

CITY OF ST JOSEPH

REQUEST FOR PROPOSAL

NO RFP2021-20

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Proposals Must Be Received No
Later Than

Time: 4:00PM Date: 03/16/2021

For Information Contact

Purchasing

at (816) 271-5330

This document constitutes a request for sealed bids, including prices, from qualified individuals and organizations to furnish those services and/or items as described herein. All documents included in submission are to be of public record.

Proposals must be mailed or delivered to the Division of Purchasing, 1100 Frederick Avenue Room 201, St. Joseph, MO 64501.

Human Resources/Payroll Software System

Please complete, sign and return this form with the proposal

Please have the Bid Name and Number on the outside of the sealed proposals.

The offeror must provide all information required in this document pursuant to the specifications attached and included herein.

The offeror hereby agrees to provide the services and/or items at the prices quoted, pursuant to the attached terms and conditions of Request for Proposal or Invitation to Bidders and Terms and Conditions of Purchase, and further agrees that when this document is countersigned by an authorized official of the City of St. Joseph, a binding contract, as defined herein, shall exist between the offeror and the City of St. Joseph.

SIGNATURE REQUIRED

Offeror's Signature: _____ Offeror's Printed Name: _____ Title : _____

Company Name: _____ Date of Proposal: _____

Mailing Address: _____ Telephone: _____

City: _____ State: _____ Zip: _____

Email Address: _____

CITY OF ST. JOSEPH
PURCHASING DIVISION
TERMS AND CONDITIONS OF REQUEST FOR PROPOSAL
OR INVITATION TO BIDDER

1. PREPARATION OF BIDS

- a. Bidder's are expected to examine the specifications, delivery schedule, bid prices, and all instructions of the Request for Proposal or Invitation to Bid. Failure to do so will be at bidder's risk. In case of a mistake in extension, the unit price(s) will govern. In case of an identified mistake in calculation the City may, but is not obligated to, correct the calculation based on the unit price submitted by the bidder.
- b. Any manufacturer's names, trade names, brand names, information, and/or catalogue numbers listed in a specification are for information and are not intended to limit competition. The bidder may offer any brand which meets or exceeds the specification for any item. If bids are based on equivalent products, indicate on the bid form the manufacturer's name and model number. The bidder shall explain in detail the reasons why the proposed equivalent will meet the specifications and not be considered an exception thereto. Bids which do not comply with these requirements are subject to rejection. Bids lacking any written indication of intent to bid on alternate brands will be received and considered in complete compliance with the specifications as listed on the bid forms.
- c. All supplies and equipment offered in a bid must be new and of current production unless the Request for Proposal or Invitation to Bidder clearly specifies that used or reconditioned supplies or equipment be offered.
- d. Firm fixed prices shall be bid and include all packing, handling, and shipping charges.
- e. Unless otherwise indicated, prices quoted shall be firm for acceptance for ninety days (90) from bid opening and for the specified contract period.

2. TAX EXEMPTION

- a. Do not bill federal tax. Certificate number 44-6000256.
Do not bill state tax. Certificate number 12493457.

3. SUBMISSION OF BIDS

- a. A bid submitted by a bidder must (1) be manually signed by the bidder on the Purchasing Division's Request for Proposal or Invitation to Bidder, (2) contain all requested information, (3) be priced as required, (4) be sealed in an envelope or container, (5) be attached to a security deposit if required, and (6) be delivered to: the Purchasing Division, 1100 Frederick Avenue, Room 201; St. Joseph, MO 64501, and officially clocked in no later than the exact time and date specified on the Request for Proposal or Invitation to Bidder.
- b. The sealed envelope or container containing a bid should be clearly marked on the outside left corner with (1) the official Price Inquiry number and (2) the official closing date and time.
- c. Submission of this bid constitutes an assignment by the bidder to the City of all rights, title, and interest in and to all causes of action it may have under the antitrust laws of the United States or the State of Missouri, which causes of action have accrued or will accrue as the result of or in relation to the particular good or services purchased or procured by it in fulfillment of any contract with the City arising from this bid.

