



## WILL COUNTY, ILLINOIS

PURCHASING DEPARTMENT

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### 2024-60 Payroll & HR Software RFP

#### Addendum #2 – December 21, 2023

#### We received the following questions regarding this RFQ:

Question #1: Requirements Worksheet 1.74 System must have the ability to manage employee expense reports. Can you elaborate on how you are currently managing expenses? Do you currently have a formal expense reporting system or is the county simply flagging pay codes in the time system for reimbursement? Approximately how many employees are eligible to receive expense reimbursements?

**Answer #1:** Our current process involves our internal auditors, who review reimbursements and then create a .csv spreadsheet with specific columns of information that is uploaded to the payroll system every payroll. This information includes employee #, employee name, pay code, dollar amount, general ledger account string, and project code, if applicable.

Question #2: Requirements Worksheet 1.74 1.74 System must support the ability to export Project Codes from MS Dynamics 365 and import them into UKG timekeeping system for Grant reporting for the Health Department and Community Health Center. If the Grant specifies, then payroll and fringe benefits need to be able to automatically be allocated to these project codes. Can you please describe the functionality D365 is providing around projects and project tracking, the process for creating project codes in D365, and what information is currently being past to UKG for project/grant reporting? Can you please describe the functionality D365 is providing around projects and project tracking, the process for creating project codes in D365, and what information is currently being past to UKG for project/grant reporting?

**Answer #2:** D365 Project Management and Accounting module (subledger) keeps track of all project/grant related expenditures and revenue. Projects are created at the start of a new grant or project that is being tracked. The system automatically assigns the project number. Currently, payroll related to project/grant transactions come from UKG and are summarized through journals into D365.

Question #3: Requirements Worksheet 1.74 The RFP objective states that you are seeking an integrated solution for recruiting, onboarding, payroll, timekeeping and benefits that all work together as one solution to eliminate data redundancy. In requirement 1.74, you are asking for



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integration to UKG timekeeping. If our system will replace UKG timekeeping with a tool that allows you to track time against projects and grants and allocate payroll and fringe benefits to projects codes, can we answer accordingly?

Answer #3: Yes, please show us how your payroll software could provide assistance for Will County for tracking different types of grants and project codes outside of UKG/Kronos or D365. Not all our departments utilize UKG/Kronos for tracking grant reporting.

Question #4: Work Year (with Number of Days) Could you provide more details on how this needs to be calculated and a sample use case?

Answer #4: We have departments that are based on the standard 8 hours a day at 2,080 annually, however we also have departments that are based on 37.5 hours a week at 1,950 annually. Therefore, the payroll system will need to be able to allow multiple annual hours in order to calculate such items as (accrual policies with varying annual hours, hourly wages or salaries).

Question #5: Main RFP Document For the 2259 FTE's that would be using the system, could you break down your employee population as follows (if you aren't going to be tracking contractors, election employees, or retirees, please note:

- Full-Time Employees that work year round
- Part-Time Employees that work year round
- Contractors, Temporary, Election or Seasonal Employees
- Retirees that will access the system to view benefit information (if applicable)

Answer #5: 2016 Full-Time employees on the average  
216 Part-Time employees on the average.

54 Temporary/Seasonal employees on the average.

Our retirees will NOT access the payroll system for anything.

We do not track contractors.

An active employee who works an election is paid out of the current payroll system. There are pay codes designated in our current system with the general ledger accounts attached to those specific pay codes. We do not pay external election workers through our current payroll system. They are set-up as a vendor and paid out of Accounts Payable.

Some of our retirees will come back as a temporary employee. If that occurs, then we reactivate them for payroll ONLY - not for benefits within our current system. Those retirees



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would be allowed to have a dashboard set-up to review hours and make any HR changes to their portal.

Question #6: What Financial System is Will County currently using?

Answer #6: Microsoft D365

Question #7: What software is the County currently using to track Grants?

Answer #7: Microsoft D365, UKG/Kronos and manually.

