



Beaufort County School District

Addendum 1

Solicitation Number: 21-011
Date Printed: August 26, 2020
Date Issued: September 14, 2020
Procurement Officer: Kaylee Yinger, CPPB
Phone: 843-322-2349
Email: Kaylee.Yinger@beaufort.k12.sc.us

Request for Proposals (RFP)

DESCRIPTION: **Human Resources Case Management Software**
SUBMIT OFFER BY (Opening Date & Time): **September 21, 2020; 2:00 PM EST**
QUESTIONS MUST BE RECEIVED BY: **September 14, 2020**
NUMBER OF COPIES TO BE SUBMITTED: **Seven (6) Original Signed Copies and One (1) Redacted Version on USB**

Offers must be submitted in a sealed package. Solicitation Number & Opening Date must appear on package exterior.

SUBMIT YOUR SEALED OFFER TO EITHER OF THE FOLLOWING ADDRESSES:

MAILING ADDRESS:

Beaufort County School District
Procurement Office
P.O. Drawer 309
Beaufort, SC 29901-0309

PHYSICAL ADDRESS:

Beaufort County School District
Procurement Office
2900 Mink Point Blvd
Beaufort, SC 29902

AWARDS & AMENDMENTS:

Award will be posted at the Physical Address stated above on or after September 18, 2020. The award, this solicitation, and any amendments will be posted at the following web address:

<http://beaufortschools.net>.

You must submit a signed copy of this form with Your Offer. By submitting a proposal or bid, You agree to be bound by the terms of the Solicitation. You agree to hold Your Offer open for a minimum of ninety (90) calendar days after the Opening Date.

NAME OF OFFEROR:

(Full legal name of business submitting the offer)

ENTITY TYPE:

AUTHORIZED SIGNATURE (Person signing must be authorized to submit binding offer to enter contract on behalf of Offeror named above)

PRINTED NAME

TITLE

Instructions regarding Offeror's name: Any award issued will be issued to, and the contract will be formed with, the entity identified as the Offeror above. An offer may be submitted by only one legal entity. The entity named as the Offeror must be a single and distinct legal entity. Do not use the name of a branch office or a division of a larger entity if the branch or division is not a separate legal entity, i.e., a separate corporation, partnership, sole proprietorship, etc.

PAGE TWO
(Return Page Two with Your Offer)

HOME OFFICE ADDRESS (Address for Offeror's home office/ Principal place of business):	NOTICE ADDRESS (Address to which all procurement and contract related notices should be sent):
PHONE NUMBER:	
EMAIL ADDRESS:	

PAYMENT ADDRESS (Address to which payments will be sent):	ORDER ADDRESS (Address to which all purchase orders will be sent):
<input type="checkbox"/> Payment Address Same as Home Office Address	<input type="checkbox"/> Payment Address Same as Home Office Address
<input type="checkbox"/> Payment Address Same as Home Notice Address (check one only)	<input type="checkbox"/> Payment Address Same as Notice Address (check one only)

ACKNOWLEDGEMENT OF AMENDMENTS:	<u>Amendment Number</u>	<u>Amendment Issue Date</u>
Offeror acknowledges receipt of amendments by indicating amendment number and its date of issue.		

MINORITY PARTICIPATION- Are you a Minority Business Enterprise: Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, please include a copy of your certification.

Questions and Answers:

1. On page 18/19 Section 3. Scope of Work/Specifications, what are the need to have vs. nice to have for your software requirements?
Everything listed in the Scope of Work is a “need to have”.
2. How many agents/fulfillers would the county need in terms of software licenses per person?
This will depend on the capabilities of the software.
3. Are the cases mentioned in this RFP from external or internal end users?
Internal
4. When is the “go live date”?
This is to be proposed by the vendor. Preferably as soon as possible.
5. What are the primary pain points you are solving for?
A large organization must have a standardized and centralized system for the submission, tracking, and storage of information pertaining to employee complaints of harassment and grievances. While the District has rules in place, reporting and tracking of incidences is inconsistent resulting in inaccurate data. Inaccurate data leads to uniformed decisions. Additionally, date/time stamping are critical for accountability by ensuring adherence to the Administrative Rules. Meeting Federal Title IX requirements is also a priority.
6. In section 7.1.19, performance bond required, it is stated that a performance bond will be required but at the end it says it is non-applicable. Is a performance bond required for this project?
Not required.
7. Due to the short timeline of this RFP, and the requirement for a hard copy submission, would the county be willing to extend the due date for this RFP?
No.
8. Due to remote working because of Covid, would the County be willing to accept email submissions instead of a hard copy submission?
No.
9. For the desired integration with Power School, what data elements will be provided from Power School and in what format will the data be received in?
Teacher certificate number, name, and employee ID number. The ideal vendor will be able to integrate into Power School and/or MUNIS.
10. Although we are browser based we do not provide the hosting service directly. Our software is browser based and can be installed on premise in your data center or in the Cloud with a third party hosting vendor such as Azure, AWS, Rackspace, etc. selected

and controlled 100% by the Districts IT department. Is this an acceptable deployment of our case management solution for your RFP?

Ideally, the vendor will be a sole-source provider without the inclusion of a third-party hosting vendor.

11. Is BCSD intent to have a HR Case Management Software for employees and students to submit HR related inquiries/questions/concerns and /or Employee Relations Inquiries, Investigations, etc? Please describe expectation of use?

