COUNTY OF ALAMEDA

Questions & Answers

to

RFP No. 901999

### for

Absence Tracking Management System

**Networking/Bidders Conference Held on July 7, 2021**

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| **This County of Alameda, General Services Agency (GSA), RFP Questions & Answers (Q&A) has been electronically issued to potential bidders via e-mail. E-mail addresses used are those in the County’s Small Local Emerging Business (SLEB) Vendor Database or from other sources. If you have registered or are certified as a SLEB, please ensure that the complete and accurate e-mail address is noted and kept updated in the SLEB Vendor Database. This RFP Q&A will also be posted on the GSA Contracting Opportunities website located at** [**Alameda County Current Contracting Opportunities**](https://gsa.acgov.org/do-business-with-us/contracting-opportunities/)**.** |

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Thank you for your participation and interest in the County of Alameda.

All the questions are direct copy and paste from written questions emailed by Bidders. In the answers of these questions, the County of Alameda shall be noted as “County”. The Questions and Answers are the final stance of the County. Please consider this document in preparation of your bid response.

**Questions and Answers:**

1. How is Absence Management currently handled in Alameda County?
   1. **Except for the Family Medical Leave Module in PeopleSoft, Countywide absence management is being tracked manually with spreadsheets and word tables.**
2. What are the desired business outcomes/ current challenges to solve with the implementation of a new Absence Tracking Management System?
   1. **Our current challenge is the manual tracking of the targeted programs and report creation.**

**As stated on Page 5 of the RFP, Section B (SCOPE), the County is looking for a system that will do the following:**

**The County is looking for an absence management system that can track medical leaves of absences, Temporary Modified Work, Reasonable Accommodation, and Case Management with extensive data analytics capabilities. Contractor must have a proven system, expertise in the field of disability management and the ability to interface with Oracle/PeopleSoft. The County is seeking the following services, but not limited to, the following:**

* + 1. **Absence Management Tracking System:**
       1. **Family and Medical Leave Act;**
       2. **California Family Rights Act;**
       3. **Pregnancy Disability Leave;**
       4. **Temporary Modified Work;**
       5. **Reasonable Accommodation;**
       6. **Workers’ Compensation Leaves;**
       7. **Other types of employer related leaves;**
       8. **Tools to support case management;**
       9. **Letter templates;**
       10. **Auto generated notices and letters;**
       11. **Standard reporting tools with Ad Hoc capabilities;**
       12. **Real-time compliance with Federal and State Laws;**
       13. **Integrate employer policies and procedures;**
       14. **Employee self-service capabilities; and**
       15. **Mobile self-service capabilities.**

