# Payroll/Human Resources Software Vendor Selection

# Request for Proposal (RFP)

# October 20, 2023

| | |
|---|---|
| Proposals Due: | December 08, 2023, 12:00 PM EST |
| | LASA<br>130 Centerville Road<br>Lancaster, PA 17603 |
| Attention: | Donna Nichols<br>Dnichols@lasa.org |

# General

The Lancaster Area Sewer Authority (LASA) is soliciting proposals for payroll and human resources software. LASA will be the sole judge as to which proposal best suits LASA's requirements. This request for proposals is intended to be part of a competitive bidding process. Although cost is an important consideration in this proposal, LASA is not required to purchase these services solely based upon the lowest bid. The decision to award a contract to a vendor will be based on the following factors.

| Factor | Points |
|---|---|
| Price | 25 |
| Single Application for all in-scope components | 10 |
| Functional Fit with organization | 15 |
| Scalability and Flexibility | 10 |
| Ease of Conversion | 20 |
| Ease of Use/Customer experience including Customer Service | 20 |

LASA reserves the right to accept or reject in part or in entirety any or all proposals received as a result of this request. Any decisions by LASA shall be final and conclusive.

Respondents will not be reimbursed for costs that they incur in preparing their RFP responses.

LASA is a public agency and as such is subject to the Public Records Act. Any information provided in response to this RFP may be subject to public disclosure.

# Background

LASA is a municipal authority that was formed over 50 years ago in March of 1965 in order to implement a master sewage collection and treatment plan in Lancaster County Pennsylvania. The LASA service area presently includes nine municipalities and serves a population equivalent of over 125,000, including about 1,400 businesses. LASA is among the ten largest sewage authorities in the Commonwealth and operates the second largest treatment facility in Lancaster County.

LASA has 53 regular full-time employees. Employees are represented by a union (AFCSME) and participate in defined benefit and defined contribution retirement plans. Currently payroll is completed in-house, and we are looking to outsource.

# Proposal Submissions

All submissions become property of LASA and will not be returned. Proposals having any erasures or corrections thereon may be rejected unless explained or noted over the signature of the proposer.

Vendors shall submit their proposal on company letterhead and be signed by a person authorized to bind the organization to the proposal specifications and pricing. By signing this proposal, the undersigned hereby acknowledges that they are authorized and duly bound to execute this document on behalf of the company and that his/her signature is binding on the company.

# Amendments

Any prospective Vendor desiring an explanation or interpretation of the proposal documents must request the explanation or interpretation via email to Donna Nichols at Dnichols@lasa.org no later than **December 1, 2023, by 12:00 Noon**

Vendor agrees that LASA shall not be liable for any claim based on ambiguity of which the Vendor knew and did not inform LASA of, or of which the Vendor should have reasonably known.

LASA may amend, in whole or in part, any terms or provisions of this RFP prior to the closing time. The final contract will require approval by the LASA Board at a public meeting.

# Instructions to Vendors

The primary point of contact for all RFP responses will be:

**Donna Nichols – Human Resources Manager**

# RFP Timetable

| | Date | Time |
|---|---|---|
| RFP issued to vendors | 10/20/23 | n/a |
| RFP response deadline | December 8, 2023 | 12:00 Noon |
| Shortlist notification | December 18th, 2023 | n/a |
| Demonstrations | Week of January 15th, 2024 | n/a |
| Final decision/Contract awarded | Friday February 23rd, 2024 | n/a |

## RFP Response Submission Format

Vendors are requested to provide electronic responses in PDF format to Donna Nichols at Dnichols@lasa.org.

# Vendor Overview

## *Company Information*

**Provide a brief overview of your company including:**

- Year founded
- Number of employees
- Primary business focus
- Ownership structure (public or private)
- Leadership Team
- Awards and Recognitions

**Please describe your customer base and target market.**

**What is the average size of your customers?**

**Are there any outstanding lawsuits against your company? If so, please explain.**

**Please describe your Company vision for the next 3 years.**

## *Proposed Solution*

**Please specify if the vendor is proposing a single application for all in-scope modules or if the vendor will be providing the Authority an integrated solution that relies on interfaces between separate applications.**

**What differentiates your product from others in the marketplace?**

**Please indicate whether the in-scope modules were developed in-house, or if they were acquired. If they were acquired, who are your partners?**

**How do you stay current on HR and Payroll changes?**

**Describe how your solution complies with all applicable federal, state, and local laws, regulations, or ordinances.**

**What enhancements are planned for your product over the next three years?**

## *User Experience*

**How is your application accessed (i.e., web browser, mobile, etc.)? Please list all available platforms.**

**Please provide an overview of how your user experience helps drive user adoption, even among non-technical users. What are any unique aspects?**

# LASA Requirements

The following section lists the detailed functional requirements that LASA is seeking for the various modules in scope. Please use the following matrix as a key for responding to the functionality tables in the RFP.

