



Payroll System Improvements

Request for Information

June 16, 2020

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1.0 General Information

1.1 Overview of EBMUD

East Bay Municipal Utility District (EBMUD) supplies water and provides wastewater treatment for parts of Alameda and Contra Costa counties on the eastern side of San Francisco Bay in Northern California. Approximately 1.4 million customers are served by EBMUD's water system in a 332-square-mile area extending from Crockett on the north, southward to San Lorenzo (encompassing the major cities of Oakland and Berkeley), eastward from San Francisco Bay to Walnut Creek, and south through the San Ramon Valley. The wastewater system serves approximately 685,000 customers in an 88-square-mile area of Alameda and Contra Costa counties along the Bay's east shore, extending from Richmond on the north, southward to Oakland.

EBMUD is a publicly owned utility formed under the Municipal Utility District Act passed by the California Legislature in 1921. EBMUD has a seven-member Board of Directors publicly elected from wards within EBMUD's service area. The Board of Directors and management believe that EBMUD has a public responsibility to preserve the region's resources and set industry standards for the way water and wastewater utilities conduct themselves. EBMUD is a customer-oriented and environmentally sensitive public agency, firmly committed to serving people and the environment.

2.0 Request for information

2.1 Background

EBMUD is seeking information on ways to provide more robust payroll operations. The current PeopleSoft Payroll system has not been upgraded for more than 15 years and is maintained by a combination of consultants and internal programmers. The solution selected would mitigate risk related to limited support to the current system. The solution must integrate with the existing PeopleSoft (HCM) system and, if appropriate, may be carried forward and integrated with the District's new Human Resources (HCM) System which is planned for implementation in 2022.

EBMUD is beginning the process of seeking to replace its PeopleSoft HRIS/Payroll/Timekeeping system. In addition to all the required functionality, the new system is expected to be a modern state-of-the-art system that will provide staff with the ability to rapidly respond to changing business requirements to be in compliance with legal or regulatory changes by the State of California and Federal Government.

Key objectives of the project are to:

- Modernize and streamline payroll processes
- Improve efficiencies and reduce manual processing
- Integrate with other EBMUD applications or subsystems

Simplify tax update processes

Improve payroll system resilience and availability

Support for mobile (iPad, iPhone, android devices, etc.) or other stand-alone devices

Establish a long-term partnership and support of solutions

Provide continuous training on technical and functional requirements

2.2 Request for Information

EBMUD is considering a variety of options to ensure continuing operations during this time of transition. This Request for Information (RFI) will enable EBMUD to assess and fully understand the functionality and services that are available in the marketplace as it relates to payroll operations.

This solution might include some of the following but not limited to:

- Full replacement of the Payroll system
- Running parallel applications to ensure a quick response and payment to employees and retirees
- Back-up technical support to assist in getting the applications back -up and running

EBMUD is open to discussing a variety of options to ensure continuing operations and payments.

(**NOTE:** A response to this RFI does not constitute a bid; however, any information or demonstration provided in a response to this RFI may be considered as historical data by EBMUD if EBMUD decides to issue a Request for Proposal (RFP).)

We are looking for a **response of 20 or fewer pages**, including

- Solution
- Three-year cost estimation
- Basic implementation, operation, and exit strategy
- Data conversion strategy
- System integration strategy

Submission information is found in section 8.

3.0 Current Business Environment

The information below is meant to provide an overview of EBMUD's business environment, staffing, and payment processing volumes. This is not meant to be a comprehensive description of our business

processes but to provide context as to what we expect the new solutions to support. Most of the systems are purchased products but some are custom-developed by external vendors or built by our in-house development staff.

3.1 Payroll System

The Payroll group consists of four full-time equivalent (FTE) employees who are responsible for administering the payment of wages and salaries to EBMUD's employees, retirees and Board of Directors. Most employees are represented by one of four labor unions. A smaller percentage of employees are in non-represented groups. Payroll staff is responsible for processing pay adjustments, including a wide variety of voluntary and involuntary deductions and reimbursements such as health care, travel, charitable, garnishments, and off-cycle checks. Other responsibilities include manually calculating interest on employee's retirement contributions upon retirement, managing ACH requirements, processing employee income tax withholdings, administering quarterly and annual state/federal filings, and miscellaneous reporting.

Payroll administration general statistics:

| Item | Quantity |
|---|---|
| Number of active members | >1800 |
| Number of groups (represented, non-represented) | 10 |
| Represented group | Unions 2019, 21, 39, and 444 |
| Non-represented group | Management, Confidential, Non-Represented, Non-Civil Service, Exempt, and Officers & Assistants |
| Number of retirees and beneficiaries | >1700 |
| Number of board members | 7 |
| Number of dedicated Payroll staff | 4 FTE |

EBMUD Printing Volume Estimates:

| Printing Job | Approximate Volume | Frequency | Output Source |
|--------------------------------|--------------------|-----------|-------------------|
| Employee advice statements | >1720 | Bi-weekly | Printed in-house* |
| Employee checks | >80 | Bi-weekly | Printed in-house |
| Retirement advice statements | >1630 | Monthly | Printed in-house |
| Retirement checks | >70 | Monthly | Printed in-house |
| Board Member advice statements | 7 | Monthly | Printed in-house |
| Garnishment checks | >20 | Bi-weekly | Printed in-house |
| W-2's | >1800 | Annually | Printed in-house |
| 1099-R's | >1700 | Annually | Printed in-house |

*Electronic version available through Employee Self Service

4.0 Functional Business Requirements

The primary objective of this project is to implement a state-of-the-industry, fully integrated solution capable of supporting staff needs as outlined below in section 4.1.

Additional objectives of this RFI include:

- Improved service levels to members
- Improved, centralized management of member and retiree information
- State-of-the-art protection of employee personal data
- Increased work efficiency, integrating checklists and steps that are now manual into streamline business processing
- Implementation of workflow approval processes for various actions that allow for tracking, document storage, electronic approvals elimination of forms, accessible through some kind of Manager Self-Service (MSS) functionality with delegation features; including best practices
- User-friendly self-service functions for members, retirees, and active employees
- Improved accuracy of all information collected, maintained, and provided by Payroll staff
- Improved timeliness and accuracy of responses to members' inquiries
- Improved system audit and control capabilities
- Improved system and data security and controls
- Ad-hoc and custom reporting tools
- A secure environment for the receipt, processing, storage and transmittal of all information related to EBMUD business operations via a fully-hosted strategy
- If hosted, capability to access all EBMUD's data
- Must be accessible to individuals with disabilities

EBMUD desire is to implement standard software with "off-the-shelf" technology and software. The need to customize the software must be minimal. Software capable of personalizing for reporting and query is highly desirable. Additionally, we desire proposals for best of breed solutions, i.e., open solutions, modern database management capabilities, user-friendly interfaces, and CRM capabilities.

The proposed payroll system will provide web-enabled, self-service functionality and ease-of-use. The following section provides detailed information on the business and technical functional requirements that are required by the new system.

