APPENDIX G – TECHNICAL REQUIREMENTS

**SECTION 1 – PAYROLL SYSTEM**

**Instructions:** Please provide clear and concise explanations for **all** the items listed in this section.

1. PROPOSED SOLUTION:

* Please specify if you are proposing a single application for all payroll activities or if you will be providing a portal-based integrated solution that relies on interfaces between separate applications.
* What differentiates your solution from others in the marketplace?
* Please provide a brief description of the key features/benefits that your solution offers for all in-scope modules, as it pertains to your understanding of ACCES needs.
* Please indicate whether the in-scope modules were developed in-house, or if they were acquired.
* Please describe how your solution supports multiple languages. Provide a list of languages currently supported.
* Please describe your product roadmap over the next 2 years.
* How do you prioritize your roadmap?
* What additional products or services do you think ACCES would benefit from?

1. USER EXPERIENCE:

* How is your application accessed (i.e. web browser, mobile, etc.)? Please list all available platforms.
* Please provide an overview of how your user experience helps drive user adoption, even among non-technical users. What are any unique aspects?

1. PAYROLL PROCESSING

* Please provide an overview of your payroll functionality.
* How does your solution streamline the payroll process for administrators?
* Please describe your year-end services (e.g., customer support provided for payroll processing, legislative requirements and adhoc questions).
* Please describe any configurable, in-application audit reports for identifying potential issues.
* Please describe how the application supports retro pay calculations.
* Please specify the average amount of time your application requires to calculate payroll per employee.

1. **HUMAN RESOURCES:**

* Does your system provide a customizable homepage to reflect our brand?
* Describe any tools available that can help drive engagement and alignment with organizational culture.
* How is an employee hired within the system? Is the Recruiting system integrated with the main HRIS database?
* What is the process of providing a new user with log-in information?
* What audits or reports are available for system administrators to review access and activity?
* What visibility will managers and administrators have into employee information?
* Describe the employee profile available to managers and employee?
* How does the solution support quick and secure access to all relevant employee data?
* Please describe any letter management capabilities.
* How does your solution support acknowledgements and electronic signatures?
* Please describe any organizational charting capabilities.
* How are employee-manager relationships defined and maintained?

1. SELF-SERVICE

* Please provide an overview of your self-service functionality. Does this span across all modules/applications?
* How would your solution allow for better communication between employees, managers, and administrators?
* Please describe your built-in alerting capabilities.

1. WORKFLOW

* How are workflows defined and maintained within the system?
* What visibility do users have into active workflows?
* Does the Application offer built-in and configurable workflows?
* Does the Application provide a user-friendly tool for configuring workflows without the need for vendor support or services?

1. TERMINATION

* How is an employee terminated within the system? What automation does the solution provide?
* Once terminated, is the employee’s HR record maintained?

1. COMPENSATION MANAGEMENT

* Please describe your compensation management/salary planning functionality.
* Provides decision support tools for managers allocating their compensation budget.
* How does compensation management integrate with HR, payroll, and performance?

1. TAXES

* What tax resources and services do you provide? How are remittances and filings handled?
* What tax reporting is provided?
* Describe your taxation and compliance support.

1. SELF-SERVICE

* Please describe what pay information employees can access within the solution.
* Does your solution support total compensation statements?

1. DOCUMENT MANAGEMENT

* Please describe your document management capabilities.
* Are there any size limitations?

1. PAID TIME OFF/LEAVE ADMINISTRATION (*if available*)

* How does an employee request PTO?
* How do managers review PTO requests?
* Does the software support complex rules for accruing leave balances?

1. BENEFITS ADMINISTRATION

* Please provide an overview of your benefits administration functionality, if available.

1. **IMPLEMENTATION**

* Please describe your implementation methodology.
* Describe the typical implementation project team.
* What are the typical client (ACCES) roles and responsibilities?
* What are the keys to a successful implementation? Please share any best practices.
* How long is a typical implementation?
* What documentation is made available during and after implementation?
* How do you coordinate the transition from implementation to ongoing customer support?