4. MODIFICATION OR WITHDRAWAL OF BIDS

- a. Bids may be modified or withdrawn by written or telegraphic notice received prior to the official closing date and time specified. Written notice may be in the form of an email provided the email is actually received by the Purchasing Agent prior to the official closing date and time specified; any email that is not actually received, whether due to a delay in delivery, delivery to a filtering service that does not release the email, or other failure in delivery shall not be deemed to be a written notice of modification or withdrawal. A bid may also be withdrawn or modified in person by the bidder or his authorized representative provided proper identification is presented before the official closing date and time. Verbal phone requests to withdraw or modify a proposal will not be considered.

- b. After the official closing date and time, no bid may be modified or withdrawn.

5. BID OPENING

- a. Bid openings shall be public on the date and at the time specified on the bid form. It is the bidder's responsibility to assure that his bid is delivered at the proper time and place of the bid opening. Bids which for any reason are not so delivered will not be considered. Offers by facsimile, telegraph, email, or telephone will not be acceptable. Bid files may be examined during normal working hours by appointment. Bid tabulations will not be provided by telephone.

6. AWARDS

- a. Unless otherwise stated in the Price Inquiry, cash discounts for prompt payment of invoices will not be considered in the evaluation of prices. However, such discounts are encouraged to motivate prompt payment.
- b. As the best interest of the City may require, the right is reserved to make awards by item, group of items, all or none or a combination thereof; to reject any and all bids or waive any minor irregularity or technicality in bids received.
- c. Awards will be made to the bidder whose bid (1) meets the specifications and all other requirements of the Price Inquiry and (2) is the lowest and best bid, considering price, responsibility of the bidder, the best interest of the City, and all other relevant factors. When multiple bidders are equally responsible and qualified and submit equivalent bids, those bidders that are equally responsible and qualified and submit equivalent bids may be allowed to submit a subsequent lower bid price in accordance with a schedule established by the Purchasing Agent; such bid price must be submitted in a sealed envelope or container clearly marked on the outside left corner with (1) the official Price Inquiry number and (2) the closing date and time established by the Purchasing Agent; the submission may modify only the bid price.
- d. Each bid is received with the understanding that the acceptance in writing by the City of the offer to furnish any or all the materials, equipment, supplies, or services described therein shall constitute a contract between the bidder and the City; and shall bind the bidder to furnish and deliver at the price, and in accordance with the conditions of said accepted bid and detailed specifications.
- e. The City of St. Joseph is not obligated for expenditures unless funds have been encumbered by Purchase Order or Contract. The completion of the "Notice of Award" by the City is not an authorization for shipment or to proceed with services.

7. OPEN COMPETITION

- a. It is the intent and purpose of the Purchasing Division that the Price Inquiry permits free and open competition. However, it shall be the bidder's responsibility to advise the Purchasing Division if any language, requirements, or any combination thereof, inadvertently restricts or limits the requirement to a single source or otherwise prohibits the submission of a bid. The notification should be received by the Purchasing Division at least ten days prior to the Price Inquiry closing date and time. The bidder may submit notification after the bid closing providing sufficient time is permitted for a thorough review by the Purchasing Division and its decision will be final.

City of St. Joseph

Request for Proposal for Human Resources/Payroll Software System

The City of St. Joseph, Missouri is soliciting proposals from qualified firms who have demonstrated experience in using, configuring, installing, upgrading, supporting and training of an outsourced Human Resource (HR) and Payroll integrated software system, with Time and Attendance manageability.

Interested firms shall submit three (3) copies, one of them being unbound, of its proposal in a sealed envelope, no later than **4:00 p.m on March 16, 2021** to:

City of St. Joseph, Missouri
Purchasing Division
Attn: Summer Deatherage
1100 Frederick Avenue, Room 201
St. Joseph, MO 64501
816-271-4696

Questions may be directed to:

Amy Cohorst, Human Resources Director
(816) 271-4672
acohorst@stjoemo.org

PURPOSE:

The City of St. Joseph is seeking the services of a qualified Payroll/HR Services provider with expertise in outsourced payroll processing and related payroll services to successfully provide these services to meet the payroll, human resource and general ledger needs of the City in the most cost-effective and efficient manner possible. The new system is intended to be a solution that leverages current technology and includes features and functionality that will improve City operation, self service capabilities, and management reporting. This system will replace the City's currently installed HR and Payroll modules in CentralSquare's Finance Enterprise (FE) solution. It must, however, integrate with Finance Enterprise's General Ledger.

