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Core Solutions

Time & Attendance
Interface with One Solution ERP
The solution should provide functionality to collect time, perform exception-based time entry, and time adjustments to multiple work schedules. Additional requirements are listed below:
Provides the ability to define and validate business rules at time of collection (i.e. prevents employees from entering adjustments that will cause employee leave balances to be exceeded)
Prevents employees from entering invalid data (i.e. earnings or pay codes they are not authorized to use)
Allows payroll management employees to enter prior period leave and adjustments
Includes notes or comments associated with hours submitted at the project level
Allows employee to associate project codes with each line of time entered and/or none ("home" department, division, program etc.)
Allows multiple pay periods to be open for time entry purposes including future pay periods without impacting the current payroll process
Provides the ability to reconcile pay period schedule with the calendar/fiscal year in support of processes that will facilitate W2 generation and accrued payroll
Provides workflow to collect time, perform exception-based time entry, and time adjustments to multiple work schedules, including approval and submission to payroll system/module at the department level
Interface with One Solution ERP

Allows for the tracking of equipment usage through the employee timesheet
Allows employees to enter time thru phone, tablets and handheld devices
Allows exception reporting
Payroll Processing
The solution should support the importing and entering of time from multiple sources; calculate employee payroll, deductions, and accruals based on components managed in the HR benefit and pay administration module; process payments for government and 3rd party agencies (e.g. benefits, retirement, etc.); support State, Federal, and local tax filings; and support electronic workflow. Additional requirements are listed below:
Supports multiple concurrently open payrolls (e.g. vacation, sick or comp time cash outs, etc.)
Provides and enforces rule-based validation and prevents duplicate earning codes at employee level, etc.
Provides user-defined exception hours' analysis
Supports multiple 're-runs' of payroll prior to final payroll run
Generates paychecks, direct deposits (supporting deposits across multiple accounts on a single check), EFT files, and related positive pay files
Paystub
Identifies all elements used to calculate pay on the paystub
Identifies key information for employee (leave balances, allocation of direct deposit accounts, employee vs. employer pay benefits, etc.) on the paystub
Generates PDF/electronic copy and automatically posts stub to the employee self-service portal

Generates annual pay stub that reflects all compensation and benefits, including County direct pay benefits and posts to employee self-service portal
Provides the ability to include special messages on paystub/advice
User Interface
The solution should provide an easy-to-use and intuitive user interface that meets the requirements are listed below:
Provides a browser-based user interface (i.e. Chrome, Internet Explorer, Firefox, Edge, and Safari)
Supports mobile technologies (e.g. smartphones, tablets) without additional infrastructure
Provides the ability to drill-down and drill-across from a transaction view to the supporting source data and documents
Provides fully integrated functionality such that data is entered only one-time and available throughout the system(s) and available in real time (single points of data entry) to eliminate re-keying of information
Provides organized screen layouts that are customizable
Provides consistent use of icons, colors and menus across all elements
Provides shortcuts (favorites customizable by the user) for frequently accessed processes, screens, reports, etc.
Provides shortcuts (favorites customizable by the user) for frequently accessed processes, screens, reports, etc.
Provides search functions that reach across all applications and attachments and is compliant with user security settings

Provides online help that is context sensitive and content appropriate with manuals also available for download
Workflow
The solution should provide integrated workflow management capability, including generation, routing, notification, and approval of internal forms, reports, and other documents and processes (e.g. payables processing, purchase orders, GL transaction approval, payroll processing, budgeting, personnel actions, training requests, timesheet approval, performance evaluations, recruitment, etc.) for all core modules. Additional requirements are listed below:
Provides the ability to establish multiple approval levels based on user-defined criteria (e.g. dollar amounts, types of items purchased, document types, etc.)
Allows out of office approval delegation with begin and end dates
Provides multiple attributes to define which users participate in which steps of the workflow processes (e.g. GL number segments, unique groupings, project/task codes, object/spend category codes, consideration of roles, etc.)
Integrates with the email system to assist in the notification/request of approvals, and approval through/from email
Allows processing of approvals through mobile devices
Provides for various forms of electronic signatures
Document Management
The solution should provide a way to store and retrieve electronic images (e.g. purchase orders, payroll checks, accounts payable invoices, W2's, 1099's, personal action forms, performance reviews, benefit election, etc.) that are attached to the appropriate transaction record (i.e. an individual's paycheck and not the entire check run for the pay period) for all core modules. Additional requirements are listed below:
Supports multiple media formats (e.g. audio, video, image, etc.)

Provides the ability to support different retention policies with respect to images managed by the system
Offers drill-down/drill across features for users to view documents associated with payroll, and personnel transactions
Allows users to export reports to Excel that include formulas/formatting
Reporting and Analysis
The solution should provide a comprehensive, user friendly and robust reporting solution. The solution should include relevant standard reporting, ad hoc reporting, notifications, scheduling, export ability, and dashboards. Additional requirements are listed below:
Provides the ability to copy and customize standard reports
Provides the ability to create report notification groups and inform/alert a group new reports are available
Provides the ability for a dashboard/scorecard to include, at a minimum, user defined metrics, key performance indicators (KPIs), reports, charts, etc.
Provides the ability for ad hoc reporting to be limited based on user security settings
Provides the ability to save and "publish" ad hoc reports for use by others
Provides the ability to report/query on any field within an application, including comment fields
Provides modeling tools to do 'what if' analysis and forecasting (i.e. analysis of revenue/expenditure trends and the ability to develop forecast projections)
Allows users to drilldown from reports and inquiries to source transactions