4.1 Functional Requirements

Please find the list of functional requirements for payroll processing in [Appendix 9.4](#).

1. Please use the attached spreadsheet to provide your responses for the functional Business Requirements.
2. For each item, please provide the following information:
 - a. In the Solution Type column, indicate how the business needs will be met i.e., whether it is out-of-the-Box (Base), an extra add-on package, a customized solution or if it is not supported.
 - b. In the Availability column, indicate whether the feature is available currently, in a future release or is not available at this time.
 - c. In the response column, please provide the following information
 - i. A description of the functional capabilities of your solutions.
 - ii. Information that EBMUD needs to provide to your solution to accomplish the business need and how that information can be supplied.

5.0 Non-Functional Requirements

5.1 Availability

Describe your product's uptime and availability as well as any related service level agreements (SLAs).

5.2 Response Time

Describe the measures that are taken to ensure that your product remains responsive.

5.3 Error Tolerance

Describe the measures that are taken to ensure the integrity of the District's data.

6.0 Technical Requirements

6.1 Security and Compliance

Technical solutions must be designed to protect EBMUD from unauthorized access (especially any financial or personally identifiable information) from internal or external parties.

1. Describe the security features of your product. Does your product support single sign-on (SSO)? Identify features at the user, application, transaction, and data levels.
2. Describe the configuration features that allow for EBMUD policies to be consistently enforce throughout the organization.
3. Discuss how your solution adheres to Open Web Application Security Project (OWASP) security principles.
4. Describe any cryptographic technologies used by your solution in support of data privacy.
5. Describe the auditing features of your solution.
6. Discuss how your solution uses role-based access control.
7. If your application allows for external access (mobile, external customer, vendors, etc.), describe the security features associated with it.
8. If our data is to be hosted remotely, please specify location(s). Are there any international locations?
9. What type of security clearance or credentials is required for your employees?

6.2 Risk Management

EBMUD plans to run its Payroll system for a minimum of 20 years. There are events, however, that could happen that would pose a risk to the support of a system for that duration.

1. Will the source code base of the vendor's solution be made fully accessible to EBMUD? Will it be readily available to be built or modified by competent EBMUD programmers should EBMUD choose to support the solution in-house? If so, please describe the application development environment and any tools required for enhance the source code?
2. Are clients required to upgrade to new versions of your system?
 - a. Can EBMUD decide to stay on one version of your system?
 - b. Do you publish end-of-life support dates? Is there an option to continue support on non-current software releases? What, if any, is the cost associated with supporting such software?

6.3 Interfaces

The external interfaces include:

- Internal Revenue Service
- Employment Development Department
- Social Security Administration
- Wells Fargo Bank
- Credit Union

The payroll system interfaces internally with EBMUD's:

- PeopleSoft Time and Labor System (T&L), version 8.8
- PeopleSoft Human Resources Information System (HRIS), version 8.8
 - Payroll also relies on data HRIS receives from its external interfaces
- PeopleSoft Financial Information System (FIS), version 8.4
 - Note: EBMUD is currently implementing Oracle Financials and expects to go live in early 2021
- East Bay Municipal Utility District's Employee Retirement System (EBMUDERS)
- Benefits Third Party Administrator (Morneau Shepell)
 - Employee Benefits
 - Flexible Spending Accounts (FSA)

Provide a description of your system's interface. In particular:

1. How does your solution interface with other software systems?
 - a. Describe the technical architecture of your solution and what type of protocols is used to transfer information, both real-time and as-needed.
 - b. Describe how data is secured while in transit from one system to another.
 - c. Does your solution utilize protocols to verify sender and recipients?
2. Describe what mechanism you use to manage time-sensitive data transmissions.

3. Describe any audit features associated with your interface architecture.
4. Describe how data can be exported from your solution to be loaded into EBMUD's Oracle-based data warehouse system.

See Integration Diagram in [Appendix 9.1](#) Payroll Interfaces.

6.4 Reporting Infrastructure

The system should provide regulatory, periodic, and ad-hoc reporting capabilities as well as standard reports.

These types of reports should include:

1. Summary Reports
2. Expense reports
3. Tax reports
4. Time and Labor costing
5. General Ledger reports
6. Annual statements
7. Statistical Reports
8. Metrics and Management Reports

Provide a description on how reporting works in your systems. In particular:

1. What reports are standard with your system?
2. What reporting software is standard with your system?
3. What mechanisms are available for EBMUD to generate personalize, customize, ad-hoc, and analytical reports? Are there additional costs associated with this? If so, please describe the fee structure.
4. What tools are available to schedule report generation?
5. What options are available for internal report distribution?

See list of Payroll reports in [Appendix 9.5](#) Payroll Reports

6.5 Data - Entities and Relationships

6.5.1 Payroll Data Flow

- The Payroll Data Flow section shows the various systems payroll interfaces with internally as well as the data that is distributed externally.
- See [Appendix 9.1.1](#) for Payroll Interface
- See [Appendix 9.1.2](#) for Payroll Data to External Sources

6.5.2 Payroll Domain Diagram

- The Payroll Domain Diagram shows the various entities and their relationships within the Payroll system.
- See [Appendix 9.2.1](#) for Active Members
- See [Appendix 9.2.2](#) for Retired Members
- See [Appendix 9.2.3](#) for Board of Directors

6.5.3 Manual Adjustments

- The Manual Adjustments section shows the various forms and sources of data needed to perform additional pay or special deductions functions within the payroll system. These adjustments may be one-time or recurring, depending on the type.
- See [Appendix 9.3.1](#) for Flow Chart
- See [Appendix 9.3.2](#) for Sources

6.6 Data Migration and Data Warehouse

Data migration is a critical component of this project. Experience in migrating data from proprietary and relational data stores will be important for system adoption. Demographic, service information, historical pay data, financial, and project management data are essential to the day-to-day operations of our payroll system. Our requirements are to maintain our historical retirement data for 100 years.

1. What is your data migration strategy for transitioning our data to your solution with minimal business interruption to EBMUD?
 - a. Describe the advantages and disadvantages of your strategy.
 - b. Describe your experience in data migration activities including staffing (technical, analytical, and functional) requirements and duration.
 - c. What tools do you utilize for the data mapping phase?
 - d. Does your solution provide a Data Dictionary that explains the meaning of your data elements to be used in mapping data from one system to another?
 - e. How do you ensure data integrity during the transition?
2. Our plan is to host a data warehouse as a backup to a vendor's solution. Discuss your options and experience in providing data backups from your solution to a data warehouse.
 - a. How do your customers extract a complete set of data for their data warehouses including the frequency of such extraction?
 - b. What options are there for incremental, differential or complete data set extracts?
 - c. Is there an extract mechanism or do you only have report file generation?
 - d. Are there any constraints when extracting large volumes of data?
 - e. What error notification, audit or correction tools are available?
 - f. How is the data transmitted to EBMUD? What protocol and security mechanism are used?
3. Describe any data analytics (dashboards, graphs, and drill down/up capabilities with your solution.

