to?

Answer 9:

Public Utilities only wants biometric technology, no cards, punches clocks, PC or phone access.

The City will evaluate all data collection devices offered and determine the best methods available. Specific counts are not available at this time.

Question 10:

Section 4 Contract (p.17), states that the City will very unlikely conduct negotiation but in the special terms the City clearly states that they will negotiate pricing and the terms. Can we take the approach that the City will agree to negotiate?

Answer 10:

Yes. There may be negotiation, however, some terms and conditions are not negotiable.

Question 11:

What database do you prefer? Oracle or SQL?

Answer 11:

The City's oracle software runs on a Sun SPARC Enterprise M5000 Server running Solaris 10 Operating System and Oracle 11g Database. For ease of administration, proposed solution should run on Oracle, but, SQL Server will also be considered.

Question 12:

Is there a standard issue phone type? Blackberries, etc.

Answer 12:

Yes, Blackberry and some Nextel.

Question 13:

Provide appropriate link for union bargaining contract information:

- [IAFF - Association of Fire Fighters \[+\] more details](#)
- [IAFF - Battalion Chief Unit \[+\] more details](#)
- [PBA - Police Benevolent Association \[+\] more details](#)
- [PMSA - Professional Managers and Supervisors Association \[+\] more details](#)
- [SEIU - Service Employees International Union \[+\] more details](#)

Question 14:

What is the percentage of staff that works 24 hours?

Answer 14:

Approximately 40 percent of Public Utilities staff works at 24 hour operations.

Question 15:

Are there points on expenses?

Answer 15:

No.

Question 16:

Is the system only for Utilities or for City-wide?

Answer 16:

It is for Public Utilities, but, it is the City's intent to implement the same system in other departments when funding is available.

Questions 17:

How many supervisors are there at the Utilities?

Answer 17:

There are approximately 40 supervisors.

Question 18:

Would you leave Oracle or do you need a system to interface with Oracle?

Answer 18:

The City wants a system that would interface time entry information into the oracle timecards. Leaving Oracle is an option.

Question 19:

Are expenses tracked?

Answer 19:

The only expense reimbursements paid through payroll are allowable reimbursements. Other expenses are reimbursed through accounts payable.

[Question 20:](#)

What version Oracle is currently being used?

[Answer 20:](#)

See response number 3.

[Question 21:](#)

Are there multiple managers for an employee?

[Answer 21:](#)

No.

[Question 22:](#)

Need a licensed or hosted system?

[Answer 22:](#)

The City is seeking a web-based time and attendance service. The City has no desire to own the software. Although the City may prefer a licensed solution, a hosted solution will be considered.

[Question 23:](#)

Any phone entry?

[Answer 23:](#)

No phone entry.

[Question 24:](#)

Number of field technician?

[Answer 24:](#)

There are at least 100 field technicians.

[Question 25:](#)

Is the City looking for a train-the-trainer approach to change management?

[Answer 25:](#)

The City will consider various training approaches.

[Question 26:](#)

When is the expected go-live?

[Answer 26:](#)

The go-live date is 60-days after execution of a contract.

[Question 27:](#)

Will respondents be penalized for not submitting financials if we are a privately held company?

[Answer 27:](#)

If submittals are required and not submitted, credit will not be given.

[Question 28:](#)

Do you want to track job transfers from one site to the next?

[Answer 28:](#)

That option should be included.

[Question 29:](#)

How many employees work at each location?

[Answer 29:](#)

Public Utilities wants total access not limited by number of employees at any single location.

Question 30:

Are the locations networked via Ethernet or do they have high speed, always on internet access (cable, modem, DSL, etc.)?

Answer 30:

Yes, although not all locations may be wired.

Question 31:

How would you like to handle training? Do you want to provide training for all employees or just managers/select employees who will then train others (train-the-trainer approach)?

Answer 31:

See response number 25.

Question 32:

Is the City interested in using biometrics at the clock and the PC?

Answer 32:

Yes.

Question 33:

The RFP requires a description of the “size of the building in square feet” for each reference. Could the City please clarify this requirement? Which “building” is the City referring to? Many of our clients have numerous locations and it may be difficult to ascertain the size of each of the buildings in which the Time and Attendance application is installed.

Answer 33:

See response number 5.

Question 34:

How many employees currently have access to a PC? Is the City interested in PC clock-in capability for all employees with access to a PC?

Answer 34:

The City is not interested in PC clock-in.

Question 35:

How many employees work at a set City location or building but do **not** have access to a PC and would therefore punch in at a clock?

Answer 35:

See response number 34.

Question 36:

How many clocks will the City need for the utilities department? Is the City interested in Biometric clocks?

Answer 36:

See response number 9.

Question 37:

How many employees are remote employees who do not have access to a time clock or a PC and would need to have remote clock-in capability via telephone, portable time clock, or mobile clock-in device?

Answer 37:

See response number 9.

[Question 38:](#)

If the Utilities Department does have remote employees, how many portable time clock devices would the City need to accommodate these employees?

[Answer 38:](#)

See response number 9.

[Question 39:](#)

How many managers would be accessing the system to approve employee timecards?

[Answer 39:](#)

See response number 17.

[Question 40:](#)

How many employees would access employee self-services to view and approve time, make vacation requests, etc.?

[Answer 40:](#)

See response number 4.

[Question 41:](#)

A particular goal mentioned was the need to manage staff resources by using an “electronic scheduler.” What is the current process in place for scheduling employees?

[Answer 41:](#)

A manual scheduling process is used.

[Question 42:](#)

What version of Oracle software is the City currently running?

[Answer 42:](#)

See response number 3.

[Question 43:](#)

The City would like to “export data for archival purposes to its imaging and/or storage systems.” Please identify the name of these systems as well as the current version of the software.

[Answer 43:](#)

The City uses IBM’s FileNet P8 version 5.4 as the Enterprise Content Management platform.

[Question 44:](#)

This section describes documentation that should be provided for the proposed solution. Should all of the documentation referenced be included for review by City with the bid by August 22<sup>nd</sup> or is this information that should be provided only upon final award of the bid?

[Answer 44:](#)

Documentation should be provided with the bid.

[Question 45:](#)

Should a Proposed Acceptance Test Plan be included with the bid by August 22<sup>nd</sup> or is this something that that should be provided and negotiated with City upon award of the bid?

[Answer 45:](#)

A proposed Acceptance Test plan will be required.

Question 46:

What is the current operating system for the Utilities Department?

Answer 46:

Unix Sun Spark Solaris, Version 10.

Question 47:

Does the City currently have a SQL Database Management System? If so, what version?

Answer 47:

If MS SQL is proposed as the database environment, we would prefer MS SQL 2008. The City administers SQL in a clustered environment. Please note that the City's servers are virtualized (VMWare); employee workstations consist of a mixture of Dell PC's running Windows XP as well as Virtualized HP Thin Clients running Windows 7 with a Citrix Xen Server as the host.

All other information remains the same.

Proposers must acknowledge receipt of this Addendum No. 2 in the space provided below. This Addendum forms an integral part of the proposal documents and therefore must be executed. Failure to return this addendum with your proposal submittal may be cause for disqualification.

Issued By: City of West Palm Beach  
Procurement Division

Signed By: Althea Pemsel  
Althea Pemsel, MA, C.P.M.  
Purchasing Division

PROPOSER: \_\_\_\_\_

Signed By: \_\_\_\_\_

Print Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

**End of Addendum No. 2**