

**STATE OF NEW JERSEY
DEPARTMENT OF HUMAN SERVICES**

REQUEST FOR INFORMATION

PURPOSE

The purpose of this Request for Information (RFI) is to assist the Department of Human Services in obtaining information from the Workforce Management vendor community in finding solutions that can efficiently offer data collection, time and attendance, labor scheduling, labor budgeting, and performance monitoring as a standardized automated process.

The Department of Human Services is issuing this RFI to assist in the future development of a Request for Proposal (RFP) should the Department decide at some future date to procure an automated workforce management system.

BACKGROUND

The Department of Human Services consists of approximately 15,000 employees. Roughly 12,000 employees work in an environment that hosts a 24/7 operation, spread throughout twelve (12) facilities statewide. These operations mainly consist of three (3) shifts. The paper timesheet is the normal process in all of the facilities. Employees mark their “in” time and “out” time on a sheet of paper for each day in the pay period. A supervisor or manager approves hours worked and signs the paper timesheet. A payroll clerk manually validates any leave time taken against accumulated leave amounts, usually kept on ledger sheets or in a database. This decentralized autonomy has led to inefficiencies in workforce management. The facilities are not consistent in the management of accrual balances and the enforcement of policies for attendance, work, pay, and overtime. In addition, the Department’s central office lacks visibility into key labor statistics for each facility, and the data that is seen isn’t always accurate.

REQUIREMENTS

The Department of Human Services is searching for software solutions that include but are not limited to improving employee performance and efficiency by integrating multiple functionalities into one easy to use package. Scheduling, budgeting, time and attendance, performance analysis and data collection are the key functions being researched toward implementation of an automated workforce management system. In addition, the Department is interested in learning more about potential solutions that:

1. Accommodate the following parameters, and whether these parameters are part of the out-of-the-box solution or a customizable feature:
 - a. Accommodate 14 day pay period schedules.
 - b. Ability to have multiple pay period schedules, e.g., start on a Saturday and ends in 14 days on a Friday, as well as a separate pay period schedule that starts on a Sunday and ends in 14 days on a Saturday.
 - c. Ability to have dynamic shift schedules for each employee depending upon scheduling.
 - d. An integrated scheduling/timekeeping system that can be utilized in a 24/7 environment.
 - e. Biometrics verification for the employee population.

2. Succeed in implementing a work force planning system in a 24/7 healthcare environment and provide information on successful implementation in this sector (customer contacts, implementation case studies etc.)
3. Yield a substantial savings, primarily as a reduction in overtime expenditures, as a result of the ability to:
 - a. Provide a robust system for absence management including compliance with FLSA, FMLA and FLA as well as the ability to process time-off and accrual rules and State of New Jersey leave requirements.
 - b. Provide exportable data/data exchange interface with current State Centralized payroll system.
 - c. Provide staffing analytics/dash boarding capabilities that allow us to determine that proper staffing levels are being met based upon key performance indicators.

In addition, the Department is interested in the Return on Investment (ROI) that may be reasonably anticipated if implementation of a solution is realized. Case studies and/or public sector models demonstrating real ROI examples in a 24/7 healthcare environment would be especially helpful. Further, information concerning training offerings and example implementation timelines would also be welcome.

DISCLAIMER

Please note that this is a Request for Information (RFI), not a Request for Proposal (RFP). Responses to this RFI will not lead directly to a contractual relationship between a provider agency and the State of New Jersey, Department of Human Services . It is anticipated that the information received in response to this RFI will be used to develop appropriate documentation in support of future contacts. While it is anticipated that many of the respondents to this RFI will be potential contractors, The Department of Human Services solicits information from any interested party on the topics described above.

SUBMISSIONS IN RESPONSE TO THE REQUEST FOR INFORMATION

Responses to this RFI must be emailed to Dana Ryba at Dana.Ryba@dhs.state.nj.us.

Responses to this RFI must be received electronically no later than 2:00 PM ET on October 14, 2011. Responses will be acknowledged electronically by return e-mail.

The State reserves the right to use, adopt or incorporate any recommendations presented in the responses to this RFI in the development of future procurements for workforce management and related products.

Issuance of this RFI does not obligate the Department or the State to a particular course of action with regard to workforce management software, solutions, or components thereof. Potential bidders and other interested parties that respond to this RFI are responsible for all costs associated with developing and submitting a response.

The State may request that some or all vendors or interested parties submitting responses to this RFI provide oral presentations and/or demonstrations relating to their responses, products and/or services.

In response to this RFI, the vendor or responding party is requested to supply the following information:

1. Introduction to the respondent's organization, and if the respondent is a vendor, information such as parent company, age, size, number of customers, offices, number of employees, ownership structure, and the products and services offered.
2. Contact name(s) and contact information for questions the Department of Human Services might have.
3. List of relevant websites for the respondent and its products and services, including if the respondent is a vendor, URL references for projects successfully completed, and a list of government/private entities for which the vendor currently handles workforce management. The respondent should identify major customers who use its services and are willing to serve as a reference specifically in a 24/7 healthcare environment. Please provide the appropriate contact information for such references.
4. Information and recommendations regarding the preliminary designs, specifications, business requirements, and features that would best address the "Requirements".
5. If the respondent is a vendor, identification of current or completed engagements to develop cost-benefit analyses or return on investment analyses for other state or local governmental entities within a 24/7 healthcare operation. Respondents other than vendors are also welcome to provide references to analyses that they believe would be useful to the State in identifying a workforce management solution.