

**Request for Proposal:
HR/Payroll Package for Anderson
Center for Autism**

Issued: 08/25/2021
Questions Due: 09/03/2021
Deadline (received by ACA): 10/01/2021



Anderson Center for Autism
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Anderson Center for Autism

Request for Proposal

08/25/2021

To Whom It May Concern:

About Anderson Center for Autism

Since 1924, Anderson Center for Autism has provided educational service to NYS children. Today, the agency operates a residential and day school for children with autism and high levels of care needs up to age 21, 25 community-based residences for adults with autism and other developmental disabilities, three LifeLong LearningSM Centers for adults, and provides consultation services to families, school districts, businesses, nonprofit organizations, and public entities.

Children's Program serves 140 students (126 residential and 14 day students from local school districts) at our Staatsburg campus. Student educational services mirror New York State curriculum and includes clinical services (behavioral, OT, PT, and Speech), discrete trial, prevocational, vocational, and transition services for children and teens with a primary diagnosis of autism and who require a high level of care. Student residential services focus on fostering self-advocacy and personal independence. Through an innovative year-round day and residential children's programs, we are committed to providing a comprehensive array of opportunities while meeting the unique educational, social, emotional and communicative needs of each student we serve. Programs are designed to build independence by teaching activities across home, school and community settings.

Adult Program serves 125 adults with 29 locations in the Hudson Valley providing day and residential services offering a complete array of specialized services designed to enrich the lives of adults with autism. Residentially, this unique program supports an adult's continued development and growth toward the achievement of a well-rounded lifestyle and integration into the community. At our LifeLong LearningSM Centers, adults with autism are presented with a wide array of skill-building opportunities fostering individual independence and productivity and optimizing each person's quality of life.

Anderson Center Consulting offers behavioral and educational consultation to school districts, service providers, agencies, private schools, businesses, and others that serve individuals with Autism Spectrum Disorder (ASD) and other neuro-diversities. Service offerings include, evaluations, behavioral consultation, professional development and training, intervention assistance, environmental design, parent training, and other expertise. All consultants work closely with families, team members, and faculty.

Educational Consultations provide school districts, service providers, agencies, and private schools, a range of consultation services that include individual consultation, program design, and professional development and training.

Family Support Services offers behavioral support and training funded by the NYS Office for People with Developmental Disabilities (OPWDD). The program provides in-home behavioral support to parents and caregivers of individuals experiencing behavioral challenges in the home and community settings.

Autism Supportive EnvironmentSM is a community partnership designed to assist businesses, municipalities, and the not-for-profit community in understanding, serving and supporting individuals with Autism Spectrum Disorder and other neuro-diversities and their families and caregivers. Many times the families of individuals with autism and other neuro-diversities find themselves isolated from their communities and unable to participate in activities we take for granted such as dining out, running errands,

enjoying community events or recreation activities. By becoming an Autism Supportive Environment, enterprises are recognized as bridges of acceptance and support, and a true community partner.

Professional Development/Workshops offers workshops for families, therapists, and professionals and can be tailored to suit any audience. Custom designed trainings can be created to meet the unique needs of school districts, community agencies or other groups.

Anderson International provides service, training, and information exchange to individuals and organizations from around the world. As experts in the field of education and care of individuals on the autism spectrum, we are proud to be a culturally diverse organization.

Anderson Center for Autism employs approximately 900 team members

To meet the deadline for the initial approval, **all responses to this RFP must be received electronically by 5:00 PM (EDT) on 10/01/2021**. All vendors intending to submit a response are requested to submit a letter of intent along with any questions they may have by 09/03/2021. All questions from all vendors will be consolidated and answered in writing by 5:00 PM (EDT) on 09/17/2021. Vendors will review the information posted and communicate any requested changes or updates in writing. Letters of Intent and Questions and should be sent to:

Joe Naughton
Information Systems Business Analyst, Anderson Center for Autism
jnaughton@andersoncares.org

Responses should be sent to:

ACABids@andersoncares.org.

Terms and Instructions:

Timeline	
Process	Deadline
Issue RFP	08/25/2021
Intent to Respond Due	09/03/2021
Written Questions Due	09/03/2021
Responses Posted	09/17/2021
RFP Responses Due	10/01/2021
Candidates for Examination Selected	10/22/2021

Letter of Intent to Respond

Anderson Center for Autism asks that all vendors email a letter of intent declaring their intention to respond to this RFI by the given deadline. The e-mail should be sent to jnaughton@andersoncares.org and received no later than 09/03/2021. Please include the words "**RFP: Intent to Respond**" in the subject line.

