



RFP / TITLE
CONTACT
EMAIL
PHONE NUMBER
SUBMITTAL DUE DATE
Q&A ISSUE DATE

QUESTIONS & RESPONSES #02

071682-HR SYSTEMS PLANNING, DESIGN & IMPLEMENTATION PROJECT
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7/21/2022

Question	Answer
1. How much data is currently contained in Port of Tacoma's Vista, NeoGov and Time and Attendance systems, respectively. What portion of that will be migrated to the new HRMS?	1. Current and Prior employee records - There are about 4,000 person records, 1000 employee records about 300 are active employees. Our VistHRMS database is about 5GB, about 3GB is historical data; Legacy data HRIS data must be available for reporting after the deployment of the new solution
2. Which functions in Port of Tacoma's HR process involve approval workflows?	2. Hiring; interviewing; terminations; benefits; & labor grievances.
3. Approximately how many distinct approval workflow processes do you anticipate implementing for each primary HR function?	3. Hiring; interviewing; terminations; benefits; & labor grievances.
4. When is the Payroll Forms Workflow executed and what records does it affect?	4. As needed. It affects employee, payroll, benefits, & organization records.
5. How many Port of Tacoma stakeholders are involved in each phase of this project (design/implementation)?	5. 3-4 Business stakeholders and 3-4 IT core team.

1. What are the key factors that will define the success of this project?	1. Replacement of our current HRIS; integration with key current and future Port systems: Dynamics 365 F&SC (future), ADP Payroll; etc.
2. Are their internal Port timelines driving the schedule of this project? What are they?	2. We would like the Planning & Design engagement started and possibly completed in Q4 2022.
3. Is the Port open to hybrid resource models (onshore /offshore) for this engagement?	3. We will consider such a proposal, but all data remains in U.S.
4. Are there any compliance requirements we should be aware of?	4. State, local, federal employment laws, & IRS.
5. Does the HRIS solution need to support multiple languages?	5. No, English only.
6. Which functions in Port of Tacoma's HR process involve approval workflows, and who is responsible for these approvals?	6. Hiring; interviewing; terminations; benefits; labor grievances. There will be various approvers.
7. When is the Payroll Forms Workflow executed, and what records does it affect?	7. As needed. It affects employee, payroll, benefits, & organization records.
8. How many core stakeholders does Port of Tacoma expect to be involved in each phase of this project (design/implementation)?	8. 3-4 Business stakeholders and 3-4 IT core team.
9. Is Port of Tacoma using other Microsoft technologies at this time (e.g. Azure AD, Microsoft 365)?	9. Yes, Azure for AD, IaaS, App Services, Data Services, Data Factory, Power BI, Power Platform, Dynamics 365 CE, MS365, and others.
10. How much data needs to be migrated into the new system (e.g. number of records, size and age of the data)?	10. Current and Prior employee records.
11. Are there specific metrics the Port is looking to improve?	11. Metrics to be determined during the Design phase.
My firm is interested in submitting a response to your solicitations. We would respectfully like to request an extension to the deadline for submission in the amount of 3 additional business days, submitting by end of day 27 July. The July 4th week slowdown and our desire to finalize a timekeeping recommendation is leaving us with a very short window to provide our most responsive proposal, so the additional 3 days would be greatly appreciated.	See Addendum 03.
Attachment B Exceptions Limitations on Liability & Cap on Damages. INSERT - Adding a Limitation on Liability clause is in the Port's best interest as it will empower Consultant to offer the Port the most competitive and affordable rates. The wording of this clause has been crafted to fairly balance risk between the parties and also to mitigate risk by transfer to insurance as much as possible.	See Addendum 02.

