

**RFP HRDRM-17-05-RBB  
California Court Payroll Vendor Services**

**ATTACHMENT 14  
REVISION 1 PER ADDENDUM 1**

**RESPONSE TEMPLATE**

<b>DELIVERABLE NO.</b>	<b>DESCRIPTION</b>	<b>PROPOSER'S RESPONSE</b>	
A.	Payroll processing services for a number of California trial court locations, ranging in size from small (5 employees) to large (5000 employees).	Yes ____	No ____
B.	The ability to print and deliver paychecks to each trial court location.	Yes ____	No ____
C.	The ability to interface payroll data to a Financial and/or Human Resources system (e.g., SAP, PeopleSoft, Lawson, Oracle).	Yes ____	No ____
D.	The ability to download payroll data into a spreadsheet and/or an external database (e.g., MS Excel, MS Access).	Yes ____	No ____
E.	The ability to report all state and federal payroll taxes.	Yes ____	No ____
F.	Complete "hands on" functional training to payroll system users.	Yes ____	No ____
G.	New hire reporting to the State of California (both paper and electronic).	Yes ____	No ____
H.	The ability to provide an electronic timekeeping & attendance solution.	Yes ____	No ____
I.	The expertise to manage the Unemployment Compensation process.	Yes ____	No ____
J.	The option to access and process payroll through the Internet using a standard Web browser with maximum Internet security.	Yes ____	No ____
K.	The option to implement an integrated (or interfaced) Human Resources Information System.	Yes ____	No ____
L.	The ability to interface payroll data with Third Party Vendors (e.g., CalPERS, County Retirements, deferred compensation, Health benefits enrollments).	Yes ____	No ____
M.	The expertise to manage the Cobra Process.	Yes ____	No ____
N.	The ability to generate new Federal and State reports, including Third Party Sick Pay Recap (IRS Form 8922), Affordable	Yes ____	No ____

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	Care Act (IRS Forms 1094-B, 1095-B, 1094-C, and/or 1095-C) and reporting, and Government Compensation in California (GCC).		
O.	Ability to implement any new California state or federal requirements as needed.	Yes ____	No ____
<b>MINIMUM SPECIFIC PAYROLL FUNCTIONS</b>			
A.	Multiple user-defined earnings codes (Pay types).	Yes ____	No ____
B.	The ability to locally print a manual check or a special payroll check.	Yes ____	No ____
C.	The ability to modify the information appearing on employee paycheck stubs.	Yes ____	No ____
D.	The ability to pay an employee at more than one rate.	Yes ____	No ____
E.	The option to set a “Final Check” indicator for terminated employees to prevent issuance of additional checks after termination.	Yes ____	No ____
F.	The ability to pay employees on a variety of pay schedules (currently, bi-weekly, semi-monthly and monthly).	Yes ____	No ____
G.	The ability to calculate and pay miscellaneous vendor deductions such as benefits, union dues, retirement, and etc.	Yes ____	No ____
H.	The functionality to easily produce standard and ad hoc payroll reports.	Yes ____	No ____
I.	The ability to supply comprehensive, up-to-date payroll user documentation, both functional and technical.	Yes ____	No ____
J.	The option to preview and change a payroll prior to final processing.	Yes ____	No ____
K.	Group Term Life and excess life calculation.	Yes ____	No ____
L.	The ability to process pre-tax and post-tax deductions.	Yes ____	No ____
M.	Retroactive payments.	Yes ____	No ____
N.	The ability to track FMLA and CFRA.	Yes ____	No ____
O.	The ability to process a variety of leave types, including accrual and non-accrual.	Yes ____	No ____
P.	The ability to track and process Donated Leave.	Yes ____	No ____

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Q.	The ability to track and calculate Holiday Time, Overtime, CTO, PTO, Bank Time, and Furlough.	Yes ____	No ____
R.	The ability to make mass changes to earnings and deductions amounts and rates by bargaining unit or by other user-defined criteria.	Yes ____	No ____
S.	Direct deposit capabilities (multiple accounts).	Yes ____	No ____
T.	The ability to track and report employee garnishments and the history of garnishments.	Yes ____	No ____
U.	The ability to manage flex-spending accounts.	Yes ____	No ____
V.	The ability to manually adjust taxable earnings for W-2 processing.	Yes ____	No ____
W.	Deferred Compensation.	Yes ____	No ____
X.	Retirement deductions (PERS).	Yes ____	No ____
Y.	Reimbursements, both taxable and non-taxable.	Yes ____	No ____
Z.	Moving allowance when required.	Yes ____	No ____
AA.	Car and phone allowance when required.	Yes ____	No ____
BB.	System ability to accept both on-line and batch input.	Yes ____	No ____
CC.	The ability to split employee earnings between multiple cost assignments (cost centers, functional areas, programs, and funds).	Yes ____	No ____
DD.	The ability to track multiple anniversary dates (for leave accrual rate changes).	Yes ____	No ____
EE.	The ability to populate W-2 Box 12 DD Cost of Employer- Sponsored Health Coverage.	Yes ____	No ____
FF.	The ability to produce all year-end payroll reports, including W-2's.	Yes ____	No ____
<b>MINIMUM TECHNICAL REQUIREMENTS</b>			
A.	Vendor must operate in a secured access and a controlled environment.	Yes ____	No ____
B.	Solution must use the most up to date secure authentication solution.	Yes ____	No ____
C.	Solution must require minimal local information technology (IT) support.	Yes ____	No ____

