

Question and Answer Response

Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
1	Can companies from outside the USA apply for this (e.g. India, Canada, etc.)?		<p>Per Attachment 2 (Court’s Terms & Conditions), Appendix C, Section 1.5(b)(iii), No work shall be provided from outside the continental United States. Remote access to Court Data from outside the continental United States is prohibited unless approved in writing in advance by the Court. The physical location of Contractor’s data center, systems, and equipment where the Court Data is stored shall be within the continental United States.</p> <p>Per Attachment 2, Appendix C, Section 1.5(f), Contractor shall ensure any hosting facilities (including computers, network, data storage, backup, archive devices, and the data storage media) and disaster recovery facilities (if applicable) shall be located in the continental United States.</p> <p>Per Attachment 2, Appendix C, Section 10.12, Unless otherwise approved by the Court in writing in advance, Work may not be performed outside of the United States.</p>

Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
2	Do companies need to come here for the meetings?		Per Section 4.0 Pre-Proposal Conference, Section 5.0 Submission of Proposals, and the RFP Timeline, the Pre-Proposal Conference, Public Opening of Cost Proposals, and the Demonstrations/Interviews will be held remotely via Zoom. The links for the Pre-Proposal Conference and the Public Opening of Cost Proposals are included in the RFP Timeline.
3	Can companies perform the tasks related to the RFP outside the USA (e.g. India, Canada, etc.)?		<p>Per Attachment 2 (Court’s Terms & Conditions), Appendix C, Section 1.5(b)(iii), No work shall be provided from outside the continental United States. Remote access to Court Data from outside the continental United States is prohibited unless approved in writing in advance by the Court. The physical location of Contractor’s data center, systems, and equipment where the Court Data is stored shall be within the continental United States.</p> <p>Per Attachment 2, Appendix C, Section 1.5(f), Contractor shall ensure any hosting facilities (including computers, network, data storage, backup, archive devices, and the data storage media) and disaster</p>

Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
			<p>recovery facilities (if applicable) shall be located in the continental United States.</p> <p>Per Attachment 2, Appendix C, Section 10.12, Unless otherwise approved by the Court in writing in advance, Work may not be performed outside of the United States.</p>
4	Can companies submit proposals via email?		<p>Per Section 5.0, Submission of Proposals, subsection 5.3 of the RFP, Prospective Bidders must submit proposals in two separate emails (the Technical Proposal and the cost portion) to bidquestions@alameda.courts.ca.gov.</p>
5	Is the Court only looking for time clocks to work with the existing Workday software?		<p>Per Section 1.0, the Court is soliciting a web-based time clock management system, that includes time clock devices, that is compatible and integrable with the Court's existing payroll system, Workday.</p>
6	Is the preference to have the time clocks communicate directly with Workday? Or is the preference to have a timekeeping software which collects the punches and then send the data over to Workday?		<p>Per Section 2.2.1.D, the proposed solution shall include a cloud-based Software as a Service (Saas) furnishing workforce schedule management and maintenance for 700 Court employees, plus storage and transfer of time and absence data to the Court's Workday timekeeping system.</p>

Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
			The Court will accept proposals with other viable solutions for collecting and transmitting data to Workday.
7	Is 700 employees the amount we should use when quoting employee licenses?	RFP Document, Scope of Work, Section 2.0, page 8	Yes; if licenses will be charged per employee please provide cost based on 700 employees.
8	Are the TCDs as well as the supporting middleware, just collecting raw punches to pass to Workdays Timekeeping System? Or is there an expectation of the system being a full time and attendance system handling all the calculations of time prior to sending to Workdays Timekeeping System or payroll system? There is some confusion on what is to be the system of record for employee timekeeping.	RFP Document, Scope of Work, Section 2.0, page 8	<p>Per Section 2.2.1.D, the proposed solution shall include a cloud-based Software as a Service (Saas) furnishing workforce schedule management and maintenance for 700 Court employees, plus storage and transfer of time and absence data to the Court's Workday timekeeping system.</p> <p>The Court will accept proposals with other viable solutions for collecting and transmitting data to Workday.</p> <p>There is not an expectation that the Time Clock Management System will handle calculations of time. The system must collect the raw punches and send data into Workday.</p>
9	In the Scope of Work it describes that the new time and attendance system is to integrate with Workdays Timekeeping system, yet in the response to questions sent in by another vendor a response was	RFP Document, Scope of Work, Section 2.0, page 8	The new time and attendance system should integrate with Workday's timekeeping system.

Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
	provided that it should integrate with Workdays Payroll system. Please provide clarity.		
10	Are there some employees that would utilize a WebClock via a browser?	RFP Document, Scope of Work, Section 2.0, page 8 “flexible time collection devices”	Yes; there may be some employees that would utilize a WebClock via a browser as an option.
11	Are there some employees that would benefit from utilizing a true mobile app with Geo-Fencing	RFP Document, Scope of Work, page 8 “flexible time collection devices”	Yes; there may be some employees that would benefit from utilizing a true mobile app with Geo-Fencing.
12	Do the time clocks need to have both biometrics as well as the capability of reading the HID Prox II employee ID cards. Or is it desired to have the TCD reading the employee badge and quote the biometrics as an optional add on?	RFP Document, Scope of Work, 2.1 General Requirements, page 8	Per RFP section 2.2.2 B. ii. 6., the TCD shall be able to utilize the Court’s employee bade card (HID ProxCardII). The biometrics is an optional add on.
13	Do the employees have HID proximity IDs, as one section eludes that they do not have a chip in their ID card, whereas another section specifies that they do have an HID proximity card?	RFP Document, Scope of Work, 2.2 Responsibilities and Tasks, Page 9, Bullet E	The Court utilizes various models of HID Proximity II cards. Upon contract award, the Court will provide, if any, a list of cards that contain a chip.
14	If it is desired for the system to be a full time and attendance system, do you wish for employees to be able to view their leave balances and request time off through the system? What other self-service tools are desired for the	RFP Document, Scope of Work, 2.2 Responsibilities and Tasks, Page 9, Bullet D	This feature is not a requirement at this time. However, if the feature is available bidders can indicate that in their proposal.

Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
	employees through the time and attendance system?		
15	Is it desired for employees to be able to do shift trades, shift swapping, accepting shift offerings via the scheduling portion of the system? What other desires are there for the scheduling portion of the system?	RFP Document, Scope of Work, 2.0, Page 8	No; employees will not need to do shift trades, shift swapping or accept shift offerings via the scheduling portion of the system.
16	Beyond Workday, what other systems within your technology footprint should the system be able to synch with, whether bringing in information from, or passing information to?	RFP Document, Scope of Work, 2.0, Page 8, Integration services	Solution should support for XML_RPC and JSON API's along with AMAG and Workday supported API's based on required data. Detailed information from the bidder regarding what data can be synchronized via support custom API's is required.
17	Is there a recording of the prebid meeting to share as we were unable to get in due to technical challenges?		The Pre-Proposal Conference was not recorded.
18	Could you please expand upon "roll call OT" requirement – what this is exactly, when would it apply, and for whom?	Appendix 1-Requirements, line 52, item 30	Addendum No.3 issued on November 8, 2022 reflects an update to Appendix 1 – Requirements removing the requirement for the Solution to calculate the in punch for "Roll Call" overtime.
19	Could you please provide specifics regarding what type of imports and/or	Appendix 1-Requirements, line 23, item 13	The Court is requesting the format listed in Appendix 1, item #13. The Court will

Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
	exports you are looking for the Solution accept or be able to produce?		consider other import/export types proposed by bidders.
20	Could you please provide specifics surrounding the additional labor costing that is needed?	Appendix 1-Requirements, line 33, item 23	Please provide estimated costs for any additional labor that will be required to implement a fully function time clock management system. These are costs that the Court may not have identified in this RFP.
21	Are you able to provide any visual flow chart or graphic documentation to help better understand the expected integration between Workday, TCDs, and the Solution?	Appendix 1-Requirements	No visual workflow is available, please refer to the steps listed below: 1. Utilize existing employee badge ID to scan time through vendor Time Clock Device. 2. TCD collects scanned data 3. TCD software calculates and transmits data into the Court’s Workday system.
22	Can you please provide estimated volume of work orders, grants, jobs and tasks?	Appendix1: Requirements – Item 23	Estimated volume of work orders, grants, jobs and tasks will be determined after contract award during the planning phase.
23	Can you please clarify your roll call processes and procedures? In particular how time / overtime is calculated.	Appendix1: Requirements – Item 30 a-f	Addendum No.3 issued on November 8, 2022 reflects an update to Appendix 1 – Requirements removing the requirement for the Solution to calculate the in punch for “Roll Call” overtime.

Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
			Overtime work, as defined in the federal Fair Labor Standards Act (FLSA), is all work performed in a work week in excess of the normal full-time hours worked in that work week for the job classification. Per the FLSA, paid time off is not considered “hours worked” and therefore shall not count toward the accumulation of the workweek for purposes of entitlement to overtime. However, holidays worked and holiday which fall on an employee’s regularly scheduled workday shall be counted as “hours worked” for purposes of calculating overtime.
24	Are Time Clocks currently being used? We have an trade-in promotion that will allow be to discount all hardware 50%		The Court does not currently utilize any Time Clock Devices.
25	If so, what make and how many QTY?		Not applicable as the Court does not currently utilize any Time Clock Devices.
26	What is the court using for a current time clock system? a. Please list the current software. b. Please list the current time clock brand.		The court does not currently utilize any Time Clock Devices. The Court currently utilizes Workday timekeeping system. Employees manually enter timecards into Workday.

Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
	<p>c. How many court staff currently administer the existing time clock system?</p>		
27	<p>Section 2.2.1 B asks the vendor to install the time clocks. Our time clock installation is very simple and we typical see customers installing the clocks on their own. Does the court have a maintenance staff that could remove the old clocks and mount the new clocks as a means of reducing costs?</p> <p>a. Do all clock locations have TCP/IP Ethernet connectivity?</p> <p>b. Do all clock locations have Power over Ethernet (PoE) capability?</p>	<p>Main RFP document: RFP SC 1801.2022.2 Time Clock Management System rev.10.18.22.pdf;</p> <p>Section 2.2.1 B: "TCD installation;"</p>	<p>The Court prefers the bidder provide installation for any TCDs.</p> <p>The Court does not currently utilize any Time Clock Devices and therefore does not have any devices to replace.</p> <p>Time Clock Device locations are to be determined after contract award. Once locations are determined, the Court will ensure TCP/IP Ethernet connectivity and PoE capability is available.</p>
28	<p>Section 2.2.1 D asks for integration to Workday's timekeeping system.</p> <p>a. Please confirm all time, attendance, and pay rules will be configured in the Workday Time Tracking module.</p> <p>b. Please confirm absence rules will be configured in</p>	<p>Main RFP document: RFP SC 1801.2022.2 Time Clock Management System rev.10.18.22.pdf;</p> <p>Section 2.2.1 D: "Cloud-based Software as a Service (SaaS) furnishing workforce schedule management and maintenance for 700 Court employees, plus storage and transfer of time and absence data to</p>	<p>The Court confirms all time, attendance, and pay rules will be configured in the Workday Time Tracking module.</p> <p>The Court confirms absence rules will be configured in the Workday Absence module.</p>

Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
	the Workday Absence module.	the Court’s Workday timekeeping system;”	
29	<p>Section 2.2.1 E asks for additional accessories to allow proximity scanning for employees who currently do not have a proximity card.</p> <p>a. How many of the current scope of 700 users do not have an existing proximity card?</p>	<p>Main RFP document: RFP SC 1801.2022.2 Time Clock Management System rev.10.18.22.pdf;</p> <p>Section 2.2.1 E: “Any additional accessories necessary for time clock and proximity card to operate, for example to furnish a wafer/sticker/chip that will allow existing Court ID cards, which are without any chip, to utilize proximity scanning;”</p>	<p>All Court employees have been issued a proximity card. Section 2.2.1 E requests bidders propose any additional accessories that may be needed to allow current Court employee proximity cards to function with the proposed Time Clock Devices.</p>
30	<p>Section 2.2.1 F asks for system training on several following topics.</p> <p>a. Scheduling – Will employee schedules be maintained in the Workday system? If not, where would the court like to administer employee schedules?</p> <p>b. Timekeeper and Supervisor Approvals – Please confirm all approvals will take place in the Workday Time Tracking module.</p>	<p>Main RFP document: RFP SC 1801.2022.2 Time Clock Management System rev.10.18.22.pdf;</p> <p>Section 2.2.1 F: “In-person, role-based training and materials for 700 Court staff members including the following topics: registration, scheduling, and approval processes for timekeepers and supervisors, administrator training, and end-user train-the-trainer training.”</p>	<p>Yes, employee schedules will be maintained in the Workday system.</p> <p>Yes, Timekeeper and Supervisor approvals will take place in the Workday Time Tracking module.</p>