1. TRAINING

* Describe your training plan, including hours of training included in the contract, training methodology, training guidelines/documents (electronic version)/webinars, willingness to deliver additional training, if necessary, and the additional cost of training outside the original contract.
* Do you have suggested learning tracks for employees, managers, administrators?

1. SUPPORT

* Please describe your account governance model.
* Please describe your support model.
* Where are your support offices located?
* What are your support hours of operation?
* How do clients submit incidents?
* What is your response time for incidents?
* How can clients track the status of support incidents?
* How are support issues escalated?
* Do you offer in-application online help? Please describe.

1. TECHNOLOGY

* Please describe the key principles that influence your solution’s design.
* Please describe the key advantages of your technology.
* Please describe the basic system architecture of your application.
* Describe your software development cycle including frequency of releases, patches/hotfixes.
* What are the minimum requirements to run your application?
* What are the primary drivers that influence your product roadmap?
* How many concurrent users can your application support? Please provide performance benchmarks if available.
* Please describe how your application can interface with our existing third-party applications (*see section 2.1 Scope of Work)*.
* Can the solution provide single sign-on using Windows Authentication?

1. HOSTING

* Please describe your hosting model (i.e. SaaS, on premise, vendor hosted).
* Where is your data centre located?
* Are regular database backups performed? Please explain.
* Do you provide clients with additional environments in addition to the production environment (i.e. testing, training, configuration, etc.)?
* How are upgrades of the application performed?
* Is there any cost for doing system upgrades?
* What are the client’s responsibilities with regards to upgrades?
* Explain how all client specific configurations will be retained during upgrades.
* What documentation is provided with each new release of the application? How are releases communicated?

1. SECURITY

* Data Encryption: How does your company encrypt data transmissions and store data to ensure confidentiality (Data processing, at rest, in use)?
* Network Security: What measures do you have in place to safeguard against unauthorized access to your network infrastructure?
* Compliance: Are you compliant with industry standards and regulations such as GDPR, HIPAA, or PCI DSS?
* Security Audits: How frequently are security audits conducted, and by whom?
* Incident Response: Describe the protocols you have in place to address promptly security incidents or breaches.
* Employee Training: How do you ensure that your staff members are adequately trained to handle security risks and maintain data privacy?
* Third-Party Security: How do you vet and monitor third-party vendors or partners to ensure they meet your security standards?
* Please describe your security architecture.
* Please describe the security features of your hosting centre(s)
* Provide a description of your company’s disaster recovery plan.

**SECTION 2 - ADDITIONAL MODULES**

**Instructions**: Proponents are encouraged to provide details on any optional HRIS modules that could be integrated with the payroll system. This information will be considered for informational purposes only.

**Note:** Please note that it is NOT mandatory to complete this section.

1. TIME AND ATTENDANCE *(if available)*

* Please provide an overview of your application’s time and attendance functionality.
* How is time approved? What workflows and levels of approval are supported?
* Please explain how the application allows managers to easily identify and resolve exceptions.
* Please describe the options available for employee time capture.

1. RECRUITMENT *(if available)*

* Please provide an overview of your recruiting/applicant tracking functionality.
* Please describe offer letter functionality.

1. **ONBOARDING** *(if available)*

* Please provide an overview of your onboarding solution/functionality.

1. LEARNING MANAGEMENT *(if available)*

* Please provide an overview of your learning management functionality.

1. PERFORMANCE MANAGEMENT *(if available)*

* Please provide an overview of your performance management functionality.

1. ENGAGEMENT *(if available)*

* Please provide an overview of your employee engagement functionality.

1. SUCCESSION PLANNING *(if available)*

* Please describe your succession planning functionality.
* How do your succession planning capabilities integrate with recruiting and HR?
* What reports are offered for Succession Planning?