REQUEST FOR PROPOSAL
KRONOS SUPPORT SERVICE
ADDITIONAL ADDENDUM #1

Proposal #:536
Response Due Date: March 14, 2019
Response Due Time:10:00AM
Attention:Melissa Loats

The following questions were received for review.

Which model Kronos clocks to you currently have - 4500 or InTouch?

InTouch 9000 and 9100

Are you specifically looking for 24/7/365 support?

Not Necessarily.

What kind of turnaround response time is desired when there is an issue that needs to be resolved?

Our interpretation of turnaround response is not just an automated reply. We would like at least an acknowledgement of receipt within 24 hours.

Are you looking for a Full-Time or Part-Time resource?

Varies based on project status and urgency.

Is the resource expected to handle the day-to-day system management or only when a need arises?

Only when needs arise and dependent on project work.

Are you looking for onsite or remote support?

Remote with onsite visits when needed with video conference meetings as needed.
Are you looking for all the skillsets required in 1 dedicated support person or a centralized point of contact who can get you the best resource available depending on your need?

UAB is not looking for a project manager. Centralized point of contact is fine, but must be highly knowledgeable and should be able to handle configuration questions and requests but can also allocate additional personnel as needed.

Are all the modules listed in the RFP document currently implemented in UAB’s environment or you planning on implementing some of them in future?

Some are future implementation.

Are you looking for assistance implementing future modules?

Yes.

Are you looking for assistance configuring new functionality in existing modules?

Yes.

In regards to the Scheduler Module – What do you mean by “extensions”? Are you reference to Forecasting as an example or is this a reference to the Healthcare Scheduler Extensions?

Yes, this was in reference to Healthcare Scheduler Extensions.

Do you currently have custom reports configured by Kronos or another resource?

Our custom reports are currently configured by Kronos.

Aside from reports, have you had any customs done to your Kronos system?

No, we have a cloud-based system with no custom configuration currently.

Please clarify/describe the level of support needed. Is the University still in the process of Implementing Kronos technology, adding modules or expanding to new sites/locations? Are you looking for Implementation Support or Post-Implementation Help Desk Support? Or both? The summary provided touches on both configuration and support (configuration migration between environments?)

UAB is looking for both. UAB is not expanding to additional sites but plans do exist to expand the user population.

Please clarify expectations for clock support: Installation? Remote configuration support?

Potentially both but most likely configuration support.

Some areas of the RFP indicate that the scope could include all UAB entities, including University hospitals/health system, and experience with the medical community is requested. In other areas, the RFP indicates that the scope only includes campus support. Does the scope of this request include the University hospitals/health system in addition to campus support? If the scope includes healthcare, which Kronos modules are being implemented (or have been implemented, requiring support)

Currently, no plan exists to bring University Hospital or the UAB Health System into Campus KRONOS .

If Help Desk/Post-Implementation Support is needed, how many employees would be submitting requests for support? The entire 6,700 employee population? (is this campus # only?)

Approximately 5.
Is UAB using Kronos' HR solution? You mention Workforce HR Leaves Module Workforce HR Benefits including Calculated Accruals and Time-off Requests. HR Leave Module is in WFC. That is why we are asking.

We do not own the leaves module, but it has been under consideration. We currently have Workforce Accruals; however, we are importing most employee accrual balances, not yet calculating them. We also have not yet implemented time-off requests.

Please list out what modules you are using today and what versions they are on, i.e., 8.0.13, 8.1

Workforce Timekeeper, Accruals, Activities, Scheduler, WIM – all are on 8.0.13

Do you have a "wish list" of features you want to implement or do you have a project plan for what you want to deploy? Or do you want the Deployment Partner to assist with guiding UAB on new features not being leveraged today?

We do have features that we wish to implement, and we would welcome guidance on new features as well.

It states in the Purpose section, "Continued" and "Migration Management," where are you in your implementation schedule. Are you in the middle of a migration/upgrade?

Upgrade to 8.1 from 8.0.13 expected later this year.

If you are in the middle of a migration/upgrade what version(s) are you on today and where are you moving to?

We are currently on the waiting list with Kronos for a pre-prod instance for our requested upgrade to 8.1 from 8.0.13.

How many environments do you have running today, what are they and how many of each, i.e.: test, dev., prod.?

We have three UAT environments: STAGE, TRAIN, and UAT; one DEV instance; and production

How is UAB obtaining support both technical support and implementation support?

We have KGS Kronos Cloud support and the system support requested in the RFP

How many "migration paths" and "Development Initiatives" do you have going today or in the future? And what are they?

The two migration paths are HR and Payroll, each unit has its own initiatives.

In an attempt to scope the support level needed can you please expand on the current volume of support required and some common examples of support requests you would expect your support partner to address?

Should we encounter a production issue, we would expect our support partner to help identify the causes and solutions and to provide support for any needed configuration changes and migrations. Our support partner may need to log cases or work with KGS cloud services in some cases.

Are the terms amendable and should these types of requests be submitted with the RFP or are they open to negotiation at a later date?

The RFP requests a detailed description of the firm’s pricing strategy for both the implementation partner and technical support tasks. All terms should be submitted with the RFP.
Can you please describe your current internal support structure related to the Kronos solution and how that support structure will remain or change once an agreement with your support partner in place?

No changes in our internal support structure are anticipated for either Payroll under the Chief Financial Officer or Human Resources under the Chief Human Resources Officer once an agreement is in place.

Would you be able to list your current integrations that would be covered under this support engagement?

If current integrations refer to interfaces, we have basic interfaces for import/export of employee records, accruals, and payroll.