

HENNEPIN COUNTY



REQUEST FOR INFORMATION

FOR

EMPLOYEE SCHEDULING SOFTWARE SYSTEM

RESPONSES DUE MARCH 14, 2008

This document has been posted on Hennepin County's Contract Opportunities web page, found at <http://www.Hennepin.US/ContractOpportunities>, or search by "RFI" or "Contract Opportunities". Any addenda to this RFI will be posted at the same location.

IMPORTANT DATES

RFI Publication Date February 7, 2008

Questions Due Date March 7, 2008

Response Due Date March 14, 2008

Respondents are asked to describe existing software products only. Proposals for custom system development will not be evaluated.

SECTION 1 – PURPOSE

The Hennepin County Department of Community Corrections is pursuing improvements in the electronic Employee Scheduling capabilities of multiple Divisions within the department. This RFI solicits information regarding existing systems that will satisfy the Divisions' requirements.

The purpose of this RFI is to identify interested hardware/software providers, seek information regarding their companies, and determine the functionality, scope and costs of their products related to Employee Scheduling processes and functionality.

Responses to this RFI will be used to familiarize Hennepin County with available solutions for the following objectives:

- o Discover marketplace options to schedule employee work shifts and availability, facilitate schedule bidding, allow time and attendance recording, and integrate with Hennepin County's payroll system.
- o Enable secured remote access to facilitate timely communications.
- o Implement a system with commercially available software with as little customization and software development as possible.
- o Familiarity with the above options may lead to a future contract with a qualified vendor through a Request for Proposal (RFP) or other contracting process.

SECTION 2 – BACKGROUND

Hennepin County, which includes the city of Minneapolis, is the most populous county in Minnesota, with a population of about 1 million. The County employs over 12,000 people in 53 departments.

The County's Department of Community Corrections (DOCC) provides for the custody, supervision, and treatment of juvenile and adult offenders and provides or brokers appropriate intervention services to court-referred individuals and their families. The Department, which also provides information to judges in the State of Minnesota's Fourth Judicial District, has about 1,000 employees.

Three secure facilities within the Department currently use differing means for the 24/7 scheduling of employees. Included in this process is schedule bidding, listing availability, time off requests and approvals, time reporting, and an interface to payroll. Each facility is investigating scheduling system options for roughly 60 of their employees, many of whom are represented by various unions.

The three facilities are as follows:

- o The Adult Correctional Facility is a 470-bed, multi-building institution consisting of a Men's unit, a North unit (housing the women's, work release, and electronic home monitoring sections), a golf range / drivers / engineering / grounds unit, and a medical unit.
- o The Hennepin County Home School is a state-licensed residential treatment center for juveniles on a 167-acre site in a suburb of Minneapolis. Six program-specific on-ground "cottages" house an average daily population of about 120 juveniles.
- o The Juvenile Detention Center is a 123-bed, secure detention facility for juvenile offenders awaiting court disposition. An Electronic Home Monitoring unit manages court-ordered home detention and a medical unit provides daily and emergency coverage.

Earlier this year, an Employee Scheduling project was initiated to:

- o Identify the similarities and differences between the scheduling practices of the three facilities
- o Document the AS-IS high-level business processes
- o Define the high-level business requirements for a system solution
- o Explore the business and technical opportunities available in the market
- o Assess externally-developed systems

After interviewing subject matter experts at all three facilities, project team members identified the following system opportunities as being highly desirable:

Fundamental

- o Rules-driven scheduling system that offers flexibility, robust features, and ease-of-use
- o Compliance with organization policies, union mandates, and labor laws
- o Improved communication and security, reduced paper dependent processes
- o Time tracking, overtime and leave management, reporting and data collection
- o Visual representation of policy, business rule and staffing settings
- o Multiple points of employee accessibility
- o Interface with County's payroll system

Business

- o Consolidated system for all facilities that allows multiple independent schedules, roles and responsibilities
- o A cost effective, time efficient scheduling process
- o Better accountability, and timely notification of issues
- o Comprehensive implementation, support and training services
- o Commitment to system stewardship by all interested parties

Technical

- o Electronic notification – may include emails, telephone, pager, etc.
- o Web-based solution, platform independent, ideal for mobile workforce
- o Trend analysis of shifts, vacation requests, overtime usage, and workforce analytics
- o Data storage of related items – may include employee evaluations due dates and documents, diversity reports, vacation and sick leave balances, etc.
- o 21st Century architecture: scalable platform, data security, encryption, file compression
- o Any other time reporting technological advances that may have presented themselves

SECTION 3 – RESPONSE REQUIREMENTS

Responses must include the following information.

