



FOUNTAIN INN

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REQUEST FOR PROPOSALS

THE CITY OF FOUNTAIN INN

RFP #2020-001

COMPREHENSIVE PAYROLL AND HRIS PLATFORM

ISSUE DATE:

JANUARY 30, 2020

SUBMISSION DEADLINE:

FEBRUARY 14, 2020

10:00 A.M. (EDST)

**CITY OF FOUNTAIN INN, SOUTH CAROLINA, HUMAN RESOURCE
DEPARTMENT REQUEST FOR PROPOSALS | COMPREHENSIVE PAYROLL AND
HRIS PLATFORM**

The City of Fountain Inn, SC (“City”) invites proposal from qualified, competent, knowledgeable, and experienced providers that provide the services outlined in this Request for Proposal (“RFP”), in compliance with all applicable laws and regulations. Companies submitting responses must be prepared to enter into an agreement (“Agreement”) for the provision of requested services and goods as set forth in this RFP.

Issue Date: February 4, 2020
RFP Title: Comprehensive Payroll & HRIS Platform
Issuing Department: City of Fountain Inn Finance/Administration Department
200 North Main Street
Fountain Inn, South Carolina 29644
Contact: Naomi Reed
Finance Director
(864) 862-4421 ext 6474
Naomi.Reed@fountaininn.org

Proposals must be submitted in a sealed envelope plainly marked on the outside "**SEALED PROPOSAL FOR Comprehensive Payroll & HR Platform- DO NOT OPEN WITH REGULAR MAIL.**"

SEALED BIDS MUST BE MAILED OR PHYSICALLY DELIVERED TO:

Finance Department
Main Entrance Window
City Hall
City of Fountain Inn
200 North Main Street
Fountain Inn, SC 29644

RESPONSES MUST BE SUBMITTED BY: 10:00 A.M on February 14, 2020. **A submission received after this date and time will be considered non-responsive.**

All bids are subject to the City of Fountain Inn's Procurement Ordinance, Ordinance #2010-001 dated February 2, 2010. The Procurement Ordinance is available on the City's website.

No bid may be withdrawn for a period of sixty (60) calendar days after the bid opening. Should the bids be higher than the amount allocated by the City for this project, the City reserves the right to negotiate in good faith with the preferred bidder. Failing an agreement, the City may reject all bids and resubmit for new bids or make any decisions it deems to be in its own best interest.

Upon receiving the "Notice of Award," the successful bidder has ten (10) calendar days to submit all required bonds, insurance, permits and licenses and meet with the City to discuss any problems or questions pertaining to the project.

If the bidder discovers any ambiguity, conflict, discrepancy, omission or other errors in the bid, bidder shall immediately notify the City of such error in writing and request modification or clarification of the document. The bidder is responsible for clarifying any ambiguity, conflict, discrepancy, omission or other erroring the bid or it shall be deemed waived.

The successful firm shall comply with all instructions and shall perform services in a manner commensurate with the highest professional standards by qualified and experienced personnel.

References and Experience

All interested parties are required to submit with their Proposal a comprehensive list of references. Interested parties should provide a minimum of three (3) references in which they have provided similar or related services. References shall need to include at a minimum: company name, address, telephone number and contact person. Responding parties agree to authorize the City to verify references provided, so as to determine quality and manner of previous work performed.

Deviations from Specifications

All deviations from requested specifications must be clearly stated in your Proposal. Any significant limitation in scope or manner of proposed work, restrictive conditions, etc., should be clearly disclosed. Responses failing to meet all of the specifications will not necessarily be rejected, but any deviations must be clearly noted to be considered.

Scope of Work

The City of Fountain Inn is seeking a vendor to provide a comprehensive platform for payroll management, timekeeping, and human resource administration as outlined in each section below.

1. The City of Fountain Inn shall be responsible for the input of employee information, employee time and individual deductions; starting, editing, and closing the payroll processes. The City will process monthly invoices for benefits and input relevant information.

The current payroll servicer functionalities include: submitting direct deposit and tax withholdings monies to the authorized financial institution or taxing authority, printing checks and direct deposit advices (electronically), reconciling and printing W2's, quarterly 941 filing, South Caroling Retirement System remittances and reporting, state and local payroll tax reporting, and reporting of wage and garnishments.

