DC DeKalb County
GEORGIA

March 5, 2021

TO: All Bidders under **RFQ No. 20-3003743 for Electronic Signature Solution for Human Resources**

FROM: Department of Purchasing and Contracting, DeKalb County, Georgia

ADDENDUM NO. 3

Request for Quotation (RFQ) No. 20-3003743 Electronic Signature Solution for Human Resources, is hereby amended as follows:

1.   The Request for Quotes due date has been extended to **Friday, March 12, 2021 at 3:00 p.m. EST.**

2.   Questions received pertaining to this RFQ and their responses are provided below:

1.	**Question:** What HR system is the County using for tracking employee date (e.g. PeopleSoft, Workday, Oracle ESB etc.)? **Answer: PeopleSoft. In the process of implementing Oracle HCM.**
2.	**Question:** What software release is currently in production? **Answer: PeopleSoft 9.1.**
3.	**Question:** What is the total employee headcount for the County, including all full-time and part-time workers? **Answer: Approximately, 7,000 regular and fluctuate between 400-800 summer/seasonal hires annually.**
4.	**Question:** Would all of the users of the system be employees of the County, or would there be need to obtain electronic signatures from non-employees? **Answer: User would include employee and candidates for employment.**
5.	**Question:** Which module/version of Oracle is Dekalb County staff running? **Answer: DeKalb is in the beginning phase of its Oracle HCM Implementation.**
6.	**Question:** Are there any other HR applications that integration is desired with? **Answer: Currently, HR is looking for a solution to allow e-signatures of fillable, printable HR forms. DeKalb is in the beginning phase of its Oracle HCM Implementation. It has not been confirmed that integration is required.**

7.	**Question:** Is it desired for Dekalb County staff to build out forms and processes after trained or for the vendor to build out all initial forms? **Answer: It is desired for DeKalb HR to build out forms/processes after training. Forms are updated and created often.**
8.	**Question:** If desired for the vendor to build out the initial forms, can you provide samples? **Answer: Yes, we can provide samples e.g., acknowledgement forms, FMLA, Military leave requests, Personnel Action, Tax Forms etc.**
9.	**Question:** How many signing ceremonies, or documents in total, are executed annually? **Answer: Approximately 8,400 documents annually.**
10.	**Question:** Does Dekalb County have a preference for either a hosted or on-premises solution? **Answer: Hosted/Web-based is preferred.**
11.	**Question:** Please provide the following user counts: HR Administrators: HR Users: End Users: **Answer: This depends largely on what the system capabilities and functions are for those roles. The vendor would need to explain/be specific regarding the role and responsibility for user account for those numbers to be estimated.**
12	**Question:** Scope of Services states ADA & 508 compliance is a key function. Is any supplemental documentation required to satisfy this component of the Scope of Services? **Answer: Yes, vendor is expected to follow the established guidelines and provide supporting documentation to the effect.**
13.	**Question:** Scope of Services states all documents are to be delivered to DeKalb County via electronic file. Is the expectation of this requirement for electronic delivery of documents outside of the document management system? **Answer: Yes.**
14.	**Question:** Integration with Oracle is listed as a product feature included in cost. What fields do you want pulled from Oracle as part of the EDMS? **Answer: A response cannot be provided at this time as implementation of Oracle HCM is pending.**