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D.	Vendor must be able to provide all technical support.	Yes ____	No ____
E.	Data back-up using a, multifaceted disaster recovery model.	Yes ____	No ____
F.	Vendor must provide a separate environment for testing so that live data is not manipulated.	Yes ____	No ____
<b>ADDITIONAL PAYROLL SERVICES CRITERIA</b>			
A.	Conduct an onsite study with the Participating JBE staff (HR, IT, and Finance) to identify needs with respect to organizational and functional processes and system/hardware requirements (for each Participating JBE location, as required).	Yes ____	No ____
B.	Provide information regarding ability to manage and support the implementation process. Provide on-site consultation prior to and during implementation. Include expectation of the Participating JBE's participation in the implementation process.	Yes ____	No ____
C.	Proposer will be requested to submit a proposal on terms and conditions, including work scope, not covered by the resulting Agreement.	Yes ____	No ____
D.	Assist in achieving a smooth transition from the existing payroll system to the new system, with continued support in resolving issues through three (3) consecutive, error free, payroll cycle (i.e., a transition that could occupy a minimum amount of Participating JBE staff time and resources).	Yes ____	No ____
E.	Provide the needed levels of security for data input, and for processing and accessing payroll information for management and staff.	Yes ____	No ____
F.	Maintain stable customer support to promote ongoing vendor familiarity with the trial court's unique payroll requirements.	Yes ____	No ____
G.	Successfully complete, to the satisfaction of the Participating JBE, a parallel or	Yes ____	No ____

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	offline payroll run(s) prior to a “Live” payroll.	
<b>PAYROLL EXPERIENCE</b>		
A.	Payroll processing services for a number of California the participating JBE locations ranging in size from small (5 employees) to large (5000 employees).	Yes ____ No ____
B.	Access to legal tax counsel or otherwise be able to demonstrate ongoing compliance with all state, federal, and local laws and regulations.	Yes ____ No ____
<b>QUALITY AND ACCOUNTABILITY</b>		
A.	The successful Payroll Service Provider(s) will be responsible for accuracy of reporting, and for making timely payments to third party vendors and to government agencies, and will be responsible for any penalties and interest incurred for omissions, errors, and delays.	Yes ____ No ____
<b>COORDINATION WITH COUNTY GOVERNMENTS</b>		
A.	The successful Payroll Service Provider(s) must be able to work cooperatively and effectively with the respective county. Some counties currently have the Trial Court’s payroll and personnel data and continue to administer employee benefit programs.	Yes ____ No ____
<b>FLEXIBILITY</b>		
A.	The successful Payroll Service Provider(s) must be able to make changes as needed to respond to changed laws and regulations, benefit programs, union contracts, and payroll deductions.	Yes ____ No ____
<b>UPGRADES AND IMPLEMENTATION</b>		
A.	Software solution upgrades to purchased features and functionality are required.	Yes ____ No ____

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B.	Upgrades must be automatic and available upon the next login following an upgrade rollout.	Yes ____ No ____
C.	Prior to implementation of the payroll software, proposer will provide an implementation plan that includes but is not limited to kick off/program meetings, identification of Participating JBE location responsibilities, pre-implementation activities, and follow-up training and support.	Yes ____ No ____
D.	Completion of each Participating JBE location's implementation will occur within 90 days of receipt of the court's order unless otherwise noted in the order requisition	Yes ____ No ____
<b>CUSTOMER SUPPORT</b>		
A.	Provide call in helpdesk support Monday through Friday, 7:00 am through 6:00 pm Pacific Time.	Yes ____ No ____
B.	Provide on-line help desk capabilities for logging issues 24/7.	Yes ____ No ____
C.	Issue tracking system capabilities.	Yes ____ No ____
D.	Acknowledgement to initiator < 20 minutes of logging issue electronically.	Yes ____ No ____
E.	Resolution or update of logged issues within 72 business hours.	Yes ____ No ____
F.	Prior notification of scheduled system down time.	Yes ____ No ____
G.	Notification including estimated resolution time for unplanned system outages within 30 minutes of occurrence.	Yes ____ No ____
H.	Ensure that all customer service issues are addressed in a consistent and expeditious manner, including problem escalation and resolution of maintenance and service issues.	Yes ____ No ____
I.	The customer service process includes, but is not limited to: <ul style="list-style-type: none"> <li>• Customer service organizational structure.</li> </ul>	Yes ____ No ____

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	<ul style="list-style-type: none"> <li>• Contact process and contact person identified by position in the company (phone, email, fax, etc.).</li> <li>• Follow up process.</li> <li>• Internal procedures to track customer service contact and resolution.</li> <li>• Escalation process to resolve outstanding customer service issues.</li> </ul>	
<b>TRAINING</b>		
A.	Provide on-site training at Participating JBE locations, and other training resources including but not limited to: e-mails, reference manuals, conference calls, seminars, etc.	Yes ____ No ____
<b>SECURITY</b>		
A.	Access to software is password protected with user level permissions.	Yes ____ No ____
B.	On-site internet security and systems personnel to manage firewalls and servers 24/7.	Yes ____ No ____
C.	Proposer will have no ownership rights to data provided by the Participating JBE locations and must be exportable upon request.	Yes ____ No ____
D.	All materials, equipment, and labor required for implementation shall be provided by proposer.	Yes ____ No ____