Question #8: Are multiple jobs or other unique job structures used? (e.g., Active Retirees who are also actively employee in a part or full-time capacity in a separate role)

Answer #8: Yes, we have some employees who could work multiple jobs within a pay period – a primary and secondary job. We also, have active retirees that will come back and work on a part-time basis in either their same role they retired from or another role in another department. We also, have the same job classification and job description along multiple Collective Bargaining Agreements in different departments. These jobs will also NOT necessarily have the same range of pay within that same job classification name.

Question #9: Do you have a need to track safety incidents?

Answer #9: We don't have to but would be interested to see what you have to offer.

Question #10: Do you provide and need to track retiree benefits in the new system?

Answer #10: No, we do not need to track retiree benefits in the new payroll system. Our benefits are provided through a third-party vendor. We will, however, need your payroll system to be able to integrate with files from our specific third-party vendor. We will also need your payroll system to be able to create an HRIS Export File and remit files when necessary.

Question #11: Does the City have more than 1 EIN under which they pay employees?

Answer #11: Will County only has one FEIN number.



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Question #12: Are there any systems outside of your legacy system used to track historical data? If so what systems?

Answer #12: We do not currently have an external system that tracks historical data outside of our current system.

Question #13: Will there be a designated resource for this project to lead Data Conversions? Is this resource capable of populating standard data conversion templates?

Answer #13: Our IT department will partner with us and determine the resource that will be needed to populate the data conversion templates. We are unsure at this time whether it will be a specific person or system that will assist us in the data conversion.

Question #14: What is the City's experience with change management? Any lessons learned from previous deployments?

Answer #14: We have realized in another experience that we need to partner with all our departments so that they are familiar with a new payroll system in the beginning of the implementation. This will allow us insight into their current processes for payroll and ensure that the Collective Bargaining Agreements are being interpreted correctly early on. Accordingly, effective user training based on Will County's requirements being correctly configured in your software will be integral to system acceptance and change management.

Question #15: What does the optimal user experience look like?

Answer #15: We currently do not have an employee self-service portal.

Question #16: What is the City's current level of self-service maturity?

Answer #16: We will need information to be able to be attained for multiple scenarios so that when Will County has a FOIA we can respond to it quickly and accurately for the scenario questioned.

Question #17: How effectively does information flow out to different City populations (i.e., the complexity associated with communication delivery)?



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**Answer #17:** Yes, this initiative will change the payroll processes significantly and hopefully will automate most of the manual processes we have to incur currently. We are looking for the 'best practices' for payroll processing and any insight into what best practices your system can provide to us.

**Question #18:** Does this initiative represent a significant change in the types of skills/capabilities that are required (i.e., the complexity associated with end-user training)?

**Answer #18:** Yes, but we will need a consultant on-site for Train the Trainer or Conference Room Pilot before go-live. We also need the project team on site for go-live.

**Question #19:** How many timeclocks are needed?

**Answer #19:** Approximately 19-21 clocks

**Question #20:** What level of detail is needed for project tracking?

**Answer #20:** Detail by hours by employee for each payroll in the payroll software. This information can be summarized to go into D365, if the detail is available in the Payroll Software at any point in time.

**Question #21:** Please confirm the number of hourly and number of salary employees.

**Answer #21:** Number of salaried employees = 599 and Number of hourly employees = 1633

**Question #22:** On line 312, can you please clarify what is meant by "Chart of Accounts."

**Answer #22:** We mean we would like to be able to set-up position control based on a segment (general ledger, department, project codes, etc.). By "chart of accounts" we are talking about the general ledger string that we utilize to record the financial transaction for payroll purposes.

**Question #23:** Per the 2024-06 Payroll HR Software PDF, page 13, the first requirement in the Proposal Documents Required section states, "Cover Page: This is to be used as the first page of the submission. This form must be fully completed and signed by an authorized officer of the firm." This form has not been indicated in the RFP documents. Please clarify if a cover page form is required for this RFP response. If so, please provide the form.