Current servicer HR functionalities include: maintaining federal and state compliance obligations for employee benefits, benefit administration through an online platform, employee self-service portal and applicant tracking with the ability to conduct background checks.

Current servicer time and attendance functionalities include: employee time entry with direct import into payroll, PTO tracking and management, ability to request PTO through online portal..

- Approximately 135 employees are all paid biweekly
- 106 Full time 7 Elected Officials 4 Judges 18 Part Time Employees
- Member of the South Carolina State Retirement System (SCRS and PORS)
- Additional Payroll Services
 - Quarterly public safety specific incentive pay
 - Monthly public safety specific incentive pay
 - Annual bonus
 - Various employee earnings and reimbursement with varying tax applications
 - Ability to calculate shift employees' schedules and adhere to 7k exemption rules
 - FLSA Requirements for Public Safety Employees

2. System Availability

The following services must be web-based, accessible 24-7, from both the City's network and remote locations:

- HR and Payroll Administration Applications.
- Time and Attendance/Labor Management Services.
- Employee/Manager/Administrator Self Service.
- Reporting Services.

3. General Requirements

- Single-source, fully integrated database.
- Highly configurable platform and modules.
- Customizable, single report writer for all aspects of the system.
- Ability to convert reporting to Excel and PDF.
- Option for 100% paperless processing.
- On-site training for administrators, managers and supervisors.
- On-going user training.
- Dedicated account team.
- Ability to migrate historical information from existing HRIS to the new system.
- System auditing abilities (approved/denied transactions, data changes, etc).
- SaaS or PaaS platform. Cloud based accessibility.
- Must have employee self-service/ accessibility portal with coordinating mobile access.

- System wide analytics the City can utilize to evaluate various measurements.

o Request for Information:

- How is system development and growth handled?
- How are enhancements tested and implemented?
- How large is your customer base? How many of those customers are public based entities? (schools, governments, non-profits).
- How is customer service structured?

4. Interfaces

Ability to interface with a third-party system for which the vendor does not have a standard interface. Describe the architecture/tools/processes that would be followed to complete the interface.

- Request for Information:
 - Do you support custom interfaces? (Example: Interface with financial accounting software for automatic posting of payroll amounts to the general ledger including allocations?)
 - Do you have specific integration capabilities with the State of South Carolina Public Employee Benefit Authority?

5. Human Resource Requirements

Vendor shall provide comprehensive HR administration and management services through an easy-to-use platform. The application should include the following:

- Vendor employee self-service portal, which allows employees to make online personal information changes and review current benefits.
- Maintain simple query abilities. Point and click option for report fields.
- Vendor shall administer the following program/ compliance requirements for the City: benefit administration through online enrollment, COBRA administration and ongoing ACA compliance.

Vendor shall be able to provide the following functionalities:

- Unlimited storage and Document management and online administration of simple personnel forms.
- Searchable employee data
- Performance review and with annual and bi-annual reviews
- Employee education and training module.
- Applicant tracking with coordinating background check administration.
- Employee onboarding and exit interviews
- New Hire reporting
- PTO Management
- Recruiting
- Compensation
- Compliance
- Benefits
- Peer Recognition
- Mobile Access

6. Payroll System Requirements

Vendor shall provide comprehensive payroll administration and management services through an easy-to-use platform. The platform should maintain the following capabilities:

- Unlimited earnings codes, deduction codes and direct deposits.
- 24/7 secure employee access to check history and W2s, including current and historic.
- Ability to interface with time and attendance platform so as to: import time entry into a pay run and maintain accurate benefit accruals or uses.
- Ability to administer pay period deductions/use, and calculation of balances at the end of each pay period.
- **Ability to allocate individual employees' salaries to multiple General Ledger account codes.**
- Easy-to-use, high-performance, reporting capabilities. Report customization should be standard to customer engagement, and provided at no additional cost.
- Ability to interface with the City's accounting software via an excel export with auditing capabilities.

Vendor shall administer the following functionalities of the payroll process:

- Submission of qualified direct deposit information to authorized financial institutions.
- Submission of qualified tax information to appropriate taxing agency.
- Payroll tax reporting and filing for Federal, State and local jurisdictions.
- Reconciliation and reporting of employee W-2s. Reconciliation and reporting of 1099-Rs.
- Maintain accurate reporting information for wage garnishments and 3rd party benefits.