A. Contact Information

- o Company name
- o Home office address and telephone number
- o The name, phone number, and email of your contact person for the response

B. Company Description

- o Brief description including types of businesses currently servicing
- o Founding date
- o Company history (including mergers/acquisitions, if any)
- o Office location(s)
- o Current number of employees

C. Software Application Description

- o Provide information describing your software product and its ability to meet Hennepin County's requirements. Included should be a narrative, no more than 3 pages in length, of your employee scheduling application and its suitability as a foundation for addressing the three facilities' needs.
- o Complete Attachment 1, Product and Service Questions.
- o Complete Attachment 2, Functional Requirements Checklist.

You may attach promotional materials to your response, but the items above must also be completed. Responses providing only promotional literature will not be evaluated.

D. Relevant Experience

- o Provide a list of recent clients for whom you have provided an employee scheduling software solution
- o Include a brief description of the deliverable(s) and services your company provided
- o Include the number of employees being scheduled at each client
- o Include a telephone number and/or email address for one or more client personnel whom we may contact directly

SECTION 4 – SUBMISSION INSTRUCTIONS

A. Response Deadline

Responses must be received at the address below no later than 4:30 p.m. CST on March 14, 2008. Hennepin County reserves the right to refuse to consider responses received after the deadline.

B. Address for Submission

Responses must be mailed or delivered to:

Hennepin County Purchasing ATTN: Jay Sorlien
RE: Community Corrections Employee Scheduling RFI
A-2205 Government Center
300 South 6th Street
Minneapolis, MN 55487-0225

Hennepin County will not accept electronic mail or facsimile responses to this RFI.

C. Copies

Submit 5 complete paper copies of your response and 1 compact disc containing an electronic version. Please leave one copy unbound, to facilitate further reproduction.

D. Response Format

Your responses should be assembled in the same order as Section 3 above.

Responses should be on white, 8½ x 11 paper with all pages numbered at the bottom. Do not include unnumbered appendices or attachments; all material should be consecutively numbered to facilitate easy reference.

Expensive bindings and elaborate attachments are not necessary or desired.

E. Questions

Questions regarding this RFI should be submitted in writing or by electronic mail to the appropriate contact below, no later than 4:30 p.m. CST on March 7, 2008. Hennepin County prefers e-mail questions. Answers to questions that pertain to all respondents or that materially affect the RFI will be issued as an addendum and posted on the web page as identified in the following section.

Questions about response preparation may be directed to:

Jay Sorlien
Hennepin County Purchasing
Jay.Sorlien@co.hennepin.mn.us

Questions about other matters, including technical issues, may be directed to:

Tim Sanborn
Research and Systems Technology
Tim.Sanborn@co.hennepin.mn.us

F. Internet Information

This RFI and any addenda hereto will be posted on Hennepin County's Contract Opportunities web page, found at <http://www.Hennepin.US/ContractOpportunities>, or search for "RFI" or "Contract Opportunities".

SECTION 5 – CONDITIONS OF RFI

A. Conditions of RFI

The issuance of this RFI constitutes only an invitation to submit information to Hennepin County. Any information submitted as provided herein shall not be construed as an official and customary Request for Proposal, Request for Bid, or an offer for a future binding contract.

Nothing in this RFI should be construed to imply an obligation of any kind by Hennepin County. At its sole and absolute discretion, Hennepin County may decide to further pursue one or more solutions by methods including, but not limited to: solicit future information from one or more potential vendors; conduct direct negotiations with one or more potential vendors; issue a Request for Proposal or Request for Bid as appropriate; solicit and contract with non-responding vendors with or without reference to this RFI; or take no action at all. Hennepin reserves the right to evaluate, use, and determine, in its sole and absolute discretion, whether any aspect of the Respondent's information satisfies the purpose and intent of the RFI.

Under no circumstances shall Hennepin County have any liability to any Respondent for any cost incurred in connection with this RFI or otherwise. Hennepin County is not obligated to respond to any Respondent's information nor is it legally bound in any manner whatsoever by the submission of information. It is the intention of Hennepin County to use this information for planning purposes.

Hennepin County reserves the right to accept or reject late responses at its sole discretion. Hennepin County reserves the right to cancel or amend this RFI at any time, either in part or entirely, and will notify all known RFI recipients accordingly.

B. Hennepin County Ownership of Submissions

Upon submission, all responses become the property of Hennepin County. Hennepin County reserves the right to use the information and any ideas presented in any submission in response to this RFI, whether or not the submission is accepted. If Responder is submitting non-public information, as defined by the Minnesota Government Data Practices Act, then the Responder is required to submit the non-public information under separate sealed envelope with the markings on the envelope of "NON-PUBLIC INFORMATION." (See section "D" below).

