

**ADDENDUM #1**  
**RFP# 24-01**

**HRIS Solution**

September 1, 2023

**QUESTIONS AND ANSWERS**

**This Addendum contains seven (7) pages.**

- 1) How many employees are at HCC?  
**a) On average there are between 500-700 employees (FT and PT).**
- 2) Has HCC seen any demos of HRIS systems prior to the release of this RFP? If yes, which ones?  
**a) Yes, Oracle did a 4-hour demo to 5-6 of the 15 Massachusetts Community Colleges.**
- 3) We believe that the State Payroll system is PeopleSoft. Can you please confirm?  
**a) Oracle HR/CMS PeopleSoft**
- 4) How many employees does HCC currently have that will be utilizing the HRIS?  
**a) About 500-700 users; 7 superusers**
- 5) Per our company policy, we will not acknowledge Holyoke Community Colleges Terms & Conditions. Is Holyoke Community College willing to sign our terms & conditions, if we are the vendor of choice?  
**a) No**
- 6) Can companies from outside the USA apply for this? (ex: India, or Canada)  
**a) Any company can respond regardless if they are international or not as long as they meet the requirements in the RFP.**
- 7) Will we need to come over there for meetings?  
**a) No need to come over for meetings, they can be conducted over zoom during the selection process. If selected, then in person meetings may need to occur.**
- 8) Can we perform the tasks (related to the RFP) outside USA? (ex: India or Canada)  
**a) If chosen as the awarded bidder and this is made clear in the proposal then yes.**
- 9) Can we submit the proposals via email?  
**a) Yes, proposals can be submitted via email as listed in the RFP.**
- 10) Can you please tell us how many employees your HRIS RFP pertains to?  
**a) On average there are between 500-700 employees (FT and PT).**

**ADDENDUM #1**  
**RFP# 24-01**

**HRIS Solution**

September 1, 2023

**QUESTIONS AND ANSWERS**

- 11) Topic: Demonstration (page 4) – Do you have a preference for the order of the topics for hours 2 and 3 (Hours 1 and 4 contain descriptions in the chart)  
a) **No preference**
- 12) Topic: Sandbox (page 6) – Would you please provide a date range for desired sandbox access?  
a) **The demonstrations are scheduled to occur during October 16 - October 30, 2023. Do keep in mind that the sandbox site does not need to be 100% functional, but must allow users to access basic functionality including but not limited to content and forms creation.**
- 13) Topic: Scoring Criteria (pages 7, 11) – Which is the correct breakdown, the one on page 7 or page 11? (Page 11 includes IT; page 7 doesn't; total project cost is also weighted differently)  
a) **The one with the IT included**
- 14) Topic: Total Project Cost (pages 7, 11) - By “total project cost” do you mean software (Oracle) plus implementation (TBD implementation partner quote)?  
a) **Yes, software and implementation.**
- 15) Topic: Implementation Support (pages 7, 11) - What are your expectations for information about implementation support? No explicit implementation requirements are stated.  
a) **Detailed training for different level users, migration of information of current and past systems into selected systems, and written/presentation training materials.**
- 16) Have there been any vendor demos and/or meetings prior to the RFP being issued?  
a) **Yes, Oracle did a 4-hour demo to 5-6 of the 15 Massachusetts Community Colleges.**
- 17) How many employees? F/T? Hourly? Student?  
a) **On average there are between 500-700 employees (FT and PT).**
- 18) Do any employees work in multiple jobs at HCC?  
a) **Yes**
- 19) Can you describe what you mean by claims management?  
a) **Managing medical and worker's compensation claims/leaves.**
- 20) On page 7 as well as page 11 of the RFP there are only two slightly differing criteria tables, can you confirm

**ADDENDUM #1**  
**RFP# 24-01**

**HRIS Solution**

September 1, 2023

**QUESTIONS AND ANSWERS**

which will be used for the evaluation of this proposal?

**a) The one with the IT included**

21) Dashboard/Scorecards – Are there specific features for which scorecards are needed? Can you elaborate more on what you are looking for?

**a) Current employees broken down PT/FT; # hired/terminated in that month, ATS open positions, Time to Fill, and task (Performance Evaluations, training, etc.)**

22) Digital version of the smartsheet and DocuSign – What is meant by “digital version” of these applications? Can you elaborate more on what you are looking for and how you are planning to utilize these applications?

**a) We want to be able to integrate both of those functions with the software.**

23) Workforce Planning/Analysis/Predictive Analytics – Can you elaborate more on what you are looking for related to predictive analytics in this context?

**a) Position Control that will help with identifying current headcount and open positions which ties into the budget portion for planning purposes. Also, tied into a position request process that will go from request to hire.**

24) Employee/Company Asset Management – Can you elaborate more on what you are looking for here?

**a) A method of tracking all HCC equipment provide to each employee by employee. This will help with on and off-boarding employees.**

25) Personnel File Storage – Can you elaborate more on the files that you are expecting to store within the system? For example, is this associated to a specific task within the system such as attaching a document to an application?

**a) We would like to migrate to a digital HR Personnel File.**

26) Forms (routing) – Can you provide some examples of what you are looking for related to forms and routing?

**a) Position request forms; from supervisor to business office, to VP, to HR (and notices to all signers and others that need to know).**

27) Policies Placement – Can you elaborate on what you are looking for here?

**a) A place to hold policies and create an automated email for signature acknowledgment of receipt.**

28) Contracts/Agreements – Can you describe what functionality you are looking for related to contract and agreements? Is it contract management? Other?