1. How many users will be using the new Absence Management System?
   1. **Approximately 39 users.**
2. What departments are these new absence Managemeent System users in?
   1. **Alameda County currently has a Medical Leaves & Accommodation Services unit that manages 12 of the 22 Agency/Departments disability leave management programs. The 12 centralized departments make up approximately 5430 employees. The remaining 3870 employees belonging to the other 10 Agency/Departments are managed by each Agency/Departments independently.**
3. Other than PeopleSoft, what other systems should the new Absence Management System interface with?
   1. **None.**
4. What is the budget for this new Absence Management System?
   1. **The budget is not known at this time.**
5. Has the budget for this new Absence Management System been approved?
   1. **Cost of system is approved through this process.**
6. Did any research/information/RFi activity take place before this RFP issuance?
   1. **Over the years staff have been exposed to vendors and their marketing sales teams while attending Disability Management related conferences. Subsequently, vendors followed-up with attendees and provided system demonstrations.**
7. Given that Alameda County is an established PeopleSoft HR user and a group of dedicated PeopleSoft Resources to provide ongoing support and maintenance, has PeopleSoft absence management 9.2 been considered, and if not, why not?
   1. **Implementing Absence Management would mean an overhaul of entire PeopleSoft system especially Benefits and Payroll Modules. PeopleSoft Absence Management does not have case management abilities for our Family Medical Leave, Temporary Modified Work, Reasonable Accommodation and Workers’Compensation service areas and therefore does not have full capabilities we need. We are not looking to track all of our known leaves in this new system, only Family Medical Leave, California Family Rights Act, Paid Disability Leave, Temporary Modified Work, Reasonable Accommodation and Worker’s Compensation. Prior pay period adjustments are also quite a complicated process in PeopleSoft as well.**
8. For the new Absence Management System, are you looking at on Prem or cloud based solution?
   1. **Preferably cloud based system**
9. What is the role of your ITD group in this procurement, especially from an Enterprise Architecture perspective?
   1. **The Information Technology Department (ITD) will help implement the solution as well as on-going maintenance. Proposed solution should not only integrate well with PeopleSoft HRMS. ITD will review and ensure the security, data management and reporting are as per County standards.**
10. You are integrating with PeopleSoft. Are you considering the use of PeopleSoft Absence Management for this case? Is there desired functionality and capabilities that fall outside of what that product will provide?
    1. **Please refer to A9.**
11. If integration is in the mix, to PeopleSoft and/or other systems, will you provide access to and/or procure budget for middleware and/or integration technologies?
    1. **ITD will be performing the integration to PeopleSoft, under the guidance of the awarded Contractor as per the finalized requirements. ITD team can provide access to non-production environments as needed to the Contractor.**
12. Do you have a preference for a Cloud-based (SaaS/PaaS) solution to address your Absence Managaement requirements?
    1. **Depending on the vendor’s solution and the associated cost, but ITD strategy has always been ‘Cloud First’.**
13. What security/compliance requirements would you like to see addressed with this solution?

**A15) If the vendor solution stores any employee related data HIPPAA, all other usual compliance standards need to be met. All data should be stored within the United States within a Tier 3 data center with high availability disaster recovery.   
Alameda County requires that the data integration be encrypted with 256-bit.   
The vendor needs to specify what authentication integration is supported for user access. If Microsoft AD integration is supported, the method of integration should be described in the proposal**.  
 **County requires for on-premise solutions to comply - Federal Information Security Management Act (FISMA) standard. For SaaS solution - Federal Risk and Authorization Management Program (FedRAMP)**

1. Please provide greater details regarding the case management and self-service capabilities you require.
   1. **As referenced in page 6 of the RFP, Section E (SPECIFIC SYSTEM REQUIREMENTS):**