Inquiries

We encourage inquiries regarding this RFI and welcome the opportunity to answer questions from potential applicants. Please direct your questions to jnaughton@andersoncares.org. Please include the words "**RFP: Inquiry**" in the subject line.

Deadline for Response

Interested vendors must submit an electronic copy of their proposed solution to ACABids@andersoncares.org by 10/01/2021 at 5:00pm EST. Submissions will be confirmed by reply email. Late proposals will not be evaluated.

Submission Process and Requirements

Responses shall be submitted in PDF format and sent using electronic mail. Please submit a single document. Send your response to: jnaughton@andersoncares.org by the date and time specified above. Receipt will be acknowledged via email. Please include the words "**RFP: Vendor Response**" in the subject line.

Vendors should organize their proposals as defined below to ensure consistency and to facilitate the evaluation of all responses. All the sections listed below must be included in the proposal, in the order presented, with the Section Number listed. The responses shall be submitted in the following format:

- **Section 1** – Executive Summary (provide a concise summary of the services proposed)
- **Section 2** – Vendor Profile

General

Name

Address (Headquarters)

Address Continued

Main Telephone Number

Website

Publicly Traded or Privately Held

Parent Company (if applicable)

Name

Address

Address Continued

Telephone Number

Main Contact

Name

Title

Address

Address Continued

Telephone Number

Fax Number

Email Address

Market Data

Number of years in the market

Number of live sites

Number of new installations over the last 3 years?

What is the percentage of vendor-provided installs vs. outsourced to 3rd party companies?

Number of sites similar to Anderson (developmental disabilities care)

Size of existing user base

Does the product have a New York State presence?

If so, # of install sites by specialty and size; list of New York reference sites.

What is the current implementation timeframe when using only vendor-supplied resources?

Number and percentage of practices in 2017 that did not get installed four (4) months after signing contract?

How many organizations have de-installed any vendor systems over the past two (2) years? Please specify which systems and why.

What is your customer retention for the years 2015, 2016, and 2017?

Total FTEs Last Year

Total FTEs This Year

Explain how your company is planning to meet the increase in demand for your product (including implementation, training, and support) over the next five (5) years.

- **Section 3** – Scope of your work (research, design, development, and post-launch error correction, etc.).
- **Section 4** – Explanation of the technologies used in your solution.

Product Information

Product name and version#

When is your next version release?

Is it a Client Server, ASP or Hosted model?

Was the product (or any of its significant functionality) acquired from another company?

If yes, please answer the following:

- What was the original company's name that developed the product or functionality?
- What was the original product's name?
- What version did you purchase?

Is the product comprehensive or modular?

Modular

- List all modules available, their current version, and provide additional documents with all technical specifications, requirements, and dependencies for each module to operate fully with the "core" product.

Will there ever be a charge to copy, move, or retrieve data from the product should a customer decide to change vendors or a provider leave the customer?

List all ways that a practitioner could import a participant's data into the product:

- CD/DVD
- Flash Drive
- PDF Format
- Paper Copies

Reporting Capabilities

Does the product allow custom reports to be created?

Ad hoc reporting by users an option? If yes, how much training is required?

Provide a list of standard reports (no customization) which the customer may run at Go Live.

Can this report information be exported to in CSV or comma text delimited format?

Additional Information

Timeframe to receive demonstration of product

Is a demo copy available prior to purchasing?

Onsite implementation or remote?

Training sites

Training options (train-the-trainer, # hours all staff)

Has your company acquired, been acquired, merged with other organizations, or had any "change in control" events within the last five (5) years? (If yes, please provide details.)

Is your company planning to acquire, be acquired, merge with other organizations, or have any "change in control" events within the next five (5) years? (If yes, please provide details.)

Does your company use resellers to distribute your product(s)?

If yes, please answer the following:

- What is your reseller structure?
- Who are your resellers who are authorized to sell within

New York?

If no, please answer the following:

- What is your distribution and sales structure?

Please provide information on any outstanding lawsuits or judgments within the last five (5) years. Please indicate any cases that you cannot respond to as they were settled with a non-disclosure clause.