6.7 Mobile Options

EBMUD is seeking solutions which take advantage of current technologies to provide real-time access to critical business functionality. In addition, we plan to provide our staff with tools to improve productivity, ensure compliance, and provide flexibility.

1. Describe the extent to which your solution supports mobile access.
 - a. What technology platforms are compatible with your solution (e.g. tablets, smartphones, etc.)?
2. Describe any additional hardware and software that would be required to implement mobile access to business functionality.
 - a. Describe any additional fees associated with your mobile options.
 - b. Describe what additional maintenance and support activities are associated with your mobile features.
 - c. Describe what can be accessed and any limitations/restrictions.
3. Describe your application standard response time. Our response time targets are 95% at 1 sec or less.

7.0 Vendor Requirements

7.1 Vendor Information and Experience

EBMUD is interested in partnering with a vendor who has demonstrated a successful track record for payroll system implementations. Successful implementations are defined as on-time, at or under budget, meeting all functional and technical requirements and helping the customer take full advantage of the efficiencies provided by the solution for end users and their business units.

1. Provide a brief history of your company, its products, and its strategic focus.
2. Provide a brief history of your experience working with governmental agencies within the past five (5) years? How many of these agencies are located in California? How many of the California agencies are water/wastewater operations?
3. Provide a list of all government clients that have implemented your solution, including the following information:
 - a. Date of implementation
 - b. Length of engagement to implement
 - c. Software vendor and version of system prior to conversion
 - d. Type of agency and number of employees
 - e. Contact information for each client (name, email and phone)
4. What makes your company uniquely qualified to provide and implement the solution? Please include a description of the qualifications of your staff, effectiveness of your methodologies and depth of your experience.

5. What is the size and financial stability of your company? Is your firm privately held or publicly traded? Provide copies of your annual reports for the last three years. Provide any additional information that you feel would be significant in evaluating the financial soundness of your company.
6. State the nature of any pending litigation, liens or claims involving your organization. Has your company filed Chapter 7 or 11 bankruptcies in the last ten years?

7.2 Product Information and Hosting Options

EBMUD is open to exploring all hosting options available by our responding vendors.

1. If you provide an on premise solution (a solution hosted in the EBMUD data center), please address the statements below, otherwise skip to #2
 - a. Describe the technical architecture of your application: presentation tier, application tier, databases supported, operating systems supported, etc.
 - b. List the hardware specifications required for each tier in your architecture.
 - c. List the software specifications required for each tier in your architecture: database versions, middleware versions, etc.
 - d. Does your solution support load balanced, high-availability architecture?
 - e. Describe how your solutions handle failover or disaster recovery scenarios. Does this require any additional licenses?
 - f. Describe any system tools included in your solutions that assists in monitoring application performance and stability.
 - g. Is any part of the work subcontracted out? If yes, which part. Is any work completed internationally?
2. If you provide a cloud-based solution (a solution not hosted in the EBMUD data center), please address the statements below.
 - a. State where your data centers are located.
 - b. State whether you own and/or lease these data centers. If you do not own this center, describe your contingency plan in the event your hosting partner goes out of business. Describe the security protocol/standards utilized.
 - c. Describe the size and structure of your information security organization.
 - d. Describe the physical security associated with your data centers and who is responsible for it.
 - e. Describe your disaster recovery and business continuity plan.
 - f. Describe the various methods and the frequency by which EBMUD can access its data. What costs or fees are associated with accessing our data? What is the level of access available?
 - g. Describe the process and timeframe required to export all EBMUD data should we decide to change hosting option or vendor.
 - h. How does your organization log and monitor system performance?
 - i. Describe your organization's data backup strategy.
 - j. Describe your application, middleware and operating system patching strategy including frequency.

- k. Describe your organization's privacy program.
 - l. Describe your incident management program.
3. Please describe your product roadmap. What features or strategic goals over the next 2 to 5 years are incorporated within it?

7.3 Pricing Information

1. Describe the pricing structure of your solution. If you offer different hosting options, clearly distinguish the difference between each option.
 - a. Please itemize the fees for each component.
 - b. Does your product offer a perpetual license?
 - c. Please itemize all recurring costs over the first 10 years.
2. Describe your implementation fee structure. Please itemize all fees associated with the installation, configuration, data migration, functional, regression and integration testing of your solution.

7.4 Product Implementation

Product implementation will require the completion of numerous tasks, including but not limited to testing (functional, regression, integration, and acceptance), training (users, administrators) and go-live through post-go-live technical support.

1. Describe your implementation methodology with the current HCM system.
2. Provide a high-level schedule for the implementation of your solution.
3. Describe the number and skill set of EBMUD employees you need to assist in the implementation of your solution. Please state the time (person hours/weeks/etc.) you would require from each.
4. Describe the support and years of experience your staff would be dedicated to this project. Describe the percent of time each of your staff would be dedicated to the implementation.
- 5.
6. Describe your implementation methodology when the District migrates to the new HCM system.

7.5 Training

1. Please describe the training you would recommend for your solution.
 - a. Describe the different training methods you provide (e.g. online, live, etc.).
 - b. Provide your training fee structure.
 - c. Describe how many hours of training would be optimal for your solution.
 - d. Describe what training resources you provide (e.g. manual, reference guides, etc.)
2. Describe the components of your training plan.
3. Do you conduct a needs assessment before recommending your training options?

4. What type of post-implementation or ongoing training do you recommend especially after each upgrade?

7.6 Ongoing Production Support

1. Provide a summary of your on-going customer service and support programs and the product support lifecycle.
 - a. What levels of customer support are available? What are the main service level agreement (SLA) components of each? What hours/days is support available? What is the cost associated with the support? Is there a toll free number that can be utilized to access support staff?
 - b. Describe the escalation procedure in the event that the SLA is not met.
 - c. What is the guaranteed response time if a “bug” brings one of payroll’s critical processes to a complete stop?
2. Describe what is involved in a typical software upgrade (e.g. is any system down-time required, and if so, how long do you typically need)
 - a. Please identify the typical tasks required for a software upgrade.
 - b. What would be a standard timeline for an upgrade?
 - c. How frequently do you release product upgrades?
 - d. Are release notes included with all your upgrades? Briefly describe the content and structure.
 - e. What is the process for evaluating and incorporating specific enhancements into your system?
 - f. What is the process for evaluating and incorporating high priority bug fixes into your system?
 - g. How often have you released major software upgrades to clients in the last 5 years?
3. Describe what is involved in an emergency software upgrade?
 - a. What is the notification process for an emergency software upgrade?
 - b. How often have you released emergency software patches in the past 5 years?

8.0 Vendor Information

8.1 Terms and Conditions

- This RFI requests information regarding available product and services. No contractual obligations on behalf of EBMUD whatsoever shall arise from this RFI process.
- The Respondent shall be solely and fully responsible for all costs associated with the development, preparation, transmittal and submission of any material in response to this RFI.