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**Answer #23:** A cover page is expected to be created by the respondent.

**Question #24:** Do the paper submission copies require a wet signature, or will an electronic signature on the paper documents suffice?

**Answer #24:** A wet signature is required.

**Question #25:** Is there a need as part of this project scope for any advanced scheduling for departments with more complex schedule needs, like the Sheriff's Office or Coroner's Office for example? There is mention in the Business Requirements spreadsheet for ability to calculate overtime for 28 day cycle where OT kicks in after 168 hours, but no mention of requirements to build and manage schedules, filling open positions, etc. for these departments.

**Answer #25:** Currently our Sheriff's Office has a separate advanced scheduling program, Telestaff. The information from Telestaff will need to be uploaded and integrated with the new payroll software. The Coroner's office currently does not have an advanced scheduling program, everything is currently done manually by the department, but as part of this project Will County seeks to automate this process.

**Question #26:** Page 15, question #15: Describe how pay plans are entered into your system. Describe whether pay plans can have the same job title and hourly rate across functional departments.

**Question:** Can you please clarify what Pay Plans mean to you and your expectations? IE, would this be more Salary Plan or Compensation Plan?

**Answer #26:** Currently we have positions that span across multiple Collective Bargaining Agreements (CBAs). The job title and job description are the same. However, the way they are paid could vary. The different pay plans we have are the following: step plans, range plans with minimum and maximum rates, hourly rates, and salaries. The step plans can have different ranges for the same position across the multiple CBAs. We are looking for a system that can help automate the process of annual step increases, annual Cost of Living Adjustments (COLAs), and multiple years of retro pay.

**Question #27:** PAY question #1.29c: Per the new CBA, automate proration of vacation for any employee who has unpaid hours of 480 hours or MORE. Ensure that the proration vacation time is rounded up in 4.0 hour increments.



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Question: Please provide scenarios that explain the granting further. For example:

a- How often is the vacation granting? Is this daily based on hours worked, or every pay period, or front-loaded every month/year/etc.?

b- How often are we checking for the 480-hour unpaid qualification – is that taking place daily? For example, if on 12/12, I have 479 unpaid hours, would I be eligible for the full vacation grant? If on 12/13, I hit 480 unpaid hours, do any future vacation grants from this point forward get prorated?

c- When we mention prorated time rounded up to 4-hour increments, does that mean:

a. We round any vacation time earned to the next 4 hours, (for example, I earn 1 hour of vacation – should that round to 4 hours?)

b. We wait to deposit any future vacation time until they hit the next 4-hour mark (for example, I earn 1 hour of vacation- that 1 hour does not become available until I hit 4 hours of earned vacation time, and then those 4 hours are deposited in my available balance and ready for use)

Answer #27:

a. How the vacation is accrued is dependent upon the accrual policy of the department (e.g. Anniversary date, calendar year-end, fiscal year-end, or monthly). Also, depending upon the offer letter, we have many one offs for accrual purposes. We are looking for a system that can help us automate this process as much as possible and be able to attach accrual policies to either the position, employee, or another method.

b. When an employee is going to be accrued the vacation benefit time, there is a look-back of 1 year to determine if the employee went OVER the 480 hours unpaid qualification. This applies to the following accrual policy methods (e.g. Anniversary date, calendar year-end, or fiscal year-end). The monthly accrual policy does not have the 480 hours unpaid qualification within their Collective Bargaining Agreement.

c. Once the vacation is prorated based on the calculation within the Collective Bargaining Agreement, the amount of vacation hours must be rounded up to a number divisible by 4. (e.g. Employee A has been an employee of Will County for 5 years, they will receive 120 hours of vacation, however they have 1,144 hours of unpaid hours and they work 2,080 hours annually. The calculation of the prorated amount is the following:  $2080 - 1144 = 936 / 2080 = .45$ . 120 hours \* .45 proration = 54 hours – has to round up to be divisible by 4 to 56 hours.