Security and Security Features

- Describe how the product meets all industry standard security requirements.
- Does the product provide different levels of security based on User Role, Site, and/or Enterprise settings?
- Describe the audit process within the product.
- List the security reports the product provides at Go-Live to meet all auditing and reporting needs.
- Describe any remote tools you offer the provider to access data (e.g. iPhone) and how these devices/data may be secured if the provider loses their device or a breach is suspected.
- Describe the product's ability to terminate user connections/sessions by an administrator (remotely) if a breach is suspected.
- Describe the product's ability to lockout users (for upgrades, security breaches, employee terminations, etc).
- Describe the product's ability to create new security rights/roles based on new workflows or enhancements (e.g., customer-developed content or departmental flowsheets).

Data Protection

- Describe how the participant's data is secured at all times and in all modules of the product (e.g., strong password protection or other user authentication, data encrypted at rest, data encrypted in motion).
- Describe how the participant's data is secured when accessed via handheld devices (e.g., secured through SSL web sites, iPhone apps, etc).

Licensing

- How is the product licensed?
- Are licenses purchased per user?
- Define 'user' if it relates to the licensing model (i.e., FTE, all clinical staff, etc).
- How does the system licensing account for residents, part time clinicians, and midlevel providers?
 - Can user licenses be reassigned when a workforce member leaves?
- If licensing is determined per workstation, do handheld devices count towards this licensing?
- Is system access based on individual licensing, concurrent, or both?
- What does each license actually provide?
- For modular systems, does each module require a unique license?
- In concurrent licensing systems, when are licenses released by the system (i.e., when the workstation is idle, locked, or only when user logs off)?

Infrastructure and Technology

If product is a client/server model, please respond to questions below:

- What type of hardware is required?
- What are the recommended workstation requirements?
- What are the recommended server specifications?
- Recommended Manufacturer/Model?
- How many servers and server roles?
- Application Server
 - Web Server

<ul style="list-style-type: none"> - IIS (version) - Apache (version) 	
<ul style="list-style-type: none"> • Other 	
<ul style="list-style-type: none"> • Database Server 	
<ul style="list-style-type: none"> • MS SQL (version) 	
<ul style="list-style-type: none"> • Oracle (version) 	
<ul style="list-style-type: none"> • Other 	
<ul style="list-style-type: none"> • HL7 Interface System 	
<ul style="list-style-type: none"> • Test Server 	
<ul style="list-style-type: none"> • E-mail Server 	
<ul style="list-style-type: none"> • Others (Fax, Print, Dictation, etc) 	
<ul style="list-style-type: none"> • Operating system (Windows, Unix/Linux, Other) 	
<ul style="list-style-type: none"> • Processor (number of processors and processor speed)? 	
<ul style="list-style-type: none"> • Memory/RAM requirements? 	
<ul style="list-style-type: none"> • Storage Space Requirements? 	
<ul style="list-style-type: none"> • SANs Connectivity (Yes/No) 	
<ul style="list-style-type: none"> - If yes, SANs requirements? 	
<ul style="list-style-type: none"> • Network Card Speeds 	
Dual NICs required?	
Other Components Required?	
What other applications are required for server?	
<ul style="list-style-type: none"> • Server Management Tools 	
<ul style="list-style-type: none"> • Bandwidth Monitors 	
<ul style="list-style-type: none"> • Database Management Suite 	
Can systems be virtualized?	
<ul style="list-style-type: none"> - Will the product run on virtualized servers? 	
<ul style="list-style-type: none"> - If yes, what virtualization and remote access software is required on server? 	
<ul style="list-style-type: none"> • Citrix 	
<ul style="list-style-type: none"> • BMC 	
<ul style="list-style-type: none"> • Other 	
<ul style="list-style-type: none"> - If no, are you moving toward certifying virtualized environments? 	
Are we required to purchase hardware from your company?	
Do you have a recommended vendor with discount pricing to purchase equipment?	
What type of support is available if equipment purchased from your company?	
What are the recommended printer manufacturers/models?	
<ul style="list-style-type: none"> - What type(s) of printers are recommended? (Laser, Inkjet, Thermal) 	
What are the recommended scanner manufacturers/models?	
Do you require Internet access for your product?	
<ul style="list-style-type: none"> - For remote connection/maintenance? 	

– If so, please detail security setup required for this access. If Delta processes are initiated and data is downloaded into the system automatically, detail that information here.

– Remote Support?

– If so, please detail security setup and access rules governing when connections are created and what type of work can be performed on the live system during normal business hours.

– Access System/Application Remotely?