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- Responses to this RFI become the exclusive property of EBMUD upon receipt.
- Responses received to this RFI may be subject to the California Public Records Act.
- The Respondent may designate elements in the response which are defined as business or trade secrets and plainly marked as “Confidential”, “Trade Secret”, or “Proprietary”.

8.2 Schedule and Contact Information

The schedule is shown below. Submit your responses to the address below. Email (electronic documents) and/or hard copies are acceptable. Please submit any questions or requests for clarification to [**CONTACT NAME & ROLE**] via email at [**EMAIL ADDRESS**] to ensure all vendors have equal access to information regarding this RFI.

| Event | Dates |
|-------------------------|--------------------------------|
| RFI Release | June 16, 2020 |
| Questions Due By | June 29, 2020 @ 4:30 pm |
| Answers Posted By | July 6, 2020 @ 4:30 pm |
| Responses Due By | July 17, 2020 @ 4:30 pm |

Thank you in advance for your interest in this informational request.

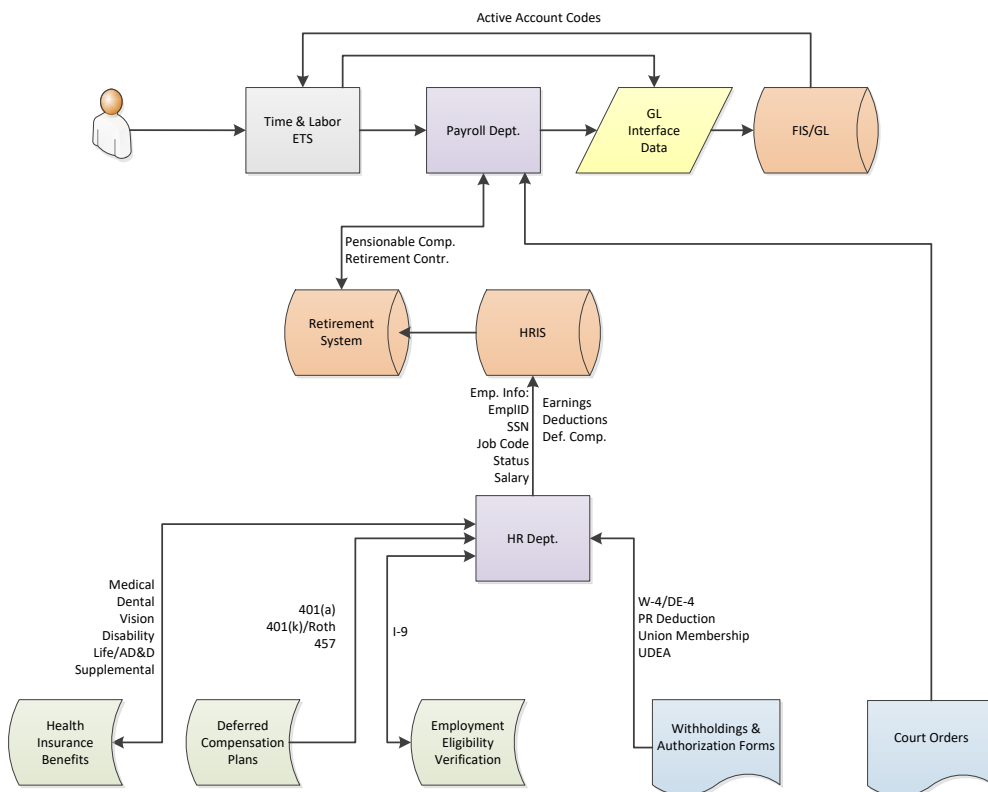
Send RFI responses to:

East Bay Municipal Utility District
375 11th Street
Oakland, CA 94607
Attn: Adam Froio, Sr. Software Engineer

