

APPENDIX 1: INTEROGATORIES

Please answer the questions below. Respondent is encouraged to include screenshots or other exhibits to showcase how the proposed solution addresses KRL requirements.

General System

1. How do you stay current on and address changes to local federal, state, and local laws impacting HR, data protection, and Payroll? How do you communicate those changes to your customers?
2. What governance measures do you have in place to ensure the quality and reliability of the data within Respondent's systems? If proposing any third-party applications, how do you ensure the quality and reliability of their data?
3. What protocols are in place to ensure PII is secure and access is controlled?
4. What assistance does the Respondent provide during regulatory, statutory, and financial audits?
5. In compliance with ADA, how do you ensure your web applications are compliant with WCAG2.1 AA standards?
6. Provide current use and plans for the application of AI in your application? Are AI features something that can be enabled and disabled by the customer?

Payroll

7. Explain how your system supports both primary and backup (e.g., people who step-in when the primary staff member is unavailable) staff in completing the payroll process.
8. Explain the customer support model for the payroll process. For instance, can we have direct access to customer service that is familiar with KRL?

9. How does Respondent's system support a budgeting application or connection to a third-party system for position management, where we can project expenses for this year and subsequent years?
10. Does your system timestamp and attribute all changes to user activity for auditing purposes? Which data points are timestamped?
11. How does the system provide an estimated payroll for the upcoming pay period?
12. If we have payroll staffing issues, can the Respondent provide additional payroll support for 1 or more payroll cycles? Please describe the available support.
13. How would you handle a new local and/or state tax being added?
14. How can we track union dues received and payments of union dues?
15. How does the Respondent's system handle retroactive pay increases and benefit updates e.g. after the 5 year anniversary, an employee gets additional vacation time, post Collective Bargaining Agreement, mid-pay period step increase?
16. How does your system handle complex accrual systems for benefits and PTO?
17. How do your reports allow us to analyze payroll expenses, identifying trends and discrepancies departmentally, by employee, or both?
18. To what extent can KRL customize the paystub layouts? Can KRL include benefit information e.g., current benefits accrual, protected leave, and one- time only announcements?
19. What is the process for terminating staff – how will the system assist KRL in canceling benefits, sending COBRA information, paying out unused sick and vacation time, etc.?

20. Describe how Pay Grades and Salary Ranges are established in the system. How are they assigned to positions? How are positions assigned to employees? How can I view the history of a specific position over time, such as when it was created, reclassified for a promotion, or split into two new positions?

Training Management System

21. Please describe your training management system and how it connects with the other solutions requested within this RFP.
22. Provide a summary of out-of-the box library content available with your solution.
23. Identify the ways training can be implemented or managed through your system to include: assignment mechanisms, training modalities, assessments, etc.

Performance Management

24. Please provide an overview of your talent management functionality, including how it supports performance management, individual development plans, and performance improvement and connects to subsequent learning development resources?
25. Please describe the performance management workflow. KRL workflows require multiple steps with multiple approvals? To what extent can the workflow be customized? Can it be customized for different job classifications?
26. Is there a way to align individual goals to organizational strategic goals and KPIs?
27. Are your reports capable of tracking performance metrics?

Talent Acquisition

28. Please provide an overview of your recruiting & applicant tracking functionality.
29. Explain how new postings are created in the Respondent's system. Are there templates or a wizard to help build job descriptions? Is there a workflow to manage the process? To what extent can the templates workflows be customized? Can KRL customize the forms or workflows, or are they customized by the Respondent?
30. How does the Respondent's solution automate posting jobs to third-party recruitment platforms?
31. How does the solution support the review of applicants? Can staff involved in the hiring process rank or rate potential candidates and also gather and track comments and feedback? Can the solution limit who has access to certain types of information gathered as part of the applicant review process?
32. Explain how EEOC data is collected, maintained and data formatted/exported to meet federal government reporting requirements.
33. Describe mobile functionality for applicants, recruiters, and hiring managers.
34. Can the system automate the screening process for a particular job posting? How does the system make screening decisions? Can staff customize the criteria used to screen applicants? If system uses AI for this feature is there an ability to opt out?
35. Describe how background checks are initiated both within Washington state and federally.
36. Can information gathered during the hiring/onboarding process populate the HRIS and Payroll systems? Can a new employee record be created before the start date? Please explain how the Talent Acquisition module

integrates with these systems?

37. Please describe the staff onboarding support. Does your system support a portal or landing page that KRL can customize? Can KRL upload and/or link to local documents like manuals, forms, training material staff need to review as part of the onboarding process, etc.? How does the Respondent's system support automated task reminders to both HR and other staff members who are part of the hiring/onboarding process? Can the workflow be customized?
38. Please explain how the search functionality for KRL staff e.g. applicant profiles, specific positions, and requisitions?
39. Can the system support DEI redacting to prevent bias during the applicant review process. Is it a manual or automated process?

Self Service

40. Does the self-service functionality for both staff and managers span across all modules/applications? Please explain. Does the self-service support mobile devices?
41. When staff and/or managers update information in self-service, how is that information synced to corresponding data points in other modules? Is the information automatically updated? Is there an option for review by relevant staff roles before the change is populated in the modules?
42. Please explain to what extent KRL can customize the self-service portal to link to other documents/services outside of the platform?
43. Please describe what self-service forms are currently available. Can KRL customize existing forms? Can KRL customize the workflows initiated by the form?
44. How are staff and managers alerted when information has been added and when they need to take action?

Reporting

45. Can you detail the reporting tools or suites included with your solution?
46. Does the Respondent's solution include dashboard and canned reports KRL can use to access frequently requested data? Can other third party applications view data to create queries and reports in Excel, Power BI, etc.?
47. Can reports be generated independently by our team on a self-service basis? Can we grant access to specific reports by person or by group affiliation, e.g., managers?
48. Can you explain how your security permissions are provisioned and compartmentalized e.g. tailor reports based on different departments, such as HR, Finance, or a particular library branch?
49. Does your system allow for an in-depth analysis of individual pay components?
50. Is it possible to assess and compare payroll expenses across various departments in your reports?
51. Is it possible to estimate and track expected salary costs over the year?
52. Do your reporting capabilities facilitate compliance with external audit requirements?
53. Provide a list of all your canned reports with a summary of the information provided within the respective reports.
54. Does your system manage and retain position history and reporting capability?
55. Can we pay Respondent to create customized reports and how does KRL ensure the reports meet our requirements?

56. Describe the data storage capacity and limitations on long term storage and access to historical data? How do you ensure retention of historical data does not degrade the systems performance?
57. Can KRL upload bulk data to the Respondent's system using an Excel, CSV, or other data file?
58. Does the system allow bulk updates to data within the system? How is that accomplished? *Do we have examples?*
59. What level of customization exists for the reporting function? For example, can we view an overtime report for a particular branch? Or can the branch manager run a report to see how much they have spent on overtime and how much money they have remaining in their overtime budget? Please provide us some sample customizations.

Optional Systems

Scheduling

60. Explain how your system supports the creation and updating of staff schedules and assigning tasks.

Staff Surveys

61. Explain how your solution can support the library conduct staff engagement surveys, analyze the data, and anonymize personally identifiable information.

Engagement and Recognition

62. How will your solution help measure and track workplace morale and track work anniversaries?

Succession Planning

63. Describe how your solution can support the library's succession planning by identifying critical roles, pathways to fill positions internally, etc.