**Contractor system shall:**

* + 1. **Have the ability to incorporate changes of federal and state laws/regulations into the tracking system to ensure compliance.**
    2. **Contractor’s tracking system shall be able to track intermittent Family and Medical Leave Act (FMLA)/California Family Rights Act (CFRA) leaves by the same increments as the County’s payroll system.**
    3. **Be able to track Temporary Modified Work based on Alameda County’s policies and procedures.**
    4. **Have the ability to be used to case manage and track reasonable accomodations, such as the following:**
       1. **Ability to upload documentation;**
       2. **Ability to make notes on cases;**
       3. **Ability to view all medical leaves and accommodation arenas at one time for an all-encompassing view of the case being managed;**
       4. **Ability to manage leave as an accommodation and non-leave accommodation on the same case; and**
       5. **Ability to prevent duplicate claims and integrate leaves that run concurrently.**
    5. **Shall be able to create customized notifications/letters.**
    6. **Shall be able to have standard notification/letter templates.**
    7. **Contractor’s system shall be compliant with many overlapping regulations.**
    8. **Contractor’s system shall have multiple source intake and streamlined reporting, including but not limited to the following:**
       1. **Ability to include customizable intake questions;**
       2. **Telephonic, web, and mobile app options for requesting leaves (FMLA, CFRA, Pregnancy Disability Leave (PDL), Temporary Modified Work (TMW), Americans with Disabilities Act (ADA), Workers’ Compensation);**
       3. **Confirmation of eligibility at the point of intake supported by jurisdictionally compliant technology that minimizes the potential of error; and**
       4. **Be able to send communications automatically to individuals or groups of individuals through the management tracking system eliminating all manual work.**
    9. **Self Service capabilities: (Non-mandatory requirement) Contractor’s system shall have the ability to provide prompts for leave requests, leave eligibility, required documents, and employee guidance for the following:**
       1. **Advise employees of leave and/or disability eligibility based on events/medical documentation;**
       2. **Coordinate leaves that run concurrently;**
       3. **Inform employee of available leave options to make informed decisions; and**
       4. **Initiate required forms to administer leaves.**
    10. **Contractor’s centralized database shall have:**
        1. **Accurate and comprehensive leave reporting; and**
        2. **Jurisdictionally compliant to support all state, federal, and County specific leaves.**
    11. **Contractor’s system shall have the ability to prompt appropriate utilization of effective case management tools:**
        1. **System that provides automation for case management tasks;**
        2. **Ability to configure workflows specific to work related cases;**
        3. **Ability to manage cases through overlapping leave types;**
        4. **Quickly identify strategic approach to managing absence;**
        5. **Return to work;**
        6. **Occupational and non-occupational; and**
        7. **Early intervention, utilizing appropriate resources to gain best possible outcomes for employees.**
    12. **Contractor’s system shall have the ability to organize cases grouped by agencies and/or departments by centralized vs decentralized.**
    13. **Contractor’s system shall have the ability to interface and be compatible with County’s PeopleSoft Version 9.2 Human Capital Management (HCM).**
    14. **The County is looking for the contract to start November 1, 2021 to ensure we are ready to go live May 1, 2022. Contractor and their system shall be fully implemented, and County staff trained by May 1, 2022. County shall work with Contractor to start implementation by February 1, 2022. Contractors are to provide their implementation plan and schedule.**

1. How important to the County is the relative ease with which the system can be modified over time to accommodate changing requirements or add features and functionality? (vs. a hard-coded commercial off the shelf solution)
   1. **It is very important that the new system be in compliance with the new laws as they are passed and implementation are required according to California State and Federal regulations.**
2. What additional or related functionality does the County anticipate needing or desiring from the system in the future?
   1. **None at this time.**
3. What does go live mean by Jan 1, 2022? For all 22 departments or 12 of 22 departments or any other number? Are there certain departments within the 22 that can be prioritized? Are there certain pieces of functionality that can be prioritized?
   1. **All 22 departments will go live in the system at the same time. All functionalities are critical. Please see Addendum #2.**
4. What is the driving force behind the Jan 1, 2022 go-live timeline?
   1. **The timeline will be modified upon contract negotiations. Please see Addendum #2.**
5. If the desire is to go live by Jan 1, 2022, help us understand the expectations from the rest of the 3- year contract?
   1. **Continued tech support, system training if necessary, maintaining system with updated changes in the federal and state laws.**
6. Do you have any staff skilled with Salesforce on your business/IT teams?
   1. **Yes.**
7. What are you currently using for Absence Management? What are the current strengths and pain points of said system?
   1. **Please refer to A2**

VENDOR LIST

**RFP No. 901999 – Absence Tracking Management System**

This Vendor Bid List is being provided for informational purposes to assist bidders in making contact with other businesses as needed to develop local small and emerging business subcontracting relationships to meet the requirements of the [Small Local Emerging Business (SLEB) Program](https://gsa.acgov.org/do-business-with-us/vendor-support/small-local-and-emerging-businesses/).

This RFP is being issued to all vendors on the Vendor Bid List; the following revised vendor list includes contact information for each vendor attendee at the Networking/Bidders Conferences.

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| --- | --- | --- | --- | --- | --- | --- |
| **RFP No. 901999 - Absence Management Tracking System** | | | | | | |
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| UC Computers Inc | Anita Shue | ( 510 ) 839-5479 | 436 14th Street, #204 | OAKLAND | CA | anita@transbay.net |
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