BACKGROUND:

The City of St. Joseph has used a version of CentralSquare's Finance Enterprise software solution for all financial, human resources, and payroll functions since 1999. From Sungard Bi-Tech's IFAS to Sungard/FIS/Superion's OneSolution to CentralSquare's Finance Enterprise. In 2012, the HR division started using NEOGOV for job postings, recruitment, and the hiring process. When someone is hired in NEOGOV, that information is then manually entered into OneSolution/FE. The city has used Target Solutions since 2016 as our source for training, including courses and training management. This information is not entered into OneSolution/FE. As can be seen, HR information is in multiple locations. It's the city's desire to have all HR information in one central software solution.

The city's Payroll division was part of the Finance/Administrative Services Department until 2016 when it was moved to Human Resources. Payroll has been done in OneSolution/FE since 1999. Employee's time was entered into Access databases and imported into OneSolution until 2017, when the city started using Executime's Time & Attendance and Advanced Scheduling software that replaced the Access databases. Executime's employee hours are exported into OneSolution, where the rest of payroll is processed. It's the city's desire to have one central payroll system that also allows for time and attendance management.

SCOPE OF WORK:

The solicited proposals for an outsourced HR and Payroll (with Time and Attendance) software solution, along with related implementation services for the City, shall include, but are not limited to the following areas of service:

VENDOR OVERVIEW

- Your company name and address:
- What is your primary business focus and core product?
- Describe your target market:
- How many years has the system you are offering been released?
- How many HRIS/PY clients do you have?
- What is the average size of your customers (employee workforce)?

PRODUCT OVERVIEW

- Provide a brief overview of your product offerings:
- Please specify the name and version of the HRIS/payroll system considered in this RFP.
- How do you differentiate yourself from your competition?
- Who are your product partners?
- How do you stay current with changes in human resources and payroll regulations?
- What enhancements are planned for your product over the next three years?

HUMAN RESOURCE INFORMATION SYSTEMS

General Information

- Seamless integration between Payroll, General Ledger, and Human Resources data
- Capacity to handle status changes for a minimum of 1000 employees, both regular (full-time and part-time) and temporary
- Successfully handle varied “standard” hours (PT, 80, 2080, 2756, 2912)
- Multiple types of accruals (annual, fiscal year, monthly) for varied benefits
- Easy, intuitive navigation

Onboarding

- Allow employees to complete necessary forms and paperwork as a new hire
- Allow entry of own data, i.e., personal data, beneficiary, emergency contact, Equal Employment Opportunity (EEO) race and ethnicity classifications, etc.
- Complete tax forms
- Ability to read and acknowledge company documents such as handbooks and policies
- Ability for HR Manager to track completion and ability to communicate required tasks to employees and new hires
- Ability to push important information and City news via email, SMS or app notifications
- Tracking from applicant to hire, including sourcing info, hire costs, etc.

Employee Access

- Mobile App accessibility
- View pay stubs and W-2s online
- Select their benefits options through open enrollment
- Management of employee’s own personal information
- Provide for ability for current employees to apply for positions electronically
- Sign up for training, with a supervisory approval step
- Access to forms, handbook, etc. online

Supervisory

- Access employee records
- Receive notifications of various events that impact employees (performance review dates, wellness screens, safety meetings)
- Create, run, and access various employee and departmental reports
- Review and approve employee timesheets

Benefits Administration

- Ability to upload files to benefit vendor systems for new hires, terminations, changes
- Administering employee benefits and conducting open enrollment
- Produce census reports
- Customizable reports for census and other necessary reports
- Must seamlessly integrate with the payroll system such that election changes update payroll deductions

Benefit plans

- Checks/balances that prohibit employees from making unauthorized changes
- Customizable for open enrollment & employee changes
- Automatic premium updates for age and salary benefit calculations
- Adjustment of insurance amounts when a salary increases/decreases
- Group uploads for enrollments
- Ability to handle calendar/fiscal/anniversary based benefit plans
- COBRA Tracking/Billing
- FMLA Tracking
- COVID-19 Tracking
- ACA Reporting

Employee Benefit Statements

- Include both employee and employer costs for all applicable benefits
- Customizable