7. Timekeeping System Requirements

Vendor shall provide access to a comprehensive time and attendance module. The module should maintain the following capabilities:

- Access to employee portal which permits employees to make online requests for use of vacation, sick, or compensatory leave, and view current benefit balances.
- Manager's ability to view all time off requests in a single calendar view.
- Electronic time sheet approval with multiple workflow options and approval levels
- External e-mail notifications when items are pending manager's approval.
- Complete integration into payroll processing.
- Ability to handle shifts which cross over midnight/ 12a.m., also referred to as the midnight divide
- Web administered time clocks and pricing for applicable devices
- Labor allocation capabilities based on jobs/ projects.
- Sophisticated reporting abilities, with the ability to customize reports as needed. Ability to assign reporting functionalities to various levels of users, i.e. managers.

Vendor shall administer the following functionalities of the time and attendance management process:

- Set up of PTO and vacation accruals based on employee classification.

8. Maintenance Agreement/System Upgrades

- Proposals must specify the process involved in system upgrades.
- Proposal must specify if the cost of system upgrades are included in the basic agreement or if there are additional fees.
- Proposal must specify if training is provided when an upgrade is put into place.
- Proposal must specify whether customization is available to customers without incurring additional fees. This may include, but is not limited to, custom reports, custom input fields, etc.
- Request for Information:
 - How frequently are your systems updated with new features and/ or enhancements?
 - How are customers notified of system upgrades or enhancements?

9. Sales and Service Support

Proposals must detail the specifics of both sales and service support, and what role each team would play. One contact for all support needs would be preferred. Vendor should describe their customer service structure in detail, including names of personnel who would be assigned to the City support team. Please provide the address and telephone number for the sales & service office located closest Fountain Inn, South Carolina.

10. Technical Support and Security

Proposals must detail the technical support available to customers. One contact for all support needs would be preferred. Please provide the address and telephone number for the technical support office located closest to Fountain Inn, South Carolina. Vendor must adhere to industry standard security and technological protections. Vendor must have a clear plan of action should private information be compromised, as well as a coordinated disaster recovery plan.

- Request for Information
 - Does Vendor participate in independent and routine security audits?
 - What are the procedures associated with a breach of security?
 - Has the Vendor experienced a breach previously? If so, please describe the nature of the breach.

11. Pricing

Please make sure to include detailed costs for the first term and all renewals, including any cost escalators.

- Request for Information
 - Describe your pricing structure and the methodology associated with billing
 - Describe, in detail, all services to be included with associated costs quoted. Inclusive of implementation costs and subscription fees.
 - Describe common or typical “add-on” or “additional costs” that are incurred by existing clients, provide examples if available.

Proposal Outline to be Submitted

The proposal shall be organized and submitted with the following elements:

- A. A table of contents indicating the page where each section begins
- B. A letter of transmittal which includes the name of the company, a contact person, the names of the individuals authorized to negotiate with the City and the signature of an authorized representative of the firm.
- C. One (1) signed original and (2) two copies submitted in a sealed envelope plainly marked

“ SEALED PROPOSAL FOR COMPREHENSIVE PAYROLL AND HR PLATFORM – FO NOT OPEN WITH REGULAR MAIL” City requests Respondents to include a digital copy of their Proposal via a USB drive to be submitted with their physical Proposal submission.
- D. Executive Summary - provide a brief summary describing the company’s ability to perform the work requested, a history of the company’s background and experience providing the products and services, the qualifications of the company’s staff to be assigned to this project.
- E. Response to Scope of Work - Each company shall provide responses and information to fully satisfy each item in this section.
- F. Attachments, if necessary.
- G. Pricing Respondent should include a complete cost and fees breakdown of all proposed products. Total proposed pricing should be inclusive of licensing, installation, training, conversion/ testing, and any other associated costs.
- H. References
List the name, address and telephone number of references from at least three (3) recent similar projects, include a brief description of the work provided for each reference.
- I. Certificate of Insurance
The City will require the successful company to provide Certificates of insurance evidencing required coverage types and the minimum limits.
- J. Business License
The proposing organization does not require a City of Fountain Inn business license to respond to the Request for Bids. However, the successful proposer will be required to acquire a City of Fountain Inn Business License during the contracting process and maintain an active license throughout the contracted period.
- K. Standard City Professional Services Agreement
The City will require the successful company to execute a professional services agreement with the City.