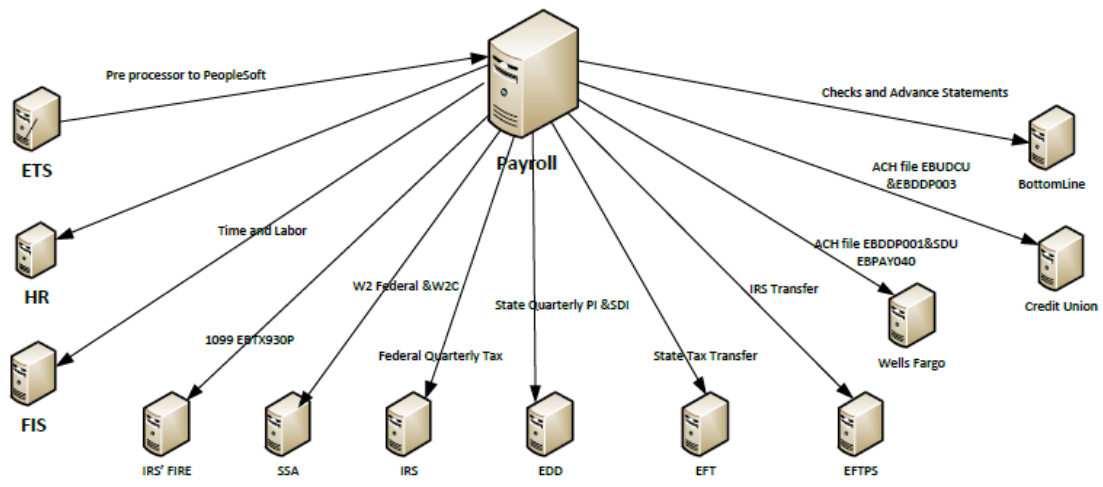
9.0 Appendix

9.1 Payroll Data Flow

9.1.1 Payroll Interface

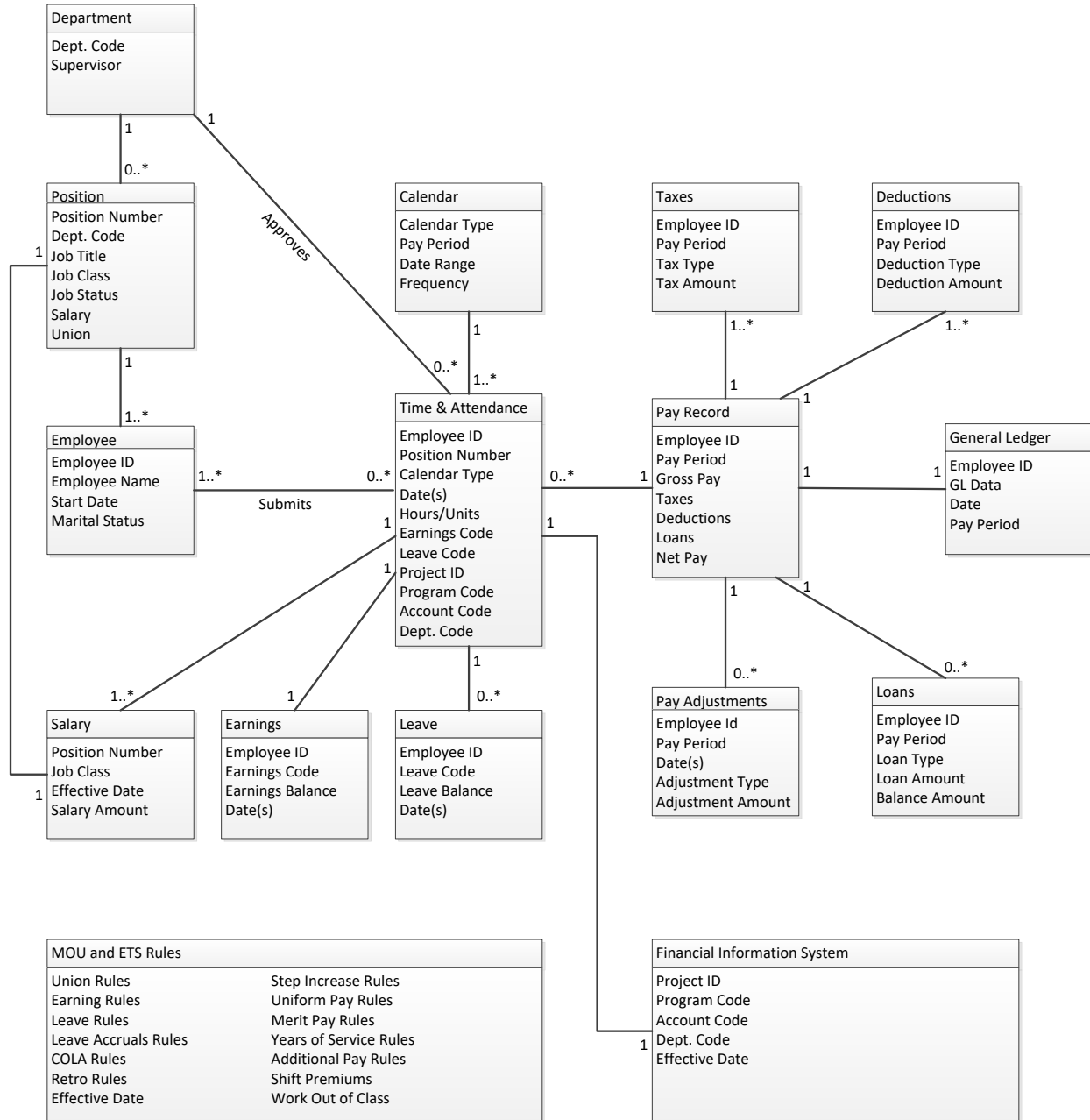


9.1.2 Payroll System Flow

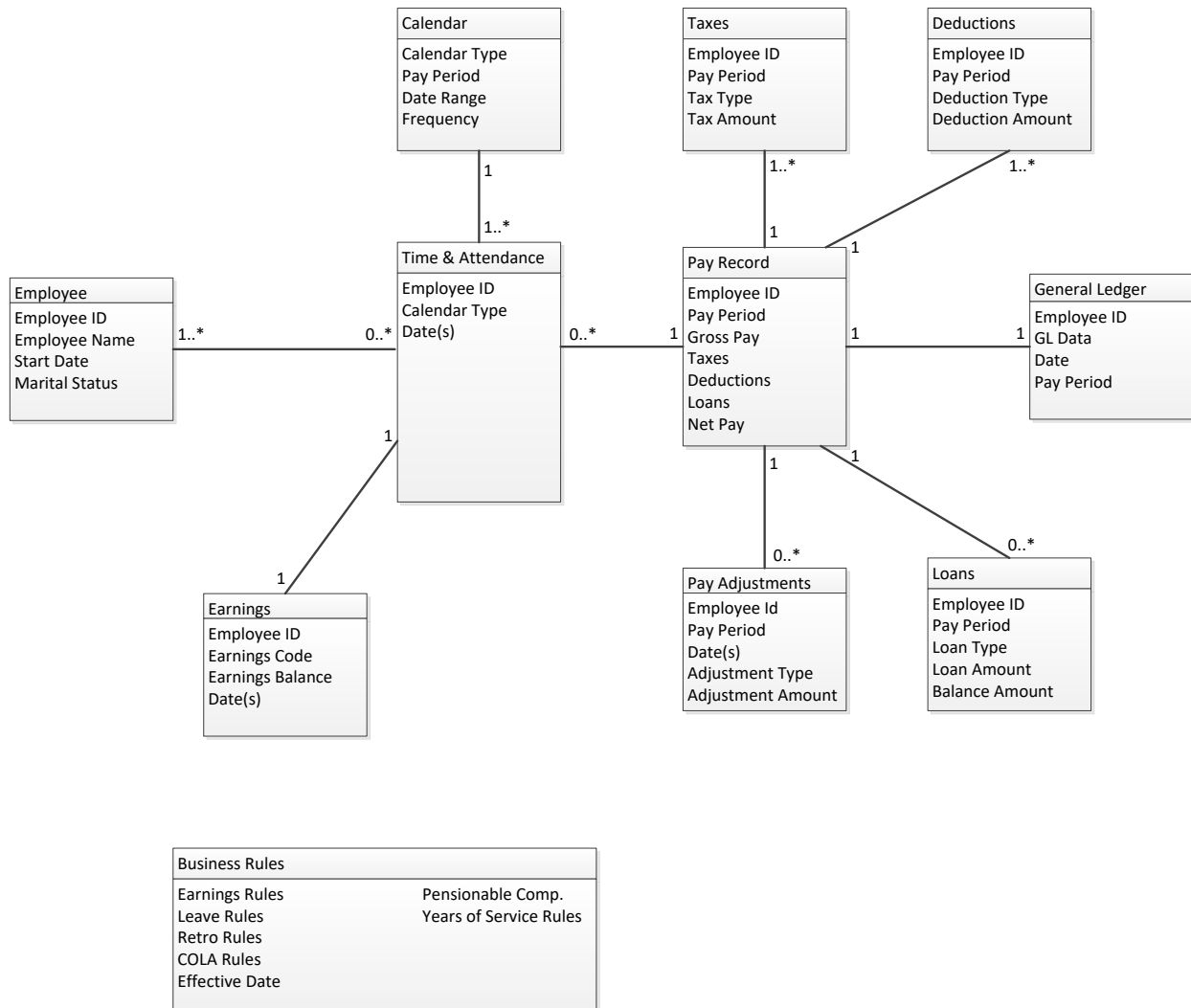


9.2 Payroll Domain Diagram

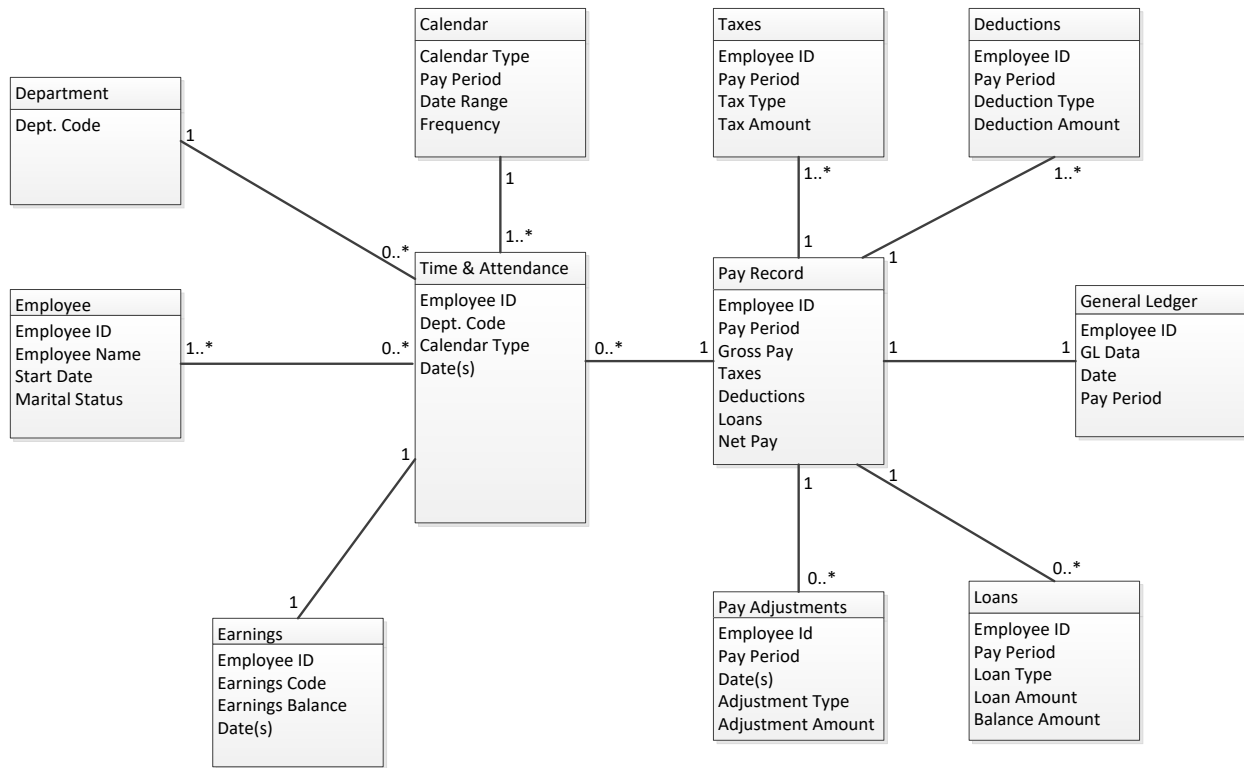
9.2.1 Active Members



9.2.2 Retired Members

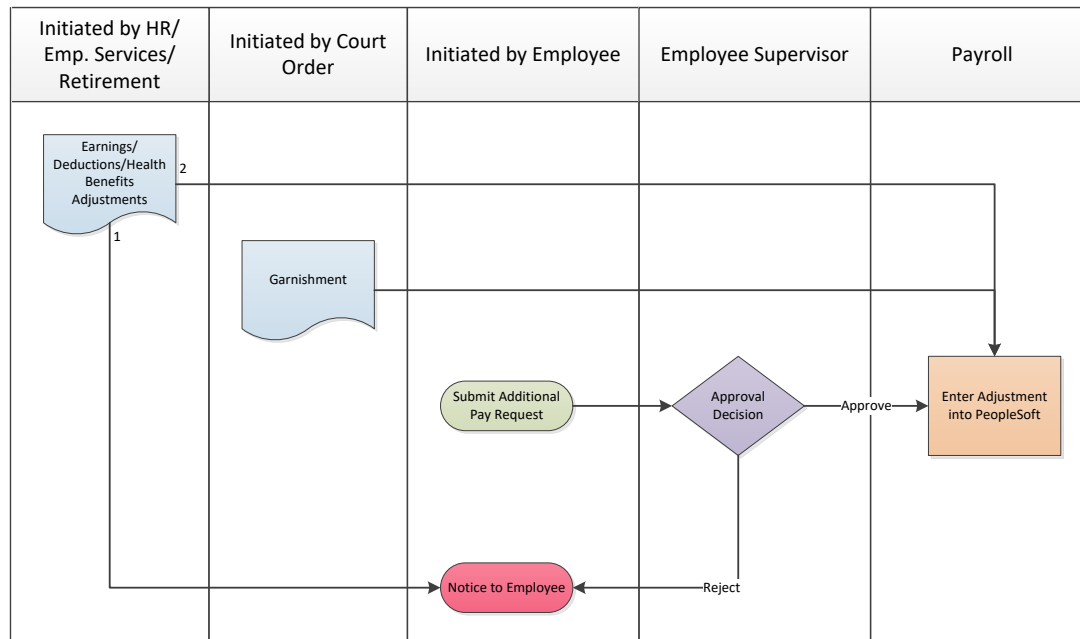


9.2.3 Board of Directors

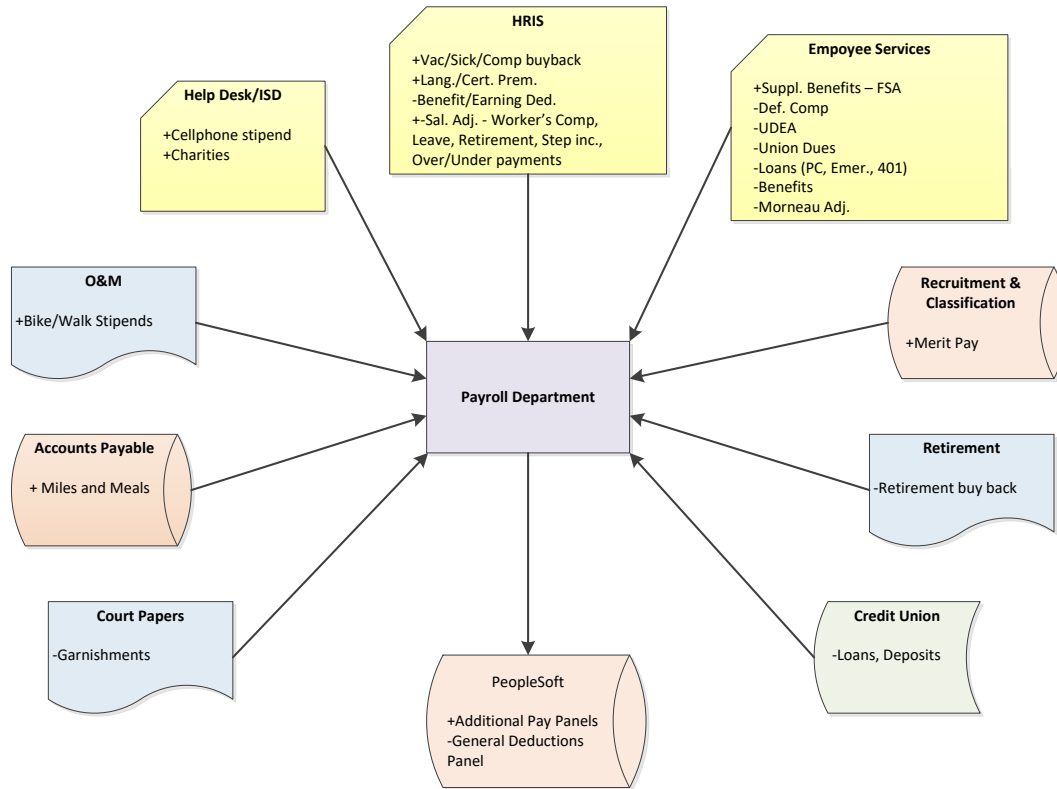


9.3 Manual Adjustments

9.3.1 Flow Chart



9.3.2 Adjustments to Payroll Sources



9.4 Payroll Functional Business Requirements

| | |
|----------|--|
| 1 | Earnings and Deductions |
| | Edit, validate, and process all current earnings and deductions according to Federal, State, and MOU business rules. |
| 2 | Additional Pay & Benefits Allowance |
| | Ability to process all the premium payments including recurring and automatic stipends not entered through a time sheet. |
| | Accommodate other forms of benefits allowance payments such as uniforms, safety shoes, and safety glasses - by various job classes. |
| | Ability to process federal and state rules for imputed income (e.g., life insurance over \$50k, taxable portion of health benefits for domestic partners and their dependents, etc.) |
| 3 | Miles & Meals |
| | Ability to process EBMUD's per diem rules for meals during travel. For miles, the difference is reported as additional income if the employee chooses the higher EBMUD rate over the IRS rate. |
| | Provide interface if reimbursements are to be handled by Accounts Payable (to be determined). |
| 4 | Imputed Income |

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|-----------|--|
| | Ability to process federal and state rules for imputed income (e.g., life insurance over \$50k, taxable portion of health benefits for domestic partners and their dependents, etc.) |
| 5 | Supplemental Benefits |
| | Integration or interface with Supplemental Benefits Administrator to support Flexible Spending (FSA) and Health Savings (HSA) accounts. |
| 6 | Elective Deferral of Pre-Tax Income |
| | Administer the elective deferral of pre-tax income in accordance with the IRS 125 Medical Care Reimbursement Program (MCRP), Dependent Care Assistance Program (DCAP), and Health Savings Account (HSA). |