Online Benefit Enrollment Reporting

- Benefit premium reports
- HIPAA reporting

Training/Education

- Schedule and manage diverse training – required, general, new hire orientation
- Keep track of the participants
- Audit required certifications/licenses/degrees

Performance

- Set up reminders for upcoming or past-due performance reviews
- Create employee performance reviews templates
- Allow employees to view their performance review history
- Tracking and reporting for employee performance issues/disciplinary actions

Position Control/Budgeting

- Manage salaries, pay grades
- Entry and tracking of all status changes: new hires, terminations, leaves, promotions, transfers and more
- Production of organizational chart/hierarchy
- Compensation planning tools
- Position control such that system prohibits an employee hire/transfer if a position does not appear as "vacant"
- Position allocation function

Compensation

- Tracking employee salary and status changes over time
- Analytical reports for budget and compensation studies and analysis
- Ability to enter and track Supplemental Pay (i.e., Use of County Vehicles, Phone Allowance, etc.)
- Report showing full cost of pay and benefits

General Administration

- Configurable security levels for employee/manager/senior management access
- Monitoring key information for compliance reporting, such as EEO-1, workers' compensation, workplace accidents, and OSHA forms
- Viewing and reprinting employee pay stubs and W-2s
- Managing security and user access to your company's critical HR data
- Workflow Management: Easily track workflow processes online
- Email and/or SMS alerts/notifications when an approval is needed or if a change has been made
- EEO-1
- Any other governmental mandated reports
- OSHA
- Ability to print single employee records
- Workers Comp

Customer Service/Training

- Provide a dedicated customer service representative(s) and a designated back-up
- On-site or virtual training for supervisors and employees on the time and attendance module
- On-site or virtual training for HR/Safety Director, CFO, and payroll staff on management and use of software
- User tools for employees, managers and HR and payroll staff
- In person and online training materials provided for separate levels of usage, i.e., employee, manager system user

PAYROLL PROCESSING

Employee Categories

Provide a time and labor recording system consistent with FLSA that can accurately account for the following employees categories:

- General employees' non-exempt from the overtime rules in FLSA that requires payment of overtime worked in excess of 40 hours in a seven-day work week
- General employees exempt from the FLSA overtime rules
- General employees may be also categorized as:
 - Permanent or temporary
 - Full-time or part-time
- Public Safety employees:
 - Police Department
 - Ability to calculate pay based on....
 - Overtime calculations....
 - Fire Department
 - Ability to calculate pay based on....
 - Overtime calculations...
 - Out of Title pay???

General Processing

- Ability to successfully run a short bridge pay period between prior cutoff and our intended new bi-weekly schedule
- Ability to run a manual or off-cycle payrolls for annual PTO payouts or reimbursement of pre-taxed withholding errors (eg. Family Coverage insurance that should have been single)
- Ability to process mass changes of variable amounts (such as charitable deductions, merit payments, etc.)
- Ability for employees to update electronically W-4 forms, direct deposit elections, etc.
- Ability to perform year-end corrections/adjustments as needed up to cut-off time for yearend W-2 generation
- Ability to make one-time, recurring or term (specified number of pay periods) benefit deductions
- Ability to allocate pay &/or hours of an employee between departments
- Automated deduction payments for insurance, retirement, workers comp and other payments by the County
- Ability to provide for disaster recovery, both for the vendor site and our site
- Hardware requirements and software licenses required by the vendor, if any, for each of our users must be specified and a cost provided for each license

Payroll Record Keeping

- System must create a “permanent” record for each employee that will include information that does not change from pay period to pay period. The update of this record must be limited and password protected. Each employee will be assigned an employee number that will remain unchanged while employed by the City. The number must be at least capable of 5 digits.
- At minimum the permanent file will include items such as personal information (i.e., name, SSN, address, telephone number, emergency contact), and also payroll elections related to withholding (W-4), allotments, deductions and the like
- It should be index-able by name, employee number and other criteria as defined by the County

Payroll Processing

Successful respondent must provide the following services:

- The payroll company must accurately and timely process 26 (or 27) bi-weekly payrolls based on timeframe to be designated by the City
- The company must be able to seamlessly accept payroll information from City by time to be designated by City, and deliver earnings and leave statements and checks within 2 days or less
- Direct deposits must be posted to bank accounts prior to pay date
- Payroll Company must provide W-2 forms to City for distribution no later than second pay date in January
- Prepare the quarterly/annual forms and submit to the federal and state agencies by required deadline
- Remit all payroll taxes to federal and state agencies on bi-weekly basis within prescribed time frames
- Prepare all required reports to LAGERS by required deadline
- Remit all payments to LAGERS within prescribed time frames
- Prepare special checks or accept manual checks for error correction purposes
- Interface to City’s Finance Enterprise Financial System to provide for posting of accounting expense data
- Prepare and remit garnishments and tax levies as required as part of each payroll cycle

Payroll Reporting

Prepare payroll reports and provide to the County the following as a minimum:

- Federal and state agencies forms filing
- Leave and earnings report for each employee each pay period
- Summary and detail leave report by department
- Summary and detail earnings report by department
- Summary and detail deduction reports by department
- As required inquiry reports

- EEOC reports
- Special reports/projects requested by County staff
- Reports must be capable of being downloaded to Excel, PDF, or other desired format

Provision of reports in electronic storage format required.

Time Categories

Hours worked

Paid leave

- Vacation leave
- Sick leave
- FMLA leave
- Holiday leave
- Employer-paid Sick Leave
- COVID Annual Leave
- Bereavement
- Jury Duty
- Military
- Non-paid leave
- Administrative leave
- LWOP
- Accruals

System must be able to handle multiple varieties of accruals as deemed necessary by City staff. In addition, system must be able to also take on additional classes of employees in the future if City desired (i.e., PT employees, one-off shifts).

Holidays

We currently provide the following holidays to our employees. The system must account for them, as well as be able to add, or delete, holidays as needed.

- New Year's Day
- Martin Luther King Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Veteran's Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Eve
- Christmas Day

Implementation

- Data conversion of payroll files from County's files
- Timeline for conversion and implementation of new system must be provided
- List of vendor team that will be assigned to this task, including the designated project manager to include assistance in setting up payroll record for each existing employee

TIME AND ATTENDANCE

- An electronic time and attendance module must be provided that will allow the daily posting of time by each employee and the certification of correctness by a member of the supervisory chain of command.
- The electronic time and attendance system must be accessible via a mobile app, tablet or PCs, both at home and office
- Geo-tracking capability of mobile time entry
- Multiple data entry/collection options
- Create, view or change employees' schedules
- Supervisors can create schedules that employees can view by month, week, or day
- Data can be reviewed and edited for tracking purposes
- Managers: approve requests, enter sick, holiday, jury duty, or other non-work time comparative between approved vs. pending requests management approval hierarchies for review/edit/sign off on time and attendance
- Employees: enter, review, transfer, and submit time sheets & PTO requests balances both on paychecks as well as system access
- Exception Handling
- Input of atypical schedules
- Accruals of atypical PTO
- Combination of "canned" and user-generated reports
- Ease of report writing
- Reports of balances for employee/division/department
- Specify our own overtime, rounding, lunch and holiday rules
- Automate complex rules for accumulating vacation, sick time and other types of benefit accruals
- Allocate time to different departments/locations
- Automate the administration of paid time off

The software system shall provide:

- Application processing. Online application process that includes ability to post openings on several different websites. Indeed, Career Builders, Monster Etc.. Applications need to be able to load into the HR/Payroll system without re-processing or inputting duplicate data.

- A Training module that will track trainings that will also allow us to load trainings and produce new trainings.
- Complete payroll services that will track hours worked, produce pay checks, provide support via a call in system, produce W-2's.
- Employee access to pay stubs, benefits, address changes, vacation and leave requests.
- Real time Supervisor access to employee information. Leave balances, schedules, who is currently working etc..
- A benefit management component, to include employee on-line enrollment, a connection to each vendor for billing purposes and employee access to view benefits.
- FML tracking, Leave tracking, EEO reporting. Evaluation tracking.
- A garnishment processing feature.
- A work Comp tracking and administration aspect.

PROPOSAL REQUIREMENTS

1. The proposal must be signed by the duly authorized officer(s) and provide the address, telephone, and email of the proposer.
2. Proposals shall be evaluated based on price, responsiveness of proposals, capability to perform the services, and experience with similar entities.