

Addendum 1- Answers to Questions Asked

- **What are the main goals that Oats is wanting to solve with this software evaluation?** The full list of deliverables was listed in RFQ on pages 1-2.
- **Is there growth on the horizon either through organic or Mergers & Acquisitions?** no
- **How do you communicate across the organization to groups or individuals.? Does that present challenges?** By email/in-person/text/meetings, no challenges.
- **What impact would having the ability to text and use push notifications for communication have for Oats?** We use email & text already. We have a separate scheduling/dispatching system (Ecolane) to stay in communication with driving staff and that which will not change.
- **Are there needs for multi-lingual capabilities? If so, what languages?** no
- **Do you request employee feedback? No If not, would you like to? no How do you gauge and take action on employee feedback? What would good look like?** Supervisors are already in regular communication with their employees
- **Approximately how many people are you collecting time for?** The number of employees was listed in the RFQ on page 1.
- **How are you collecting time currently?** Paper time sheets
- **What's the ideal state? (Mobile, PC, Clocks, etc)** This is an RFQ for you to tell us the capabilities of your software.
- **Do you have schedules for employees? If so, what challenges exist with schedules currently that you are looking to resolve?** Drivers are variable hour employees with schedules based on demand for service, office are FT and PT on set schedules. Schedule setting isn't part of the HRIS/Payroll system or needed due to nature of business.
- **How are you handling Leave Tracking/FMLA?** Tracking in current database
- **Would you want to automate Leave Administration and if so what impact would that have?** This is an RFQ for you to tell us your software capabilities.
- **Tell me about your current Recruiting experience for candidates and admins?** We use online recruiting, no paper applications are done.
- **What would you like the Recruiting Experience to look like for Admins and for New Hires** This is an RFQ for you to tell us your software capabilities.
- **How do current employees find and access internal job opportunities?** All jobs are listed on our website.
- **Is there a desire to change anything with the way this is done currently?** The full list of deliverables are listed in RFQ and includes online recruiting.
- **Onboarding- Tell me about the current onboarding experience for candidates and admins?** Paper process.
- **What would you like the onboarding experience to look like for Admins and for new hires?** Paperless
- **Please tell me about reporting challenges that you have today?** n/a
- **What sorts Business Intelligence/Reports does the executive team request? What would Reporting/Business Intelligence look like in a perfect world for Oats, Inc? What kind of data/reports are most important to Admins, Managers, Senior leaders?** Ability to run reports for information we track- training dates, driver license info, accidents, DOT physical dates, etc.
- **Tell me about your current experience with open enrollment? What challenges are you hoping to resolve with your new system? Is there a need for Enrollment/Election Support for employees? Are there challenges with the EOI process or other document collection processes**

in benefits? Done using a form handed out at quarterly meetings in each region; tracked on HR database.

- **Do you have many paper processes and or needs for workflows, approvals, etc? if so can you share an example? Would the desired state be to automate these processes and remove the paper?** Pay raise approvals
- **Tell me about some of the challenges or wishes you have workflows?** Ease of use/user friendly
- **How do employees make employee requests? (Ex: Tuition reimbursement, pay dispute, etc?**
Talk with their supervisor
- **What does turn-around time look like to handle HR requests? Would desired state be to automate these?** Varies
- **Employee files- How do store, track, retrieve EE files? This is listed in the RFQ, so what is your ideal state for EE Files?** We keep paper HR files, desire to move to electronic HR files.
- **Tell me about your Performance process?** Annual performance reviews
- **What is ideal state for Performance through your HRIS?** Annual performance reviews
- **Do you/would you like to do any goal setting, coaching, feedback, peer feedback through your HRIS?** This is a RFQ for you to tell us your software capabilities.
- **How do you prepare a bench and prepare people for their next career step? How important is succession planning?** n/a
- **How are things like Pay for performance or Merit increases currently handled?** Entered by Payroll staff monthly
- **Are there any specific payroll scenarios or issues that you are hoping to solve with this project?** The full list of deliverables was listed in RFQ on pages 1-2.