| 7 | Garnishments |
| | Administer garnishments, or involuntary deduction of wages in accordance with court orders. System should support EFT (child support SDU) of such monies and/or interface with Accounts Payable to produce separate checks per garnishment (student loans, IRS, bankruptcies, etc.). |
| 8 | Deferred Compensation |
| | Ability to administer deferred compensation (401K, 401A and 457) programs in accordance with IRS rules. |
| 9 | Payment of Wages |
| | Ability to process on and off-cycles checks, advices, and pay statements with built-in printing and ACH capabilities. |
| | Provide paperless options for checks, advices, pay statements, and other related information. |
| | Provide alternative payment options such as Paycards. |
| | Ability to allocate direct deposit amounts to multiple banks or bank accounts (credit union). Product should offer prenote capabilities to facilitate in this process. |
| 10 | Adjustments to Pay |
| | Allow Payroll staff to enter manual adjustments to an employee's earnings, deductions, fringe benefits, etc. |
| | Integrate or interface with other systems or file systems to allow for mass entries or adjustments such as charitable contributions during EBMUD's annual giving campaign. |
| 11 | Leave Without Pay Benefits Adjustments |
| | Track employee reimbursements to EBMUD for benefits paid during leave without pay (LWOP). Adjust or reverse employee repayments (LWOP for benefits) with a given effective date – ACH reversals, cash, or checks. |
| 12 | Unemployment/State Disability Claims |
| | Automate the handling of claims such as Unemployment Insurance and State Disability Insurance (SDI). |
| 13 | Workman's Compensation |
| | Workman's compensation processing in accordance with federal guidelines in addition to EBMUD specific business rules. |
| | Track each specific injury while retaining employee confidentiality – medical and personnel records must be separated by law. |
| | Integrate or interface with third party benefits administrator data |