15.	**Question:** How many physical users will access the system? **Answer: Depends on EDMS system functionality, at minimum 100 including core HR and department users.**
16.	**Question:** How many people do you think would be logged in at the same time to retrieve information (concurrently)? **Answer: Approximately, 100.**
17.	**Question:** How many people are involved in the workflow routing and approval process? **Answer: Depending on the form, up to 6 approvers.**
18.	**Question:** How many people will the Vendor be expected to train on eForm and Workflow creation? **Answer: 10-15 people.**
19.	**Question:** Are there routing and approval workflows for the eForms and if so, what is a high-level overview of the routing process? **Answer: Workflows to be created. Currently forms are completed by departments and routed via email to signers and then to HR.**
20.	**Question:** Do you have users (non-network users) who need to fill out, digitally sign, attach documents and submit for approval? **Answer: Yes.**
21.	**Question:** Are there routing and approval workflows for the eForms and if so, what is a high-level overview of the routing process? **Answer: Workflows to be created. Currently, forms are completed by departments and routed via email to signers and then to HR.**
22.	**Question:** Can you provide samples of each of the e-forms you currently use or want to use as part of the EDMS? **Answer: Upon approval/selection of vendor.**
23.	**Question:** How many people do you think would be logged in at the same time doing approvals? **Answer: Approximately, 100.**
24.	**Question:** Will an actual document repository be needed as part of this, and will existing paper files need to be digitized by the vendor? **Answer: Yes, a repository is needed for digital documents. The scope of this project does not include converting paper documents.**
25.	**Question:** How many internal users/senders? **Answer: Depends on system functionality. HR prefers core HR (35), departments users (approx. 100) and employees (7k) to have access to sign and/or approve.**

26.	**Question:** How many template variations are there? **Answer: There are 75-100 active forms.**
27.	**Question:** Is there a role hierarchy within the internal users/senders? **Answer: Yes, supervisor hierarchy and HR final approval.**
28.	**Question:** What type of information will need to be merged within the templates? **Answer: Personal, department job/position and other related data/information.**
29.	**Question:** Would you be able to pay annually vs monthly at a discounted price? **Answer: Yes.**
30.	**Question:** Do you plan on connecting via API (integrating with Oracle?) **Answer: In the future, but not at the time of implementation.**
31.	**Question:** What version of Oracle do you have? Cloud based or dedicated server based? **Answer: PeopleSoft 9.1 – dedicated server onsite**
32.	**Question:** REF: Attachment B, Quote Form, Line 6 "Implementation Fee (to include initial set up and implementation support*)" Is this implementing with Oracle or stand-alone e-signature software implementation? **Answer: A stand-alone e-signature solution implementation. The projected Oracle go-live date is early 2022.**
33.	**Question:** Is the integration with Oracle a requirement or an option that would be quoted separately? **Answer: Please quote separately as a stand-alone e-signature solution implementation.**
34.	**Question:** Specifically, what government security features are you expecting? **Answer: Government code compliant, ADA compliant.**
35.	**Question:** What type of PDF Form Conversion are you expecting? **Answer: Fillable forms with signature.**
36.	**Question:** What is your expectation on the web portal feature, do you just mean the signing feature leads them to a web portal for signing from the web form? Or are you expecting to put a form on your website? **Answer: A web portal hosting all HR forms.**
37.	**Question:** "Form Delivery Option (Workflows)" What type of workflows are there? **Answer: Supervisor hierarchy.**
38.	**Question:** Do you have an idea on the number of transactions you will be sending out annually (transactions = documents sent for signature) **Answer: 8,400 annually.**

39.	**Question:** Typically, where does the signing process start? SharePoint, Word, Excel, Teams, Acrobat, etc. **Answer: Fillable PDF.**
40.	**Question:** What business systems are you currently using that you would like to integrate with the technology (i.e., Sharepoint, Workday, Microsoft Teams, etc.) **Answer: SharePoint, Outlook, and Microsoft Office.**
41.	**Question:** How connected are the teams responsible for each customer channel? Do they leverage the same tools? **Answer: Yes**
42.	**Question:** Are you currently using an eSignature provider across the various LOB? **Answer: Currently, forms are created using Adobe Pro and posted on internal intranet page.**
43.	**Question:** Any specific authentication methods you're interested in KBA's (Knowledge-based Authentication - Private intro to prove identification…. typically used by financial institutions), Phone, Email, Social, etc.? **Answer: Adobe Signature Certificate.**
44.	**Question:** What is your timeframe for having the technology set up? **Answer: Within 30 days of award.**
45.	**Question:** Can you please detail the different HR document types that will be used by this system? **Answer: Personnel transactions, acknowledgements and request.**
46.	**Question:** What is the total number of users in the County that may benefit from this Electronic Solution? **Answer: 100**
47.	**Question:** Does the County wish to have these 8,000+ employees have the ability to view their HR files from secure portal? **Answer: Yes, the signed documents and those in user workflow pending signature.**
48.	**Question:** What is the estimated number of signatures that are needed on a monthly and/or annual basis? **Answer: 8,400 forms annually**
49.	**Question:** Can you described the current workflow process of processing these HR files? **Answer: Supervisor Hierarchy**