Technical NOTE: There are some items in this section that are oriented as questions as opposed to requirements. Proposers must provide a written response to these items. In addition, if a Response Code applies, include it.	
General	
The solution should be a commercially available product that supports the following:	
Provides a production instance, test instance, and a disaster recovery instance	
Provides Single Sign On (SSO) integration	
Configuration	
The Proposer is to support solution configuration. Additional requirements are listed below:	
Provides the ability to create user-defined fields, screens, and hot keys	
Provides the ability to configure workflows, codes, report parameters, and other elements to meet specific business needs using configuration and operating parameters provided by County and without the assistance of the software vendor	
Provides the ability to configure help text	
Provides the ability to configure common error messages	
Integration/Interface and Reporting	
The Proposer is to support all required interfaces and reports. Additional requirements are listed below:	
What type of migration and integration support does the vendor provide?	
How do you support and manage integration with the customer's existing applications?	
Describe APIs and web-services available to pull and push data:	

Are the APIs secured and encrypted?	
Is there an option to access the data directly from the database?	
Describe reporting capabilities:	
System provided (out of the box)	
Ad hoc reports	
Support and Maintenance	
The Proposer is to provide support and maintenance services. Additional requirements are listed below:	
What type of support is provided (self-service, email, phone)?	
What are the support times and days?	
What are the support response times for various priority items (i.e. urgent, high, low)?	
What type of monitoring and alerting does the vendor provide?	
How are upgrades, patches, and other maintenance performed?	
Define the customer's role in applying patches, upgrades, and changes to the application.	
What type of change management and risk management procedures do you follow? How often is this communicated to the customers?	
Provides for upgrades to accommodate changes in laws, regulations, best practices, and new technology	

Provides near or real-time mirroring for Disaster Recovery service to an off-site location	
Includes complete installation, operating, and system maintenance documentation (if maintained by County)	
Audit and Security	
The solution should be designed to protect all data from unauthorized access or alteration. Additional requirements are listed below:	
Provides for compliance with the National Institute of Standards and Technology (NIST) 800-53 moderate control set standards	
Integrates with SSO or is configurable to support County's password policy	
Enforces the County's password policy to include:	
Must be non-printing/displaying	
Must use a combination of alpha numeric and special characters	
Must allow for a lockout policy for failed logon attempts	
Allows the system administrator to:	
Define a minimum length password	
Define password expiration timeframe	
Prohibit reusing of passwords	
Configure control access to the application, modules, transactions, data, and reports	

Define data access rights (e.g. create, read, update, delete) by user ID or functional role	
Define functional access rights (e.g. processes, screens, fields and reports) by user ID or functional role	
Restrict access to sensitive data elements (e.g. social security numbers, banking data, etc.) by user ID, user groups, or functional role	
Define what transaction types are audited	
Query the audit log by type of access, date/time stamp range, user identification, and terminal ID	
Maintains audit logging to record access activity:	
Login/logout attempts by user and workstation	
User submitted transactions	
Initiated processes	
System overrides	
Additions, changes, or deletes to application-maintained data	
Integrates with Active Directory	
Captures defined transaction details and allows authorized staff to view that detail	

Provides object, row, and field level security	
Restricts access to specific screens, processes or reports	
Provides user group security	
Extends security settings to reporting tools/layers	
Encrypt all data; describe the encryption schemes used and provide data masking for the test instance	
SaaS or Managed Services NOTE: Vendors proposing a Managed Services or SaaS solution must address each of the following requirements.	
System Patches and Upgrades	
Provides a tool for County IT staff to update the system with patches and new releases	
System Availability	
System must be available 24 hours a day, 365 days a year (not including Force Majeure Events or scheduled downtime – scheduled downtime must be pre-approved by the County one week in advance)	
System uptime must be 99.99%	
Data Storage Location	
Data and backup must be stored in the Continental U.S.	
Describe the network bandwidth requirements between the County and hosting facilities	
Describe what options are available for dedicated bandwidth (if available)	

	
Describe scalability options for computing power (CPU, RAM, and Storage)	
Data Access and Security	
Is it a single or multi-tenant environment?	
	
If a multi-tenant environment, how is the data segregated?	
	
If a multi-tenant environment, how is security managed?	
	
How is the backup data stored (raw files or encrypted format)?	
	
Upon discovery or reasonable belief of any data breach, Proposer shall notify the County by the fastest means available and also in writing within 24 hours. The notification shall identify:	
The nature of the breach	
The data accessed, used, or disclosed	
The person(s) who accessed, used, disclosed, and/or received data (if known)	
What Proposer has done or will do to quarantine and mitigate the breach	
What corrective action Contractor has taken or will take to prevent future breaches	
Proposer will provide daily updates regarding findings and actions performed by Proposer until the breach has been effectively resolved to the County's satisfaction and all applicable laws	
Proposer shall quarantine the breach, ensure secure access to data, and repair system as needed in accordance with the requirements; failure to do so may result in the County exercising its options for assessing damages or other remedies under the resulting contract	

Proposer shall conduct an investigation of the breach and provide the investigation report to the County within all legal requirements	
Regulatory Compliance	
Is the solution both PCI & HIPPA compliant?	
Is the hosting facility SSAE 16 certified? If so, provide proof of certification.	
Business Continuity and Disaster Recovery	
Provide business continuity & disaster recovery (DR) options:	
Meets recovery point objective of 15 minutes?	
Meets recovery point objective of 12 hours?	
In the event of a disaster or catastrophic failure, the Proposer shall inform the County:	
Within one hour	
The scale and quantity of the data loss	
What Proposer has done or will do to recover the data and mitigate any effect of the data loss	
What corrective action Proposer has taken or will take to prevent future data loss	
Service Level Agreements	
Provide supported SLA options (e.g. reliability, availability, performance, issues, requests, system response time, etc.)?	