**ADDENDUM #1**  
**RFP# 24-01**

**HRIS Solution**

September 1, 2023

**QUESTIONS AND ANSWERS**

- a) **PT and Adjunct employees are on contract, those contracts need to be tied to the employee and the information needs to flow into the employee's pay/employment record. Create contracts and salary calculations for adjunct faculty based on salary step and per credit rates.**
- 29) Payroll Management and Reporting – Will you consider a system that does not have payroll built into it but can connect to a payroll system?  
a) **Yes, the State runs our payroll system. We need software that can integrate with the State system automatically and download from the State on a daily basis to ensure the most accurate information is available.**
- 30) Onboarding Process – Can communication between onboarding module and Banner – Can you describe or provide examples of the types of information to be communicated between modules?  
a) **Human Resources does not currently use Banner for onboarding or any other HR function. Does the software product allow data integration to Banner? Our payroll system is the Mass State system - Human Resources Compensation Management System (HR/CMS). Does the software product allow integration to and/or from HR/CMS?**
- 31) Management of 1099 Contractors – Can you describe or provide more information as to what you are looking for here?  
a) **Please disregard the need for management for 1099 contractors.**
- 32) Process appointment letters electronically – Can you explain what an appointment letter is in this context? Is this the offer or hiring letter?  
a) **The appointment letter is contractual which outlines title, funding source, dates, salary, and collective bargaining agreement.**
- 33) Electronic Personnel Files – Can you describe or provide more information as to what you are looking for here?  
a) **Ability to hold PDFs of documents for all employees by employees with permission access allowing those with permission to view specific documents.**
- 34) Available training titles: compliance, leadership, technical, etc. – Can you elaborate more on what you are looking for related to this?  
a) **Training on your software and a way to track all training by employees.**
- 35) IT Requirements Language Translation – Can you describe what you are looking for here?

**ADDENDUM #1**  
**RFP# 24-01**

**HRIS Solution**

September 1, 2023

**QUESTIONS AND ANSWERS**

- a) **Does your application provide any form of translation from English to another language (i.e. for screen, forms, etc.)**
- 36) IT Requirements Offboarding from the company – Can you describe what you are looking for here?  
a) **Can we take our data with us should we terminate our relationship with you? If so, is there a cost and what is the process.**
- 37) Can you provide additional information around the claims management requirement?  
a) **Managing medical and worker’s compensation claims/leaves.**
- 38) What are you using for document management?  
a) **Resumes/Cover letters**
- 39) What NEOED functionality are you currently using?  
a) **Onboarding, ATS, Perform, Eforms**
- 40) Do your employees do time entry through the state?  
a) **Yes**
- 41) Do you currently use Banner Position Control?  
a) **No**
- 42) IT Requirements - Kindly provide details about your existing IT architectural framework and specify the points where the integration of the new HRIS system would be necessary.  
a) **New HRIS system would need to integrate with both Banner and state system. API, Ethos, or other secure data transfer process.**
- 43) IT Requirements - Please help to share the number of employees/teachers required to log into new HRIS system (for extract/view personnel information and payroll activity)?  
a) **Unknown at this time.**
- 44) Hiring - 1) Please explain the statement as per RFP "Can communication between the onboarding module and Banner", Please share the business use case for the same. **Human Resources does not currently use Banner for onboarding or any other HR function. Does the software product allow data integration to Banner? Our payroll system is the Mass State system - Human Resources Compensation**

**ADDENDUM #1**  
**RFP# 24-01**

**HRIS Solution**

September 1, 2023

**QUESTIONS AND ANSWERS**

**Management System (HR/CMS). Does the software product allow integration to and/or from HR/CMS?**

2) Employee / Teacher onboarding feature required to be integrated with any other 3rd party application?  
**a) E-Verify and other background check products**

45) Administration - As per RFP we found Employee-Teacher/company asset management (Assets tracked against teacher). We assumed that financial tracking of assets is not covered under this RFP. Please confirm.  
**a) A method of tracking all HCC equipment provide to each employee by employee. This will help with on and off-boarding employees.**

46) System Feature - Please explain the term as per RFP "White labeling/ branding", Additionally, provide the business scenario in which this concept is applied.  
**a)Can system features be set up with HCC branding.**

47) Administration - We assumed that financial implications are not covered under this RFP for Claim management. Please confirm.  
**a) Managing medical and worker's compensation claims/leaves.**

48) Hiring - Please explain the purpose of having "Management of 1099 contractors". Additionally, provide the business scenario in which this concept is applied.  
**a) Please disregard the need for management for 1099 contractors.**

49) Administration - The phrase "Policies placement" pertains to policy documents (specifically, company policies) that need to be maintained within the HRIS solution. Kindly verify this understanding.  
**a) A place to hold policies and create an automated email for signature acknowledgment of receipt.**

50) Hiring - New HRIS system required to be integrated with below:

# Financial system for - Payroll, Claim and Project Management for posting of financial entries as well. Please confirm.

**a) Managing medical and worker's compensation claims/leaves.**

51) System Features - Which data should be incorporated into the new HRIS system from both SmartSheet and DocuSign?

**a) Data will include promotions, terminations, salary changes, employee status changes, contracts, leaves, and essentially, all employee actions.**

**HOLYOKE COMMUNITY COLLEGE**  
**303 HOMESTEAD AVENUE, HOLYOKE, MA 01040**  
**Tel: (413) 538-7000 – Fax: (413) 552-2045**

**ADDENDUM #1**  
**RFP# 24-01**

**HRIS Solution**

September 1, 2023

**QUESTIONS AND ANSWERS**

\*\*\*\*\* END OF ADDENDUM #1 \*\*\*\*\*