– Are there any Delta processes that run nightly/weekly/etc. and if so, what data is collected and how is it used?

What are the minimum network infrastructure requirements?

– Firewall/VPN Appliance?

– Switches/Routers

– Other Devices

Will your product operate on Windows Terminal Services or Citrix?

– If no, are there plans to certify in these environments?

What are the backup requirements?

– Do you require a separate server for backup services? (Tape, SANs)

Are 3rd party backup solutions supported?

Does product provide database software (Yes/No)?

– If no, what database application is required? (MS SQL, Oracle, MySQL, Other)

Can data be exported?

– What format? (CSV, Text/Comma delimited, Other)

Does product allow for ad hoc reporting against the database by customer using standard reporting software (Crystal Reports) or standard database queries?

Infrastructure and Technology

If product is an ASP model, please respond to questions below:

Do you provide ASP solutions or require 3rd party vendor participation?

What is the 3rd party vendor's involvement?

How are support issues handled?

Does the ASP model require a server at the customer location?

– If yes, what are the system requirements?

• Number of Server(s)?

• Processor

• Storage and Fault Tolerance Requirements?

• Memory?

– <25 concurrent users

– >25 concurrent users

• Bandwidth Requirements?

• System Backup Requirements?

– Types of Server(s)

• Database Servers

<ul style="list-style-type: none"> • Web Servers 	
<ul style="list-style-type: none"> • Interface Servers 	
<ul style="list-style-type: none"> • Scanning Servers 	
<ul style="list-style-type: none"> • Messaging (Fax, E-Prescribing, Print) Servers <ul style="list-style-type: none"> – If fax from server, what fax cards are supported? – Is separate fax software needed? 	
<p>Is virtualization supported or required (VMWare, XenApp, etc.)?</p> <ul style="list-style-type: none"> – If so, on which servers and in what configuration? 	
<p>Are Citrix and/or Terminal Services supported?</p> <ul style="list-style-type: none"> – If so, are there any application modules not supported or recommended for use in a virtualized environment? 	
<p>Does your product require or recommend a firewall?</p> <ul style="list-style-type: none"> – If yes, what is the recommended manufacturer/model? – Do you recommend VPN access? 	
<p>Do you provide all CALs (client access licenses) for database and system access or does the customer purchase these?</p> <ul style="list-style-type: none"> – If customer must purchase, how many need to be purchased based on expected number of users on the product? 	
<p>List all security enhancements which must be accommodated on workstations (e.g., Internet sites trusted, active x controls enabled, Dot Net versions supported, registry modifications, etc).</p>	
<p>Does the product support any of the following external devices:</p> <ul style="list-style-type: none"> • USB devices • Scanners (manufacturer/model) • Flatbed • Handheld (i.e., Barcode, PDA, BlackBerry Devices, etc.) • Card Readers (i.e. smart card, security) • Other Input Devices 	
<p>What are the bandwidth requirements per user?</p>	
<p>What are the workstation requirements?</p> <p>Manufacturer/Model</p> <ul style="list-style-type: none"> • Processor • Storage • Memory • Operating System 	
<p>Does the product require any type of client (i.e. Citrix, clientware, Cisco VPN, etc.)?</p>	
<p>What applications are supported and/or need to be installed on the workstation?</p> <ul style="list-style-type: none"> • Java • Flash • Adobe Reader • Microsoft Office (i.e., Word, Excel, etc.) • Antivirus • Which folders/files must be excluded from active scanning? 	

- Crystal Reports
- Open Office
- Remote Access Software (WinVNC, RDP, GoToMyPC, etc.)

for support

Require ODBC driver or SQL application on workstations?

Any other applications required?

Can the product be securely accessed from any location with an Internet/broadband connection?

How is data saved at the ASP location?

How often is routine maintenance performed on remote system?

- Backups?
- Updates?
- Performance Monitoring and Enhancements

Since we would be dependent on Internet connection, what is our strategy if the Internet connection goes down and cannot use your system?

How will the customer be able to download and distribute the patient's health record to meet meaningful use?

How will the customer be able to upload patient-provided records (either paper or electronic format (radiology, medical records, lab data, etc.))?

Infrastructure and Technology

If product is a SaaS model, please respond to questions below:

Do you provide direct SaaS solutions or require 3rd party vendor participation?

How are support issues handled?

Does a 3rd party vendor host any part of your product and/or data?

Does your product require or recommend a firewall on the client side?

- If yes, what is the recommended manufacturer/model?