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| | Ability to pay from single source (combine EBMUD and Athens payments into one). |
| | Generate Employer's First Report of Occupational Injury – Form 5020. |
| 14 | General Salary Increase and Cost of Living Adjustments |
| | Ability to process a General Salary Increase (GSI) by bargaining units and/or job classification in various cost of living adjustment (COLA) percentages, and in a retroactive manner. |
| 15 | Job Injury/Light Duty |
| | Track and pay Job Injury/Light Duty differential pay including payment for possible multiple injuries/occurrences. |
| 16 | Comp. Time Payout |
| | Payment of comp. time in excess of 75 hours within the payroll calendar year. |
| 17 | Tax Withholdings and Reporting |
| | Perform taxation in accordance with Federal and State requirements. |
| | Have multiple options for disbursing employee or retiree tax withholdings to government agencies or third-party administrators. <ul style="list-style-type: none"> • Electronic (ACH, Wire Transfer, File Upload, etc.) • Telephone Prompt |
| | Create, electronically distribute, and/or file forms and annual statements (employer, employee, retiree, and BOD). <ul style="list-style-type: none"> • Federal (W-2, W-2c, 941, and 1099R) • State (DE-9 and DE-9c) • Canadian (1042-S and 1042-T) |
| 18 | Years of Service Credit |
| | Accumulate years of service – The amounts of sick leave accrued in excess of 1040 hours are added as an extension to the employee's years of service. |
| 19 | Rates and Salary Schedules |
| | Track, retain and store employee pay rates according to changes salary programs. |
| 20 | Fair Labor Standards Act |
| | FLSA guidelines are used to calculate overtime pay for all qualified employees. |
| 21 | Employee Self-Service (ESS) |
| | Allow employees (and retirees where applicable) to view and manage: <ul style="list-style-type: none"> • Pay Data <ul style="list-style-type: none"> • Prior checks, advices, or pay stubs • Tax Documents (W-2, 1099R) • Tax Information <ul style="list-style-type: none"> • State and federal withholdings • Dependents • Marital Status • Voluntary deductions <ul style="list-style-type: none"> • Health Insurance |