Attachment B Exceptions Disclaimer of Warranties INSERT - This procurement is for an off-the-shelf MS 365 solution. Therefore, the Port will be entering a licensing agreement directly with Microsoft. Consultant also has a direct agreement with Microsoft to resell, install and support the Microsoft solution. As neither the Port nor Consultant has the power to negotiate the terms of the Microsoft master agreements, it is in the Port's best interest to ensure that the terms of this agreement are consistent with the Microsoft master agreements. The wording Consultant is proposing is consistent with the limitations that will be imposed on both parties under the Microsoft master agreements.	See Addendum 02.
Attachment B Exceptions 4. Indemnity / Hold Harmless Clause INSERT - Consultant cannot guarantee the protection of Port's data from electronic threats or hacking. It is not commercially reasonable for Consultant to agree to accept this risk. It is therefore it is in the best interest of Port to remove this wording from the Agreement. 5. Insurance - Assumption of Risk INSERT - Consultant requests the requirement for environmental, asbestos abatement, and maritime-related coverage be dropped as they are not applicable to this opportunity and Consultant does not currently have such coverage. Additionally, our current coverage limits differ from the Port's requirements and are reflected above. Consultant will provide a copy of our Certificate of Insurance prior to our bid submission, if requested by the Port.	See Addendum 02.
Attachment B Exceptions 4. Indemnity / Hold Harmless Clause DELETE - Consultant shall indemnify and hold the Port of Tacoma and Northwest Seaport Alliance harmless from and against any liability, expense, fines, penalties, cost, demand, or other obligation, resulting from or out of any cyber-related risk that include theft, loss or misuse of data, release of private information as result of a network breach, penetration, compromise, or loss of IT systems control. INSERT - It is not commercially reasonable for Consultant to defend and indemnify the Port to the extent of the Port's own negligence, gross negligence and willful misconduct. Therefore, it is in the best interest of Port to agree to the proposed wording that allocates risk fairly between the parties	See Addendum 02.

Attachment B Exceptions	See Addendum 02.
<p>2. Standard of Care</p> <p>INSERT - Consultant has added Limitations on Liability & Cap on Damages section below. Adding a Limitation on Liability clause is in the Port's best interest it will empower Consultant to offer the Port the most competitive and affordable rates. The wording of this clause has been crafted to fairly balance risk between the parties and also to mitigate risk by transfer to insurance as much as possible.</p>	
<p>3. Termination of agreement</p> <p>INSERT - Consultant has added Limitations on Liability & Cap on Damages section below. Adding a Limitation on Liability clause is in the Port's best interest it will empower Consultant to offer the Port the most competitive and affordable rates. The wording of this clause has been crafted to fairly balance risk between the parties and also to mitigate risk by transfer to insurance as much as possible.</p>	
1. If a "Nice To Have" requirement needs a customization to achieve, is it preferred to leave the requirement out or should a customization be included in the estimated implementation price?	1. Included in estimated implementation price.
2. Will the Port allow landscape 8x11" pages for figures and tables?	2. Yes.
Attachment B Exceptions	
<p>1. Ownership of Intellectual Property - DELETE</p> <p>REPLACE WITH - "Instruments of Service" under copyright law refers to architectural services. Consultant will be providing an "off the shelf" solution of Microsoft 365, possibly with some customizations, for this procurement. The Port expressly stated it wishes to minimize custom code or solutions by Consultant. Therefore this wording is not necessary and it is in the best interest of the Port to remove it and include the added language to the agreement to clarify intent and avoid ambiguity.</p>	See Addendum 02.
1. Can the Port please provide clarification regarding the length of the agreement upon award as this will affect pricing?	1. Attachment B is a template included as an example. Attachment D states Three (3) years term, with one (1) optional 1-year terms.
Attachment B states "The length of this agreement is from the date of execution to xxDATExx. With two (2) separate one (1) year renewal options at the sole discretion of the Port."	
2. The Port asks Offerors to describe how the team meets or exceeds the required qualifications. What are the required qualifications of the proposed team?	2. Provide your firm's qualifications for all elements of the stated project scope, solution selection & design, implementation, consulting, deployment, support, etc.
3. If a requirement cannot be met, should we simply leave the Vendor Response blank and say so in the Elaboration column?	3. Provide how you propose that the requirement can be met. If not by your proposed platform, indicate 3rd Party and specify in elaboration, even if you propose our legacy solution (e.g., ADP T&A)
4. The RFP states in Section B. SCOPE OF SERVICES that "The Port anticipates that this project can be performed 100% remotely and no travel will be required." Attachment D includes a requirement for "On-Site (Tacoma, WA) Hourly Rate – inclusive of travel expenses." Please confirm that on-site rates are not required.	4. The Port anticipates 100% remote, but in the event we do need to have Consultant onsite, we need to know your travel rates.