Can the product be securely accessed from any location with an Internet/broadband connection?

- What are the security requirements for remote users (non-office users)?

What are the minimum bandwidth requirements?

List all security enhancements which must be accommodated on client workstations (e.g., Internet sites trusted, active x controls enabled, Dot Net versions supported, registry modifications, etc.).

Does the product support any of the following external devices:

- USB Devices
- Scanners (Manufacturer/Model)
- Flatbed
- Handheld (i.e., Barcode, PDA, BlackBerry Devices, etc.)
- Card Readers (i.e., Smart Card, Security)
- Other Input Devices

What are the workstation requirements?

Manufacturer/Model

- Processor
- Storage

- Memory
- Operating System

Does the product require any type of client (i.e. Citrix, clientware, Cisco VPN, etc.)?

What applications are supported and/or need to be installed on the workstations?

- Java
- Flash
- Adobe Reader
- Microsoft Office (i.e., Word, Excel, etc.)
- Antivirus
- Which folders/files must be excluded from active scanning?
- Crystal Reports
- Open Office
- Remote Access Software (WinVNC, RDP, GoToMyPC, etc.)

for support

Require ODBC or SQL application on workstations?

Any other applications required?

How is data saved and stored?

How will the customer be able to upload patient-provided records (either paper or electronic format)?

Can information be exported to CD/DVD in CSV or comma text delimited format?

Does product allow reports be created?

- Ad hoc reporting option?
- Provide a list of standard reports (no customization) which the customer may run.

How often is routine maintenance performed on remote system?

- Backups?
- Updates?
- Performance Monitoring and Enhancements

Can you provide a contingency strategy or disaster recovery plan in the event Internet service is lost and customer is unable to access your system and application?

Do you have normal 'downtime' windows for system backup and maintenance?

- Does this affect access to the product?

How is data gathered during Internet outages?

Is it uploaded into the system when Internet restored?

- Is this process done manually or automatically?
- How do we verify information has been uploaded?

In the event access to your site is unavailable, what steps will you take to notify the customer of progress towards resolving the issue?

- What steps should the customer take during this time?

In the past two (2) years, how many outages have you experienced due to your own infrastructure problems?

Do you have redundant Internet providers?

Is there a test environment for the customer to use?

What are the network infrastructure requirements?

What are your security requirements and recommendations for client workstations?

Is your site secured with encryption and antivirus?

- How often is access audited and by whom?
- Is there an off-site disaster recovery location for your server farm?
- How often is this tested?

- **Section 5** – Complete list of all proposed subconsultants. All subconsultants listed must be provided a meaningful element of work within the defined scope of work. Changes to this subconsultant list will not be allowed without prior written approval from Anderson Center for Autism.

PROPOSED SUBCONSULTANTS		
Subconsultant Firm Name and Address	Scope of Work	Dollar Amount of Work

- **Section 6** – Vendor Support

Vendor Support

Do you offer multiple support programs? Please provide a detailed list of each with your standard SLA for each support program.

What are your support statistics (# of Support Calls to the % of resolutions at each severity level)?

Define the Support Structure (Tiered Approach, Client assigned 1 point of contact, etc.)

What is your availability to the agency for meetings to discuss issues and concerns?

When is customer support available?

- Preferred method of contact (Phone call, e-mail, etc.)?
- Where is your customer support staff located? Are they 'off-shore'?
- What are your normal hours of support?
- How is after hours support handled?
- Will someone be on-call at all times?

Problem/Resolution Process

- Response time expectations for all levels of severity
- Average time to close tickets by severity level
- Escalation Process
- Severity Level System
- Issue/Resolution Tracking System
- Test System vs. Live System

Who has ownership of the following:

- Data
- Software
- Enhancements or Customizations Paid for by Customer
- Hardware
- Servers
- Workstations

What are your additional fee based services?

Do you have online support (Knowledgebase, InfoCenter, etc.)?

Is your support staff certified (i.e., ABA, etc.)?

Is remote assistance an option for workstation and server issues?

Describe Enhancement Request Model

Do you have a user forum for practices to seek help from peers and share ideas?

Do you have regional and national user conferences?

On-going Maintenance

Upgrade Process

- Will customer get to choose which upgrades they want?
- Frequency of Upgrades?
- How long can a customer delay an upgrade without losing support?
- Will training be provided for new functionality?