C. Extension of Time

Hennepin County reserves the right to extend the RFI due date. If a responder needs an extension of time to prepare the submission a written or e-mail request should be submitted no later than seven (7) days prior to the due date of this RFI. The request should be directed to the Hennepin County staff person identified in Section 4. Hennepin County reserves the right to extend the submission deadline only at the discretion of Hennepin County and not at the mere request of the Responder. The responder will be notified of Hennepin County's decision by letter or e-mail.

D. Public Record

Information supplied by the Responder to Hennepin County is subject to the Minnesota Government Data Practices Act, Minnesota Statutes, §13.01 et seq. Such information shall become a public record unless it falls within one of the exceptions in the Act, such as trade-secret information pursuant to Minnesota Statute §13.37. If the Responder believes any non-public information will be supplied in response to the RFI, the Responder shall provide such information in a separate, sealed envelope marked “Confidential Information” and provide reasonable justification to Hennepin County regarding which data, if any, falls within the Minnesota Government Data Practices Act exceptions. However, the Responder agrees as a condition of submitting a response that Hennepin County will not be held liable or accountable for any loss or damage which may result from a breach of confidentiality as may be related to the responses submitted.

Hennepin County will treat the RFI submission as business data as defined in Minnesota Statute §13.591. The Responder is advised that for purposes of this RFI, Minnesota law permits data to be labeled and treated as trade secret information only if the information is the subject of the Responder’s efforts that are reasonable under the circumstances to maintain its secrecy and derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by other person who can obtain economic value from its disclosure or use.

No portion of the information or any attachments thereto may be designated as trade secret information unless Responder in good faith determines that such designation is clearly allowed by the foregoing trade secret criteria. Hennepin County reserves the right to decline any such designation by Responder if upon evaluation by Hennepin County, Hennepin County determines that the information so designated is clearly and commonly regarded as public data in the State of Minnesota.

Responder, at its sole expense, shall at all times be responsible for promptly defending and/or responding to any request for access to and/or copies of data designated by Submitter as trade secret, provided that Hennepin County shall inform persons seeking such data of its trade secret designation and promptly notify Responder of the fact of such request and Hennepin County’s response thereto.

Attachment 1

Product and Service Questions

Responses that do not complete this attachment will not be evaluated.

Response Instructions: Provide your answers beneath each question. To facilitate evaluation, do not simply refer to attached promotional literature.

1. What is the product's technical environment (including software / languages used for the presentation, logic, and data layers)?
2. What components must be implemented on individual user workstations?
3. How is your product priced? A firm quotation is not required, but provide details on your pricing methodology, including one-time and recurring charges.
4. What is your typical customer-site implementation process? How are implementation services priced?
5. Do you allow customers to independently modify the base product? Under what terms?
6. What product maintenance and support services do you offer? How are these services priced?

Attachment 2

Functional Requirements Checklist

Responses that do not complete this attachment will not be evaluated.

Response Instructions: Place an “X” in the last column if your current product, or an in-development release, materially satisfies the stated requirement without significant modification or user interface, data architecture, or programming code. If you wish to elaborate on an item, prepare a separate list of such comments. For each comment, reference the corresponding requirement’s line number, e.g., “205”.

1.1 Employee Information Requirements

#	Label	Description	X
101	Employee Master Record – Required fields	Storage of a single, shared master record for each Employee: -- Name (multiple?) -- Date of Birth -- Home Address -- primary Phone Number -- primary Phone Type (cell, home, work, etc.) -- primary Email -- secondary Phone Number -- secondary Phone Type (cell, home, work, etc.) -- Gender -- Race -- County Employee Number (9 digits) -- Work address, mail code -- Work phone number -- Work email -- Social Security Number -- Contact Name -- Contact Address -- Contact Phone, Type -- Contact Secondary Phone, Type -- Driver’s License Number -- Status: Active, Inactive, On-Leave, Voluntary, Invol. – history -- Reason: school, medical, other job. Same as HR codes. -- Beginning Date -- Ending Date -- Hire Date -- End Date -- Union Affiliation (Bargaining Unit) -- Name / Type -- Local #	