Evaluation of Proposals

Proposals will be evaluated on the company's ability to provide the services that meet the requirements set forth in this Request for Bids. The City reserves the right to make such investigations as it deems necessary to determine the ability of the company to provide the products and services to a satisfactory level of performance in accordance with the City's requirements. Interviews and presentations may be requested if deemed necessary to fully understand and compare the company's capabilities and qualifications.

Proposals will be evaluated based on the following criteria:

Respondents meeting the mandatory criteria will have their Proposals evaluated and scored based on the below criteria. Award will be made to the Respondent whose Proposal is determined to be the most advantageous to the City.

Total 100 points

Respondent's technical expertise as compared to its competitors	25 POINTS
Respondent's degree of software functionality and ease of use as compared to its competitors	25 POINTS
Respondents degree of ongoing customer support, training and assistance as compared its competitors.	25 POINTS
Respondent's pricing and delivery timeline as compared to its competitors.	25 POINTS
TOTAL	100 POINTS

As reflected above, the contract award will not be based solely on price, but on a combination of factors as determined to be in the best interest of the City. After evaluating all the proposals received and discussing them further with the finalists, the City reserves the right to further negotiate the scope of work and amount of compensation.

12. Oral Presentation

Written or oral discussions shall be conducted with all responsible Respondents who submit proposals determined in writing to be reasonably susceptible of being selected for award. Such presentations will provide firms with an opportunity to provide a demonstration of software and answer questions the City may have as to their submitted proposal. Not all firms may be asked to make such oral presentations.

13. Right to Reject

Submission of proposal indicates acceptance by the Respondent of the conditions contained in this RFP, unless clearly and specifically noted otherwise in the submitted response and confirmed in the contract

between the City and the Respondent. The City reserves the right, without prejudice, to reject any or all Proposals.

14. Selection Procedure

The Selection Committee shall be comprised of at least three (3) but not more than five (5) City staff and/or delegates. Those delegates shall include at a minimum:

1. The City Administrator, or his qualified Designee
2. A Designee from the City's Finance Department
3. A Designee from the City's Human Resource Department

- Respondent Questions.

City shall answer any questions that Respondents may have prior to the submission deadline. All questions should be submitted in writing by electronic mail directly to Sandra Woods, City Clerk at Sandra.woods@fountaininn.org. All answered questions shall be made available via the City's website, www.fountaininn.org. It shall be Respondent's obligation to reference the City's website, prior to submission of a Proposal. It is each Respondent's responsibility to read this RFP in its entirety, and fully acquaint themselves with the scope of services outlined herein. The failure of the Respondent to do the foregoing does not relieve the Respondent from any obligation with respect to the bid Proposal submitted. If any Respondent is in doubt as to the true meaning of any part of the specifications, the Respondent should submit a written request for an interpretation. No questions will be answered after February 10, 2020.

- Award

Award shall be made to the Respondent whose proposal is determined in writing to be the most advantageous to the City based upon the evaluation factors set forth herein.

- Negotiation of Award

After the Selection Committee makes a final determination, the Awardee and the City will negotiate and execute a final agreement prior to the commencement date. Failure by any Respondent to timely respond or come to terms with the City will be cause for a rejection of the Proposal.

15. Public Information Notice

All Proposals submitted to the City will be kept in confidence by the 'Selection Committee' and shall be used solely for the purpose of evaluating the Proposal for a possible award. The City retains the right to provide copies provided by Respondents to its staff, legal, technical, advisors and representatives. Respondent should take care not to provide any confidential information, trade secrets or other intellectual property, that they do not want to be received by City staff.

Please note that all information submitted for review may be subject to the Freedom of Information Act and may be made available upon request by the public. Respondents should identify any confidential, proprietary information or trade secrets and provide justification as to why the disclosure of the records

would permit an unfair commercial advantage to the Respondent's competition.