Testing

- Will customer get a chance to test the product in a test environment?
- Will customer get access to test scripts from vendor?
- Will customer have an opportunity to parallel test with vendor or conduct Acceptance Testing?
- End to End Testing?

Product Enhancement Requests

- If customer wants to add an enhancement, what is the process?
- Are there additional costs for an enhancement?
- How soon will customer be able to view, test, and use enhancement?
- How will upgrades work with new enhancement?
- Will all other customers get the enhancement one company has paid for?

Training/Testing – All Phases (Selection through Post Go-Live)

Development/Training Environment

Specify if this will be provided before or after a contract is signed.

Will access be granted to development/training environment for testing during upgrades and during training processes?

What types of online training are available?

Videos

- Recorded Modules/Workflow Training Courses
- Recorded Interactive "Many-to-One" Training Sessions
- Quick Reference or Tips & Tricks Videos
- Trial Demonstration

Web Based Training

• Interactive training activity with screenshots & instructions to give agency exposure before core training

Facilitator/Consultant Led Training Sessions

- Module Training Sessions
- Workflow Training Sessions (Teacher, Aide, Behavior analyst, etc.)
- One-on-One Training Sessions with Consultant
- Describe your training personnel (i.e., background, position, credentials).
- Vendor-Directed Demo (i.e., Web Ex Training, On-Site, etc.)

Training Documents (Identify format of documentation)

- Training Manuals
- Quick reference guides that focus on specific tasks
- On-line Printable Training Documentation
- Upgraded Training Guide
- Describe when these documents are modified and how quickly they are made available to the customer after product changes occur.

Is discipline-specific (teacher, behavior specialist, therapist) training offered?

What is created by vendor vs. customer?

- Creating specialized templates for efficient documentation
- Creating favorites/shortcuts within the product
- Does the product have customizable preferences?

Will a workflow assessment be completed by the vendor?

- Will a document be sent to be completed by agency?
- Will vendor complete on-site workflow assessment?
- Is there an additional cost for workflow assessment?

Contractually, can users access the live system prior to Go-Live for build or 'pilot' purposes?

Super User Training

- Will super users be trained by vendor?
- Remote or on-site training provided?

Cost of Training

- Describe training options included in contract agreement.
- Will additional costs be incurred on agency for training?

On-Site Training

- How many days does vendor provide for on-site training?
- Will Go-Live be scheduled shortly after initial staff training?
- What is the consultant/provider ratio during training?
- Will trainers complete a readiness assessment before Go-Live?
- Will vendor provide clinic with on-site demos before and after contract is signed?
- Will office be trained on hardware if purchased through the vendor before Go-Live training?

Go-Live

Will vendor staff be on-site during 'Go Live' timeframe?

What will be their role during 'Go Live'?

- Trainer
- Technical

Post Go-Live Training and Support

After 'Go-Live', who (i.e., support team, implementation manager, etc.) will be available to answer questions, issues, and/or training requests?

- If original implementation team, how long before this level of service is transferred to "normal" support team?

Will a post Go-Live assessment be completed after a specified amount of time by the vendor?

How will agency be notified of upgrades when they are released and who is responsible for installing these updates (dates, training, documentation, etc.)?

Contract Terms and Vendor Guarantees

Will the customer be allowed to perform acceptance testing of this product prior to "Go-Live"?

Will the customer be allowed to make payments based upon milestones with a significant portion of the fees not payable until "Go-Live"?

What is the vendor's responsibility when:

- Problem resolution is not met by a certain time based on severity level of the problem or issue?
- Upgrades cause problems (cause critical workflows to break, etc.)?
- Training is not conducted in agreed upon timeframe and/or the training materials are not adequate or delivered per contract deliverables?
- Implementation is not completed by vendor in the agreed upon timeframe due to issues related to the vendor (staffing conflicts, software problems, etc.)?
- Incompatibility issues arise between hardware (which meets agreed upon specifications) and approved software?
- Promised product functionality does not exist at time of Implementation?
- Damages to hardware during transport if purchased through vendor or while vendor is on-site during installation?
- Data is corrupted during the course of normal use and operation of the product?

– SLAs are not met?

Will you allow the representations made in your response to this RFI to be incorporated into the contract?

Will you agree to a cap on price increases? For how long?

How long will you guarantee to provide maintenance (or other support) on this product?

What is the process that you will follow when "sunsetting" this product?

Will you escrow the source code for this product?

Will you agree to the contract being governed by New York law (including the applicable provisions of the UCC)?