50.	**Question:** What are some examples of workflow processes that you would like to automate? **Answer: Personnel Action approvals, acknowledgement forms, training requests/registration, position change requests, budget approvals.**
51.	**Question:** Is the HR Department doing any scanning? **Answer: No.**
52.	**Question:** Where the HR digital files currently stored? **Answer: HR manages files in an onsite secured server.**
53.	**Question:** Is there any existing digital content that needs to be imported into this new Electronic Signature solution? **Answer: No.**
54.	**Question:** As these are HR files, how does the County plan on managing the Records Retention Schedules on these files? And, should this capability be included. **Answer: HR does not plan to move a digital record management system. Electronic signature solution will be used for the purpose of signing and routing documents.**
55.	**Question:** Can you share some sample web forms and surveys that the County would like to make digital? **Answer: Upon approval/selection of vendor.**
56.	**Question:** How does the HR Department currently manage the change of status of employees to apply correct Record Retention Schedule? **Answer: HR is not seeking a solution to tracking/manage retention schedules.**
57.	**Question:** How is the HR Department ensuring that all required documents have been received from candidates/employees (checklist)? **Answer: Document review is conducted through an internal process.**
58.	**Question:** Other than Oracle, are there any other HRIS or ATS application that the County uses that the solution would need to be integrated with? **Answer: Oracle HCM projected go-live date 2022**
59.	**Question:** Does the HR Department have any physical HR files that they would want scanned and uploaded to this platform? **Answer: HR does not plan to digitize files at this time.**
60.	**Question:** Can you expand on what specific Government Security Features need to be included with the solution?

	Answer: **Government code compliant, ADA compliant.**
61.	**Question:** Does the County already use a Document Management Solution? **Answer: No.**
62.	**Question:** Was this RFP assembled with the assistance of a consultant or vendor? **Answer: No.**
63.	**Question:** Has the County been in communication with any vendors and seen any demos? **Answer: Yes, HR participated in 3 vendor demos.**
64.	**Question:** Due to challenges of the COVID pandemic, many Government RFP's are accepting submissions via email and waiting the notarization requirement for the initial submission. Can you please confirm that DeKalb County is offering this? **Answer: Yes.**
65.	**Question:** There was no way that we could appropriately respond to your questions in the space provided. So we included the signature pages and content throughout our proposal. Is that going to be acceptable to you? **Answer: Vendor should not alter RFQ documents issued by the County. Vendors may provide supplemental pages to complete their response to the RFQ. All pricing, however, must be provided in the appropriate areas on the Quote Form.**

3.   It is the responsibility of each bidder to ensure that they are aware of all addenda issued under this RFQ. **Please sign and return this addendum.** You may email Sharice Feagins-Bailey at sfbailey@dekalbcountyga.gov before the bids are due to confirm the number of addenda issued.

4.   All other conditions remain in full force and effect.

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Sharice Feagins-Bailey
Procurement Technician
Department of Purchasing and Contracting

ACKNOWLEDGMENT

Date: _____

The above Addendum #3 is hereby acknowledged:

_____
(NAME OF BIDDER)

_____   _____
(Signature)   (Title)

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