		-- Bona Fide Occupational Qualifications (BFOQ) – multiple -- Certifications – multiple? -- Type: Nursing, Food Service, Social Worker, etc. -- Expiration Date -- Number / Alpha identification	
102	Employee Master Record – Desired fields	Storage of following items are not required: -- Network ID -- Driver's License class and restrictions -- Driver's License Expiration date -- County Permit expiration date	
103	Employee Master Record Search	Ability to search Employee records by name or number, returning a list of Employees for whom a match was found. -- Ability to limit search to only Active Employees	
104	Employee Unit, Department, Supervisors	Storage of multiple / history of Departments, Units, and Supervisors -- Effective start & end dates -- Status for that particular Department and Unit: Active, Inactive -- Cost Centers	
105	Employee Job Class	Storage of multiple / history of Job Classes -- Effective start & end dates -- Union affiliation for that Job Class -- Status for that particular Job Class (active, inactive, etc.) -- FTE designation for that Job Class (0.1 – 1.0) -- One, and only one, of an Employee's job classes will be designated as the Primary Job Class. * Note: many employees have jobs in more than 1 job class	
106	Create a New Employee Master Record	Ability to create a new Employee Master Record	
107	Create a New Employee Master Record from a template	Ability to create a new Employee Master Record based on various Employee templates with different default settings. In this way, if entering a Nurse, new Employee record would pre-fill with typical Nurse fields.	
107	Prevention of Duplicate Employee Master Records	When a newly-created Employee Master record is created, the system will compare with existing Employee Master records and notify user if potential duplicates exist.	
108	Modify an Existing Employee Master Record	Ability to update an existing Employee Master record. -- The system will compare with existing Employee Master records and notify user if potential duplicates exist.	
109	View / Print Employee Roster	Ability to view and print a listing of Employees on multiple criteria: -- Alphabetical -- By Status -- By Department, Unit, Supervisor -- By Job Class -- By Hire Date -- By County Employee Number -- By Union Contract	

110	View / Print Organization Chart	Ability to view and print a graphical representation of the organization's structure. May be able to filter on criteria.	
111	Bargaining Unit (Union) Info	Storage of Bargaining Unit (Union) information: -- Name -- Number -- Special Rules (to be further discussed)	
112	Availability Preferences	Ability to enter an Employees Availability Preferences: -- In both the positive and negative aspects (Can work Tuesdays..., Can't work evenings...) -- How to contact – phone, email, etc. -- Overtime preferences	

1.2 Schedule Information Requirements

#	Label	Description	X
201	Create Master Schedules	Create multiple schedules according to functionality. -- Either from scratch or from previous schedule -- multiple shift patterns: 10-4, 5-2, etc. -- Status: active, inactive -- some shifts may have minimum and maximum complements -- some shifts may have special complement requirements -- Bona Fide Occupational Qualifications -- gender -- multiple start and end times -- status: Active, Inactive	
202	View / Print Master Schedules	View and print each Master Schedule -- By time period -- By Dept. and/or Unit	
203	Automated Shift Bidding	List recommended shift bid list according to seniority, user entered preferences, and business rules.	
204	Shift Bidding Sign-Up	Employees able to bid on shifts.	
205	Shift Bidding Acceptance	Supervisors / Scheduler able to accept bid upon shifts and propagate it into Master Schedule.	
206	Automated Vacation Bidding	List recommended vacation bid list according to seniority, user entered preferences, and business rules.	
207	Vacation Bidding Sign-Up	Employees able to bid on vacations.	
208	Vacation Bidding Acceptance	Supervisors / Scheduler able to accept bid upon vacations and propagate it into Master Schedule.	
209	Overtime Forms	Allow Employees to request Overtime and submit for Approval.	
210	Process Overtime Form	Allow Supervisors or Scheduler to Approve or Deny Overtime requests. -- Supervisor/Scheduler notified when they have a pending request.	

211	Completed Overtime Form	Allow users to view Completed Overtime Forms -- Employee notified when request completed.	
212	Leave Forms	Allow Employees to request Leave and submit for Approval.	
213	Process Leave Forms	Allow Supervisors or Scheduler to Approve or Deny Leave requests. -- Supervisor/Scheduler notified when they have a pending request.	
214	Completed Leave Forms.	Allow users to view Completed Leave Forms -- Employee notified when request completed.	
215	Shift Exchange Forms	Allow Employees to request Shift Exchanges and submit for Approval.	
216	Shift Exchange Forms	Allow Supervisors / Scheduler to Approve or Deny Shift Exchanges. -- Supervisor/Scheduler notified when they have a pending request.	
217	Completed Shift Exchange Forms.	Allow users to view Completed Shift Exchange Forms -- Employee notified when request completed.	
218	Post Schedule	Scheduler able to officially "Post" a Master Schedule for viewing.	
219	Employee's Request List	Display status of all requests for an Employee	
220	Supervisor's Approval List	Display all requests requiring action by a Supervisor.	
221	Call Log	Maintain a call log of who has been called when a vacancy exists.	
222	Vacancy Lists	Produce for each vacancy a: -- Seniority List -- Call Log	