1. May Consultant modify Attachment D to accommodate the "One-Time HR Systems Planning & Design project (Fixed Bid)", the "Ongoing managed support services of the implemented HR systems solution", and Software Subscription pricing?	1. Yes.
2. What is the Port's budget?	2. The Port has allocated provisional budget amounts for both Planning/Design and implementation phases, but these are subject to revision based upon RFP responses.
3. Does the Port want Attachment F to be included as an Appendix in the proposal or as a separate attachment to the submission?	3. Appendix in the proposal.
3. Does the Port want Attachment E to be included as an Appendix in the proposal or as a separate attachment to the submission?	3. Appendix in the proposal.
4. Can figures and tables use 10 point font?	4. Appendix in the proposal.
5. A copy of our SLA is requested in E. RFP ELEMENTS & EVALUATION CRITERIA, Section 2d and in Attachment D. Where would the Port like us to include the SLA?	5. Include as an attachment
6. Would the Port like Attachments E and F submitted as PDFs or excel files?	6. Either is ok.
1. Compensation is listed as desired future state functionality in new HR system in Attachment G, however there are no specific requirements in Attachment F requirements. Can you please clarify what are the requirements / expected functionality for Compensation in the new HR system?	1. Pay rate/salary and history to be maintained as part of employee record.
2. Lines 39 and 40 of Appendix F regarding Time & Attendance integration to ADP are not applicable if Time & Attendance remains in ADP, how should we respond to these requirements?	2. Please provide your proposed T&A solution, whether it remain in ADP or migrate to the new platform you propose
3. What is your current performance management process? Do you use 360 reviews or any sort of ratings, scoring etc?	3. Employees have annual reviews based on Essential Functions and Goals. Each Essential Function is rated based on Exceeds, Meets, or Needs Improvement.
4. Do you have any other union requirements besides grievance tracking?	4. Not currently

1. Can you provide an extension on proposal submission deadline to August 5th to allow for sufficient time to react and incorporate feedback from the Q&A period?	1. Being extended
2. Are there requirements for the new HR system to handle benefit management as part of Union functionality?	2. Benefit Management is required for all employees, regardless of them being represented by a Union or not.
3. Do you have an integration platform for benefits integrations? If yes, please provide details on the platform.	3. We intend to use M365/D365 integration solutions and tools
4. Did NeoGov respond last time this RFP was posted in April?	4. No
5. Is time and attendance working sufficiently for the Port's needs in ADP?	5. We will consider migrating Time & Attendance to a NeoGov or D365 solution if capabilities are adequate
6. What reasons would cause the Port to abandon ADP for time and attendance?	6. See #5 above
7. Is the Port's intention to use the new HR system for full benefit administration, open enrollment, etc. then interface to the carriers?	7. Yes
8. Is all time entered tracked against specific projects?	
9. Are you only looking to track completion of required tracking, not administration of any of the training (like an LMS system would do)?	8. Some but not all employees track time against specific projects. 9. Yes

1. Who is your current Dynamics GP support partner?	1. Encore.
2. Who helped you implement Dynamics GP?	2. The Resource Group.
3. Who is your Dynamics 365 CE partner?	3. Altriva.
4. What is the budget for this project?	4. Based in proposals.
5. Which vendors responded to your HR RFI from 2021?	5. (*Is this relevant?*) NeoGov, RSE, Crowe, PDS, Ascentis, Alight Solutions, Collaborative Solutions.
6. Which vendors responded to your Dynamics 365 Finance RFI from 2021?	6. Crowe, RSE.
7. Attachment D requests on-site rates, however Section B. states that all work can be performed remotely, can we omit providing on-site rates?	7. Please provide on-site rates as well
8. Is there a specific format / template to use for the Planning & Design fixed bid and One-Time HR Systems Implementation T&M costs? Attachment D only has a rate card table.	8. Use the format of your choice.
9. Will you issue another RFP for implementation phase at the conclusion of Planning & Design phase?	9. We will not issue another RFP for the implementation phase. Our intention is to select one partner for Planning, Design and Implementation phases
10. Can you provide an extension on questions submission deadline to July 15th, assuming we will receive responses a few days before 15th, to account for any further follow-up questions on first round of Q&A?	10. See Addendum 03.
Terms and Conditions. Under the insurance requirements - if we don't meet the current dollar amounts, will what we have plus our umbrella coverage suffice?	See Addendum 02.