Other Vendor Services Offered

What other companies have you partnered with to provide services on your behalf and what are their contact information?

If their work is done on your behalf (implementation, upgrades, etc.), do you warranty their work as if it was your own?

- **Section 7 – Cost Estimate** (provide answers using the template below)

One time fees	
One time implementation fees:	Click here to enter text.
Training fees:	Click here to enter text.
Consulting fees:	Click here to enter text.
Initial year costs (include all fees for license, use, access, etc.)	
Please provide the pricing algorithm used to calculate this cost.	Click here to enter text.
Ongoing annual costs (include all fees for maintenance, support, use, access, etc.)	
Please provide the pricing algorithm used to calculate this cost. Also, please provide your policy regarding price increases.	Click here to enter text.
Five (5) year cost of ownership	
Please indicate the estimated TCO ("total cost of ownership") for the product over a 5 year period.	Click here to enter text.
Training fees:	Click here to enter text.

- **Section 8 – Conflict of interest statement.** Consultants and consultant firms submitting proposals in response to this RFP must disclose to Anderson Center for Autism any actual, apparent, perceived, or potential conflicts of interest that may exist relative to the services to be provided under Agreement for consultant services to be awarded pursuant to this RFP. If the consultant or firm has no conflict of interest, a statement to that effect shall be included in the proposal.

Scope of Work & Project Deliverables

The following provides details of the scope of services required. Respondents to this RFI should build on this general description by proposing a scope of work with specific sub-tasks as deemed appropriate. Additional tasks and work elements may be added or deleted during contract negotiations. Upon conclusion of the negotiation process, the selected consultant will be required to prepare a final work plan, schedule,

and budget for inclusion into a final contract. If additional tasks are identified, the contract may be amended in the future.

Objectives

- Establish a paperless electronic software that meets the needs of all departments in the Agency related to staffing/recruiting and payroll.
- Create Staff Portals electronically to streamline Position Management, Applicant Tracking, Mobile App, Document & Task Management, Time & Attendance, Mileage Tracker & Expense Management, Benefits Administration, FMLA, Payroll, Reporting, General Ledger, Surveys, Performance and User Access. This will help eliminate the current multistep procedures in multiple softwares currently used by the Agency.
- Give staff one software to complete all HR/Benefits & Payroll tasks.

Requirements

Consultant must provide substantive responses on how they would develop, manage the contract work deliverables, provide and manage qualified staff. Describe any additional tasks and deliverables they would deem appropriate to achieve the overall goals listed above in “Objectives” section. The following are minimum performance specifications. Your proposals may be more inclusive.

1. Position Management – software must be position-driven.

- a. Staff must be able to change processes driven by position management.
- b. Supervisor must be tied to the position rather than the staff.
- c. Salary grades must be tied to position.
- d. Labor allocation & distribution must be tied to the position rather than the staff.
- e. Staff must determine labor allocation when clocking in.
- f. Staff must have benefit eligibility profiles tied to position.
- g. Staff must have specific onboarding packets/checklists tied to position.
- h. Staff must have PTO policies tied to position.
- i. Staff must expense policies tied to the position.
- j. Several tiers of supervisors must be tied to one position.
- k. Staff must be able to make changes to position to be effective dated.
- l. Rates must be automatically calculated in the middle of pay period.
- m. Staff must receive internal notifications for changes to position (e.g. active to on leave, promotion, termination, change in salary, change in labor allocation).

2. Applicant Tracking

- a. Software must have same database as payroll and the rest of the solution with no integration or 3rd party involved.
- b. Software must have applicant tracking integration with Indeed sponsored job postings.
- c. Software must have a requisition approval process.
- d. Software must have multiple requisition workflows to be set up.
- e. Requisitions must be tied to an existing budget for the position.
- f. Software must have the ability to save templates for customized offer letter.
- g. Must have send and receive offer letters through the system.
- h. Software must be able to schedule interviews form the system connecting to internal MS Outlook calendar.
- i. Software must have the ability to post to internal job board.

3. Mobile App

- a. Staff must have mobile self-onboarding with e-signature on the mobile app.
- b. Staff must see all features 100% the same across any device. (desktop vs mobile)
- c. Staff must be able to complete video training courses on the mobile app.
- d. Managers must be able to approve time-off requests from the mobile app.
- e. Managers must be able to access candidate information prior to an interview from the mobile app.