1.3 Exception and Report Requirements

#	Label	Description	X
301	Complement Shortfalls	Schedule highlights shifts with less than a full complement.	
302	Special Complement Shortfalls	Schedule highlights Special Complement shortfalls: -- Bona Fide Occupational Qualifications -- gender	
303	Occupancy Complement Shortfalls	Schedule highlights a Complement Shortfall based on the facility, mod, cottage, or other identifier's occupancy.	
304	Special Occupancy Complement Shortfalls	Schedule highlights a Complement Shortfall based on the type of Occupants within a facility, mod, cottage or other. Occupants needed 24-watch or are violent require more staff, causing the Complement to fluctuate.	
305	Employee Hour Shortfalls & Excesses	Schedule highlights Employees with less than or more than their prescribed hours. Prescribed hours are determined	
306	Overtime Hours	Schedule highlights Full-Time or Permanent Part-Time Employees going over their allotted hours (80 per pay period).	

307	Intermittent Max. Hours	Schedule highlights Intermittent Employees going over their allotted hours (1039 per last 26 pay periods).	
308	Accumulated Hours	Schedule accumulates and displays total hours: -- Sick Leave, Vacation, Comp Time, etc. -- Distinction made between Continuous and Non-Continuous Hours.	
309	Maintain Overtime List	Overtime list according to user-defined business rules set for Forced Overtime.	
310	Diversity Report	Employee Race and/or Gender Report: -- Alphabetical -- By Status -- By Department, Unit, Supervisor -- By Job Class -- By Hire Date -- By County Employee Number -- By Union Contract	
311	Employee Evaluation Due Dates	Store and report due dates for employee evaluations (from "chs-current and intermittent employee evaluations-due dates.xls"): -- Supervisor name -- Employee name -- FT / Intermittent indicator -- Hours review (reviews due 1,040 hours if on probation; every 2,080 hours after that) -- comments (probation, ppt, medical layoff, etc.) -- Salary increase? Indicator -- Date evaluation due to CHS – HR (currently Lee Ann Hicks) -- Notes ("Past Due") -- Date Due downtown to Hennepin County HR Report will visually highlight those evaluations past due that have an associated Salary Increase.	

1.4 Time Recording Requirements

#	Label	Description	X
401	Employee Records Time	Employee able to record actual daily time worked. -- Scheduled activities appear on the schedule by default -- Employee record exceptions: off, vacation, sick, funeral, etc. -- Employee submits completed "Time Card"	
402	Create Time Type Codes	Scheduler able to add Time Types and Codes: -- Overnight, Shift Differential, etc. -- Rules for each (when Shift Differential starts, etc.) -- Status: active, inactive -- Everything from Payroll	
403	Approve Employee's Time Card	Supervisor able to Approve Employee's Recorded Time: -- Supervisor notified when Employee submits completed Time Card -- Approved Time Card forwarded to Facility Payroll	

404	Review and Post Time Card	Facility Payroll able to review and Approve Time Cards	
405	Transfer Payroll Data	Facility Payroll submit Time Cards to County Payroll Info System	
406	Automatic generation of "Reminders"	Users, Supervisors, and Schedulers will be notified on-screen of pending tasks or action items.	

1.5 System Requirements

#	Label	Description	X
501	Role-Based Security	System will provide various levels of security, based on: -- User's role: Admin, Scheduler, User, etc. -- User's unit: ACF Men's, ACF North, ACF Medical, ACF Facilities, CHS JCOs, JDC Medical, JDC JCOs, JDC EHM, etc.	
502	Master Schedule Security	System will provide various levels of security for each Master Schedule. In this way, the same user can have multiple security levels based on which Master Schedule they are viewing.	
503	Sensitive Field Security	Limitation of access to and printing of various sensitive fields: -- SSN	
504	Audit Trail	Capture of an audit trail of changes made. Report of audit trail.	
505	Scalability	Scalability in terms of adding users and licensing: -- currently 60 users in each of the 3 facilities	
506	Reliability	24 / 7 / 365 accessibility.	
507	Performance	Performance requirements that augment user efficiencies.	
508	On-line User Help	System will include an easy-to-use mechanism for users to access on-screen how-to help for fields, processes, and functionality at any time.	
509	System Integrity	System will clearly define what fields are required by the user. System will alert the user to any missing information.	
510	Error Handling	System will notify users with an error description when a system error has occurred.	