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| | <ul style="list-style-type: none"> • Life Insurance • Union Dues • Deferred Comp. • Additional Pays <ul style="list-style-type: none"> • Bike/Walk Stipends • Cellphone Allowance • Certification Pay • Language Premiums • Banking Information <ul style="list-style-type: none"> • Credit Union Account • Direct Deposits • Leave <ul style="list-style-type: none"> • Leave Balances • Leave Requests • Vacation Donation • Retirement Buyback • Loans and Repayment Balances <ul style="list-style-type: none"> • Personal Computer • Emergency Supply • 401a and 401k |
| 22 | Management Self-Service (MSS) |
| | <p>Provide capabilities such as:</p> <ul style="list-style-type: none"> • On Demand Reporting • Drill Down Capabilities • Forecasting Scenario Capabilities • Data Manipulation • Scheduling Capabilities |
| 23 | Workflow |
| | <p>Ability to configure workflows to accommodate ESS and MSS functions, examples include:</p> <ul style="list-style-type: none"> • Initiating requests • Approvals • Tracking Documents • Delegation of duties (out of office) • Timesheet corrections – rejection notices, include notes or comments, etc. |
| 24 | Third Parties |
| | Integrate or interface with third parties to administer special programs such as commuter checks and supplemental benefits or repayment of loans |
| | Allow third parties (banks, lenders) to initiate request for verification of employment and financial history based on access and security protocols. |
| 25 | Retirement (see Retirement Functional Business Requirements section) |
| | <p>Integrate or interface with EBMUDERS to:</p> <ul style="list-style-type: none"> • Identify and track pensionable compensation • Track retirement contributions |

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- Calculate retirement contribution interest
- Generate retiree pay (checks, direct deposits)
- Accommodate retiree and their surviving spouse(s), and/or beneficiaries
- Accommodate one-time payments (retiree's first check if prorated)
- Track and administer retiree medical, vision, and dental premium payments

9.5 Payroll Reports List

| Description | Applies To | Current Users by Organization | Frequency |
|---|----------------------|---|-----------|
| Payroll Register for active employees, retiree, and board members – Used to verify print job totals and cash reconciliation. Contains information such as check/advice numbers, check date, amount, and employee. | Active, Retiree, BOD | Cash Management, Accounting | Biweekly |
| EBMUD Payroll Summary Report – Summary of earnings and deductions grouped by type. | Active, Retiree, BOD | Retirement, Human Resources, Accounts payable | Biweekly |
| Deduction Register – Report of current deductions by type (union dues). Provide different file outputs. | Active, Retiree | Accounts Payable, Financial Reporting | Biweekly |
| Garnishments – Garnishment information separated and totaled by type. Identify state child support disbursements for ACH transmission. | Active, Retiree | Accounting | Biweekly |
| Garnishment Forecasting – Report of garnishments reaching a defined limit balance (ex. Alameda County Sherriff) | Active | Payroll | Biweekly |
| Retirement 2013 Plan and Retirement 1980 Plan – Retirement contributions separated by plan, should be combined with Payroll Summary Report. | Active | Financial Reporting | Biweekly |
| Monthly Void Check – Cancelled checks used to reconcile cash. | Active, Retiree, BOD | Cash Management | Biweekly |
| Salary Adjustment | | Employee Services | Biweekly |
| Payline Adjustment | | Employee Services | Biweekly |
| Disbursement Authorization – To authorize payment of garnishments through Accounts Payable. Not be required if there is an interface between Payroll and AP. | Active, Retiree | Payroll, Accounts Payable | Biweekly |
| Tax Reports – Federal and State tax reports. Can be run by month, quarter, or year. Not needed if forms can be generated. | Active, Retiree, BOD | Payroll | Quarterly |
| Quarterly Personal Income Tax Report | | Employee Services | Quarterly |
| Quarterly SDI Reconciliation – Difference between system calculated SDI and SDI due to differences in rounding. | Active | Payroll | Quarterly |

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| W-4/State Tax Exemption – Employee exemption changes. Federal requirement. | Active | Payroll | Annually |
| Tax Totals Summary Report – Summary of Federal, State, and Social Security taxes transmitted for the year. | Active, Retiree, BOD | Payroll | Annually |
| Payroll Error Messages – Exception reports during payroll processing for retirees. | Retiree | Payroll | Monthly |
| Retirement Balance Totals Report - EBR1099T | | Retirement | Monthly |
| Safe Harbor – Report of retirees who fall under the 1986 Safe Harbor Provisions | Retiree | Payroll | Monthly |

9.6 Glossary of Payroll Terms

| Term | Full Name | Meaning | System |
|---------------------------|---|--|--------|
| Stipends | Additional Pay - Stipends | Additional pay entered through PeopleSoft -Language premium, walk or bike to work, NDE, cell phones, certifications, vacation donations, HIB, pay for performance, comp time buy back, vacation buy back, etc. Can be one-time or recurring. | PAY |
| Premium Pay | Additional Pay - Premium Pay | Additional pay entered through ETS – work-out-of-class (WOC), shift premium, alone shift premium. | PAY |
| Uniforms and Safety Shoes | Benefits Allowance - Uniform and Safety Shoes | Additional pay for the purchase of uniforms, safety shoes, and glasses for qualified employees. | PAY |
| Off-Cycle | Off-Cycle Check/Advice Run | Checks or payment advices generated outside of scheduled processing times. | PAY |
| Direct Deposit | ACH - Direct Deposit | Automated Clearing House - allows for electronic transfer of funds directly into the employee's bank account. | PAY |
| Positive Pay | Positive Pay File | Generated file provided to banks with list of authorized checks - fraud detection. | PAY |
| EFT | Electronic Funds Transfer | Direct electronic transfer of funds to government agencies | PAY |
| NDE | Non-Dual Enrollment | Stipend for employees that elect not to receive health benefits provided by EBMUD | PAY |
| FLSA | Fair Labor Standards Act | Federal, State, and local governments minimum wage and overtime standards | PAY |
| T&L | Time and Labor System | The main component of the T&L system is the Electronic Timesheet System (ETS). ETS is EBMUD's in-house developed timekeeping system that records an | PAY |

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| | | employee's hours worked by time, day, earnings code and job code and contains the preprocessor (Business rules, validation rules, etc.). Corrections to previously reported time are also processed in ETS. ETS also provides the capability to query the database to report on a wide variety of employee time reporting. | |
| HRIS | Human Resources Information System | The HRIS system contains the required data to compute employee pay during payroll processing. This includes information such as the employee name, address, position number, base salaries, salary plans, pay groups, and additional components (withholdings, deductions, benefits, garnishments, union dues, and special pays, etc.). | PAY |
| FIS | Financial Information System | FIS is the financial reporting system that records the cost associated with labor and non-labor costs incurred by EBMUD. Examples of such costs include employee labor such as salaries, wages, and health care. Costs are allocated across general ledger account codes. Labor costs are interfaced into FIS using a combination of the employee's pay code, job code, and number of hours from the T&L system. | PAY |
| EBMUDERS | East Bay Municipal Utility District's Employee Retirement System | EBMUD's retirement system. Relevant retirement data such as pensionable compensation (regular pay, WOC, standby, shift, alone pay, LWOP) and retirement contributions are calculated and accumulated during payroll processing. For term-vested retirees, this information is used by the Retirement office to determine their pension and gross monthly income at his/her time of retirement. Retirement feeds this information back to Payroll for payroll processing for Retirees. | PAY |