



Department of Procurement Services

3176 Jackson Avenue · Memphis, TN 38112 · (901) 416-5550

QUESTIONS AND ANSWERS

RFP 12122024DEM Biometric Automated Time and Attendance System

1. Would Shelby County be open to signing multiple contracts if the vendor used subcontractors?
Answer: MSCS will not sign multiple contracts with subcontractors.
2. Of the 1700 licensed employees, how many supervisors, managers, and administrations need access to the system to make approvals, edit or run reports?
Answer: Approximately 217 supervisors and 8 administrators
3. Page 22, Support Requirements, #7 Solution implemented within 8 weeks of MSCS signing Contract. I wanted to confirm that you are looking for 8 weeks from contract signature to project/implementation kickoff?
Answer: No, the project implementation should plan to start implementation after the contract signature and implemented within 8 weeks of the contract signing.
4. What is the desired Project start date and go live date?
Answer: The desired project start date is March 1, 2025. The go live date will be determined by MSCS and the Awarded Vendor.
5. How many wall mounted time clocks should be included in the proposal?
Answer: 200+ as shown on Appendix I
6. Is it desired for the time clocks to use Facial Recognition Biometrics or Fingerprint?
Answer: Fingerprints
7. 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?
Answer: We would like the capability but will not be used starting out.
8. Will any employees be allowed to either fill out their timesheets online, or have their timesheets auto-populate based on their schedules? (these groups of employees would not punch in/out)
Answer: The exempt employees will only use the timekeeping system for leave requests.
9. Is it desired for employees to request time off electronically at a computer or smart phone?
Answer: Yes, both
10. Is there any chance we could get an additional 5 business days?
Answer: Due to the constraints of the timeline, we are unable to grant respondents any additional days.

11. Are you open to provide an NDA so we can answer all information within the RFP?
Answer: MSCS does not sign or provide an NDA for vendors to submit responses to a solicitation.
12. Are we able to redact our financial information and other proprietary sensitive information from FOIA requests?
Answer: MSCS adheres to all requirements of the open records request law. Please note that financial cost information and a proprietary solution submitted as a response are all subject to an open records request and may be given if requested. All open records requests are submitted to MSCS General Counsel Office for their process of what should be redacted.
13. Will our RFP response be in good standing if we only provide our Dunn and Bradstreet report? Or do we need to provide our Dunn and Bradstreet report along with our financial statements?
Answer: Please see the information outlined in Part III: Proposal Format, 2.0-Tab C (page 11).
14. The solicitation requests that we include the documents listed below with our submission; however, we can only provide these via a secure email to the RFP contact. Is this acceptable, and so, who should receive the email?

Most recent Application Code Review or Penetration Testing Reports (carried out by independent third party)

Information Security Policies and Procedures

Data Flow Diagram

Any other Documents supporting your responses in this questionnaire (Please provide a description for each document).

PCI, SOC2 type II or ISO27001 certification reports

Other Independent Audit report (please provide details)

Answer: Responses must be included and submitted with the vendor's proposal.

15. Regarding the Support Requirements on pg. 22, we would like to ask if the following proposed implementation timelines can be made flexible?

Vendor personnel available for up to 12 months after implementation date (#4)

Solution implemented within 8 weeks of MSCS signing contract. (#7)

Answer: In response to item #4; We will need this access even if is the call center responding to our questions or issues. Item number #7 will be needed as we implement a timeline.

16. The Compensation/Pricing Schedule is listed to appear in two different sections of the proposal response. Please confirm if this document should appear in both Tab E and Tab F.

Answer: You can use Tab F for the Compensation/Pricing Schedule.

17. Are there additional systems that require integration into time and labor?

Answer: Our APECS system and possibly Heartland

18. The RFP mentions that you wish to, “replace the existing biometric time and attendance system.” Which system are you currently using? And do you intend to replace existing clocks, or do you hope to reuse them if possible?

Answer: We have Ascentis (Now UKG) was formerly NOVAtime. If our current clocks are compatible, we can use them; otherwise, we will need to replace them with updated models.

19. For the bid bond appendix, is this applicable? Do we need to provide a check for the 5% of the lowest cost proposal evaluated? If so, how will we know what that amount will be??

Answer: This section (Appendix A, 9-B) refers to a Protest Bond and not a Bid Bond. A Protest Bond is required under the instructions of this section. A bid bond is not required for this RFP.

20. For the Specials Terms & Conditions for RFP’s (Tab E, Forms Appendix A), I see this information for page 28. Is there are form we are to sign? I don’t see the form unless I’m overlooking it.

Answer: Some of the Appendices require a signature, but Appendix A does not.

21. Does Appendix H need to be signed? If so, I don’t see where it would be. We could sign the bottom on page 52, to show acknowledgement.

Answer: Appendix H does not require a signature.

22. For Appendix L, does the FNS Grant/Cooperative Agreement line require some information? We’re not sure if the line is intentional or cut off and requiring some information.

Answer: The information in Appendix L is correct. You are required to review and sign Appendix L.

23. Are we able to electronically sign these documents and it be sufficient or does the original cop need a “wet” signature?

Answer: The original copy does require a “wet” signature.

24. We are completing the Pricing Appendix I on page 53 there isn’t a clear understanding of where we provide a first-year implementation services in order to build the solution based upon the requirements of the RFP?

Answer: You can add the implementation cost for the software under Other Service Proposals (Fees).

Thank you,

Procurement Services

