

TOWN OF SALEM, NEW HAMPSHIRE

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ADDENDUM NUMBER 1 TO THE TIME CLOCK MANAGEMENT SYSTEMS RFP

Addendum Date: November 26, 2019

RESPONSE TO QUESTIONS - REQUEST FOR PROPOSALS - NUMBER 2019-033

<https://www.townofsaalemnh.org/purchasing/pages/current-bids-proposals-and-awards>

A. This Addendum shall be considered part of the RFP documents for the above-mentioned project as though it had been issued at the same time and shall be incorporated integrally therewith. Where provisions of the following supplementary data differ from those of the original bid documents, this Addendum shall govern and take precedence.

B. Bidders are hereby notified that they shall make any necessary adjustments in their estimates as a result of this Addendum. It will be construed that each bidder's proposal is submitted with full knowledge of all modifications and supplemental data specified herein.

The below items are responses to questions and except for an interpretation of the RFP no language changes are necessary in the document, therefore the original RFP document remains unchanged. The documents are clarified, as follows:

Response to Questions

1. We are able to provide the 5 required municipal references, but will not disclose private clients in the larger list for security reasons. Can we still file a proposal if we will not provide that information? **This is acceptable, for those clients that are confidential, summary information as to number of employees, number of employee classifications, and number of sites and would be helpful.**
2. Is it desired for the system to be installed on your servers (Customer Hosted)? Or is it desired to have a cloud based solution installed on our servers (Vendor Hosted)? **Any approach that would ensure the security of the data, reliability of the system, and cost effective outcome can be considered. Her are the Town concerns regarding either option:**
 - a. **On-Premise:**
 - i. **would allow for clocks to only be on the town network**
 - ii. **If internet is down, clocks could still be collected**
 - iii. **What are server requirements for on-premise**
 - iv. **Is SQL or other database software needed**
 - v. **Up front Cost concern**
 - b. **Hosted:**
 - i. **Vendor maintains server**
 - ii. **Vendor does all application updates**
 - iii. **If Salem decides to move how difficult to get past data**
 - iv. **Cost concerns over a 2.5 year or greater usage model**
3. How many supervisors, managers, administrators will need access to the system to make approvals, edits or run reports? **Please plan on around to approval and/or edit and 25 and 50 to run reports.**
4. How many time clocks should we include in our proposal? (the time clock profile on page 5 seems to be the employee count per department, but does not state the time clocks needed) **Please provide a quote for 9 time clocks.**
5. Is it desired for the time clocks to be HID proximity? Or Biometric? **We are interested in learning about both options but will likely choose HID Proximity.**
6. If proximity is preferred are the current HID cards Indala, iCLASS, or standard Proximity? **Two of the terms are products names, the latter a technology approach. Recommend the best option for your system demands within the context of the client type, a municipality with multiple employee groups and buildings.**

7. Will a flat file import/export be acceptable for the interface to MuniSmart? .CSV. The selected vendor will need to work with the Town of Salem and MuniSmart when selected.
8. Does the Town have an FTP site where new hire/employee demographic information can be sent out of MuniSmart to the FTP site? (this would allow for scheduling a sync of any employee changes in MuniSmart into the new Time & Attendance system) One of the most crucial components of the methodology must be the confidential management of employee data. The Town does not FTP server setup on premise. Having an FTP site for external access with employee information is a security concern FTP for a premise only solution less of a security concern
9. Will Advanced scheduling be included in this scope of work? (Advanced scheduling is defined as employees who need to do Shift swaps, vacation bidding, or having scheduling rules in the system which automatically assign the correct employees to open shifts) At this point please provide this information as a separate cost item. At this point we are unsure if we want to go in this direction. It depends on the ease of the system and the cost.
10. If Advanced scheduling is needed should all 314 employees be licensed for it? Please provide the number of advanced scheduling licenses needed. No. Please use an estimate of 150 employees.
11. Is FMLA Case Management required? Defined as the new time & attendance system automating the process of requesting FMLA leave, allowing employees to fill out required forms directly in the new Time & Attendance system, and tracking the open case, automatically alerting employees/managers when an employee is due back or running out of FMLA time? No.
12. Is it desired for employees to punch in/out from a computer or smart phone? Yes for punching in to a computer. Only select employees will be eligible to punch in/out from a smart phone.
13. Is it desired for employees to request time off electronically at a computer or smart phone? Yes.
14. Is an interface with Crewsense required for this scope of work? If so please describe what information would plan on sending from crew sense into the new timekeeping system, and how frequently would the 2 systems need to communicate. It is not required but preferred. Eventually the system must communicate to Munismart.
15. Our standard contract term is 5 years, will that be acceptable for this project? Yes.
16. Has the Town viewed any demonstrations from time and attendance vendors prior to the release of this RFP? Yes, a few years ago.
17. If so which vendors provided a demonstration? Kronos, ADP, Checkmate, and TimeClock Plus.