The HR Case Management Software will be for employees and used for reporting, investigations, and data management. The program will ideally include an intuitive, multiple-source intake/reporting process, a case management system (i.e. workflow assignment, activity monitoring), a report generator (i.e. information database, generate templates, internal auditing mechanism), and must be configurable to the specific needs of the District.

12. For better understanding of requirement, please provide example of an Investigation.

- An employee has a formal complaint against another employee.
- The employee files an official report following the Administrative Rule.
- The report is reviewed and then an investigator is assigned depending on the nature of the report.
- The investigation occurs and a resolution is determined via official documentation supplied to the involved parties.
- The case is closed and archived.

13. Will the solution be used for employees and Students ? If so, approximately how many students and how does BCSD plan to have students use the HR Case Management solution?

Employees only. Currently the district has approximately 3239 employees.

14. For section 3.0.3 General Service Requirements – Does BCSD require Vendor to answer yes/no or provide descriptions for each item listed?

Yes.

15. For all the vendor sections that need to be answered, does each section need to be a separate document or can all sections be included in one Proposal (clearly marked/tabbed for faster reference)?

All sections should be bound together.

16. Are there any other systems other than Power School, that BCSD will need to integrate to (i.e. Learning Management Solution, Time and Attendance, etc)? **MUNIS**

17. For clarification, BCSD is expecting both the RFP to be sent via email **and** also need to send a paper copy?

The RFP will not be accepted via email.

Please see section 2.0.28 of the solicitation specifically stating that Facsimile or email offers, modification, or withdrawals, will not be considered unless authorized by the solicitation.

Please see section 2.1.5 of the solicitation on the clarification for Magnetic Media.

18. When should we expect the answers to these questions (considering the due date of 9/21)?

As soon as the questions are answered.

19. Would it be possible to have an extension on the RFP submittal deadline?

No.

20. Is there a budget allocated for this initiative? If so, can you share it with us? Is it approved?

Yes, there is an allocated budget for this software. No, BCSD will not share that budget amount.

21. After the submission of the responses to the RFP, what is the award date?

After the RFP Evaluation Committee meets and evaluates all proposals. The date is not set yet.

22. Will our questions and your answers be shared with other vendors?

Yes.

23. How will you evaluate the Vendors? Do you have a specific selection criterion as you evaluate your potential partner? If so, can you share the evaluation criteria?

See Section 6.0 of the solicitation.

24. What is your decision-making process?

See Section 6.0 of the solicitation.

25. When do you expect to implement this solution?

As soon as possible.

26. In light of COVID 19, are you expecting any onsite meetings?

This will be negotiated for everyone's convenience and safety.

27. What needs to be redacted in the redacted submitted proposal?

Items deemed: confidential, proprietary, and other items that may be sensitive in nature.

28. Streamlining the intake procedures and grievance reporting to ensure all necessary information is tracked and available. Is this currently a manual process? If so, what is the medium to capture intake? Paper? Email? Fax? If not, Is there a portal? What is the URL of the portal?

Manual Process:

- An employee has a formal complaint against another employee.
- The employee files an official report following the Administrative Rule.
- The report is reviewed and then an investigator is assigned depending on the nature of the report.

- The investigation occurs and a resolution is determined via official documentation supplied to the involved parties.
 - The case is closed and archived.
29. Please provide a copy or description of your current manual workflow or system-based workflow.
- An employee has a formal complaint against another employee.
 - The employee files an official report following the Administrative Rule.
 - The report is reviewed and then an investigator is assigned depending on the nature of the report.
 - The investigation occurs and a resolution is determined via official documentation supplied to the involved parties.
 - The case is closed and archived.
30. Does the Power School system have an interface capability? If so, is it web service based? Please provide interface details.
Yes, and it is web based.
31. Is the rollover of student data coming from Power School? What is the intension? Is Power School being replaced by a Case Management?
Not student data. This software will be for employees only.
32. All costs will remain firm during the three (3) year contract period. What do you mean by all costs? Services?
There will be no price increases for the first 3 years of the contract.
33. A Performance Bond and a Labor and Material Payment Bond will be required for 100% of the proposed/contracted amount on the various projects that exceed \$50,000. The bonds must be issued by a surety company licensed in South Carolina, with an "A" minimum rating of performance as stated in the most current publication of "best's key rating guide, property liability" which shall show a financial strength rating of at least five (5) time the contract amount. Each bond must be accompanied by a "power of attorney," authorizing the attorney in-fact to bind the surety and certified to include the date of the performance bond. Non-Applicable. Please confirm if this is non-applicable.
Non-applicable to this RFP.
34. Are you looking for a cloud-based system that is completely managed by the service provider for 5 years? Or an on-premises system that is maintained by you?
Ideally, the vendor will be a sole-source provider without the inclusion of a third-party hosting vendor.
35. Do you have plans to utilize your own systems such as Windows Server? SQL Server? Etc.
No.
36. Do you require User, Admin, and developer training?

Yes.

37. What pricing do you want us to provide? Case Management Software? Implementation Cost? Training Cost? Maintenance Cost? Hardware Cost? Ongoing Application Changes?

Any initial cost should be built in to the pricing of the 2-year base cost on page 46 of the solicitation such as implementation and training.

38. Are you open to Managed Services price for everything for Year 1 to 5?

Please only provide costing as listed in the bidding schedule (Section 8.0)

39. Have you had any case management demo from any vendors? If so, please share the name of the vendors

40. Does the system need to be Highly Available?

Yes.

41. What about Disaster Recovery Plan?

A disaster recovery plan should be included in your proposal

42. How many environments are you planning to have? DEV?, SIT?, UAT? STAGING?, PROD?

At minimum 2.