4. Document and Task Management

- a. Staff must use the same database as payroll and the rest of the solution with no integration or 3rd party involved.
- b. Staff must have pre-hire/pre-start date self-onboarding.
- c. Staff must have onboarding task assignment based on position.
- d. Staff must have ability to track progress and review completed tasks.
- e. Staff must have video content included in self-onboarding.
- f. Staff must have survey be included in self-onboarding.
- g. Staff must have benefits enrollment be included in self-onboarding.
- h. Staff must have the ability to include customized documents with dynamic fields (e.g. employee name, hire date, or rate) to pre-populate a document.
- i. Staff must have the ability to sign documents from any device.
- j. Staff must have unlimited document storage.

5. Time and Attendance

- a. Staff must have the same database as payroll and the rest of the solution with no integration or 3rd party involved.
- b. Staff must have the ability to submit a punch change request within the system.
- c. Staff must have the ability for two supervisors' in one pay period approve one employee's timecard. Accounting for any borrowed time.
- d. Software must have the ability for staff having an allocation but works in a different location, the different location should not be affected by allocation.

6. Mileage Tracker & Expense Management

- a. Staff must use the same database as payroll and the rest of the solution with no integration or 3rd party involved.
- b. Software must have destination limits for mileages in system.

7. Benefits Administration

- a. Staff must have the same database as payroll and the rest of the solution with no integration or 3rd party involved.
- b. Software must have the ability to have staff enroll in benefits.
- c. Software must have elected benefits automatically populate staff's deductions.
- d. Software must have video learning for how to enroll in benefits.
- e. Software must have the ability to upload videos to share benefit information with employees.

8. FMLA

- a. Staff must have the same database as payroll and the rest of the solution with no integration or 3rd party involved.
- b. Staff must have the ability to submit a leave request.
- c. Staff must have the ability to upload documentation.
- d. Software must have the ability for staff and employer to sign documents related to the leave request.

- e. The software must have the ability to connect with the timecard which will auto populate with leave hours.
- f. Software must have to ability to have the leave be effective dated.
- g. Software must have the ability to customize notifications going out internally regarding change in status.

9. Payroll

- a. Staff must have the same database as payroll and the rest of the solution with no integration or 3rd party involved.

10. Reporting

- a. Staff must have the same database as payroll and the rest of the solution with no integration or 3rd party involved.
- b. Employer must have the ability to report based on staff labor allocation.
- c. Employer must have the ability to sum total hours worked across each labor allocation.
- d. Employer must have the ability to create custom reports with no additional fees.
- e. Employer must have the ability to pull data from multiple modules/products at the same time.
- f. Employer must have the utilization dashboard to track employee changes that are being made by the staff.
- g. Employer must have the ability to report on users in highly privileged roles.
- h. Package must include an integrated business intelligence reporting tool such as Crystal Report, COGNOS, Business Objects etc.

11. General Ledger

- a. Staff must have the same database as payroll and the rest of the solution with no integration or 3rd party involved.
- b. Staff must have the ability to map out the file layout.
- c. Staff must have the ability to automatically tie appropriate accounts/labor allocations into the general ledger.

12. Surveys

- a. Staff must have the same database as payroll and the rest of the solution with no integration or 3rd party involved.
- b. Staff must have the ability to customize and send out based on position.

13. Performance

- a. Staff must have the same database as payroll and the rest of the solution with no integration or 3rd party involved.
- b. Software must have the ability to do Merit increase based on performance rating and account for in next payroll.

14. User Access

- a. Staff must have the same database as payroll and the rest of the solution with no integration or 3rd party involved.
- b. Software must have the ability to have access profiles to ensure specific users only having access to pre-determined parts of the Single Sign-On Capabilities.
- c.

15. Interface Capability

- a. Employer must have the capability of creating custom extracts from all modules that can be scheduled and sent to an on premise Secured FTP server.
- b. Employee must have the capability of feeding inbound interface files to update an insert into all modules in the package.

General Conditions

Anderson Center for Autism is not obligated to any course of action as the result of this RFP. Issuance of this RFP does not constitute a commitment by Anderson Center for Autism to award any contract.

Anderson Center for Autism is not responsible for any costs incurred by any vendor or their partners in the RFP response preparation or presentation.

Information submitted in response to this RFP will become the property of Anderson Center for Autism.

All responses will be kept private from other vendors.

Anderson Center for Autism reserves the right to modify this RFP at any time and reserves the right to reject any and all responses to this RFP, in whole or in part, at any time.