| Response Code | Description |
|---|---|
| Y - Existing | Feature is delivered as standard functionality in the proposed version of the software and can be demonstrated by the vendor. |
| F - Future | Feature is not currently included but will be available in a future release. Please indicate time frame (e.g., 12 months). |
| C - Customer Customization | Not included. Tools are provided for customization at no additional cost. |
| V - Vendor Customization | Not included. Vendor provides customization at an additional cost. |
| T - Third Party | Feature is provided by a third-party partnering arrangement. Indicate any preferred partner agreements. |
| N - Not Available | Requirement cannot be met. |

# Human Resources

**Provide a brief overview of your solution's human resources function.**

## *Administration*

**Does the system allow multiple administrators?**

**What is the process of providing a new user with log-in information?**

**What audits are available for system administrators to review access and activity?**

| Requirement | Code | Comments |
|---|---|---|
| All client specific requirements can be achieved through configuration – not customization. | | |
| Allows an administrator to easily lockout, inactivate, and reactivate user accounts. | | |
| Uses role-based security for determining user privileges throughout the application. | | |
| Allows for the configuration of an unlimited number of security profiles using role security. | | |
| Provides configurable rules for specifying global password policy including:<br>• Require strong password using combination of alpha, numeric, and special character combination of upper and lower case<br>• Password expiration based on configurable number of days<br>• Requires employee resets password on 1st login<br>• Lockout user after configurable number of maximum login attempts<br>• Ability to specify minimum amount of time before a previously used password can be reused | | |
| Provides tools for administrators to easily reset passwords | | |
| Enables employees to change their password through self-service | | |

| Requirement | Code | Comments |
| --- | --- | --- |
| All HR records are effective dated. | | |
| Maintains employee demographic data for all employee related details in a single system of record including but not limited to:<br>• Birth date<br>• Employee number<br>• Gender<br>• Hire date<br>• Contact information<br>• Address<br>• Marital status<br>• Dependents<br>• Emergency contacts<br>• Ethnicity<br>• Veteran status<br>• Disabled status<br>• Social Security Number/Social Insurance Number<br>• Citizenship<br>• Language<br>• Tax definitions | | |
| Maintains multiple rates per employee per job and/or work assignment. | | |
| Maintains employee training/certification data. | | |
| Maintains data for all job-related details including but not limited to:<br>• Pay grade<br>• FLSA status<br>• EEO code<br>• WC code<br>• Job<br>• Executive/Officer<br>• Full Time Equivalent | | |

| Requirement | Code | Comments |
| --- | --- | --- |
| seamlessly transferred between departments, job, or work location. | | |
| Provides tool for creating mass updates to multiple employee records. | | |
| Provides an unlimited number of client defined fields for employee record keeping. | | |
| Allows future dated and retroactive changes to employee records using effective dating. | | |
| For all changes to employee records, the application tracks what was changed, who made the change, and when the change was made. | | |

## *Organizational Structure*

**How are employee-manager relationships defined and maintained?**

| Requirement | Code | Comments |
| --- | --- | --- |
| Provides for client defined organizational levels. | | |
| Allows clients to easily manage the organizational hierarchy including the ability to:<br>• Add new locations<br>• Close locations<br>• Perform realignments | | |
| Supports direct employee to manager reporting relationships. | | |
| Supports management structures derived by organizational hierarchy and direct employee to manager reporting relationships in the same instance. | | |
| Allows for an unlimited number of client locations. | | |

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|---|---|---|
| Allows for an unlimited number of departments. | | |
| Allows for an unlimited number of jobs. | | |
| Uses effective dating for all changes made to the organizational hierarchy. | | |

## *Self-Service*

**Please provide an overview of your self-service functionality. Does this span across all modules/applications?**

**Please provide an overview of your mobile capabilities.**

| Requirement | Code | Comments |
|---|---|---|
| Employees can upload a photo of themselves to display in their HR record. | | |
| Employees can access links that launch uploaded documents, email, or hyperlinks. | | |
| Provides configurable forms and workflows for employees to: | | |
| • Add/update address | | |
| • Add/update phone number | | |
| • Add/update email address | | |
| • Add/update emergency contacts | | |
| • Update name | | |
| • Add/update marital status | | |
| Employees can add/update confidential information including birth date, gender, disabled status, ethnicity, and veteran status. | | |

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|---|---|---|
| Employees must specify an effective date for all changes to their personal information. | | |
| Employees can list multiple address types. | | |
| Employees can only have one primary residence at a time. | | |
| Employees can list multiple phone numbers and email addresses. | | |
| Client can configure marital status types. | | |
| Employees can provide electronic signature for client specific HR policies. | | |
| Client can configure which HR forms employees have access to by role. | | |
| Employees can update their password. | | |
| Supervisors can delegate their features to another user while they are away. | | |
| Delegation of features uses effective dating. | | |
| Application provides built-in messaging capabilities to facilitate communication across the organization. This includes the ability to:<br>• Review messages<br>• Send new messages<br>• Reply to messages<br>• Broadcast messages to multiple users<br>• Forward messages | | |
| Application allows users to create distribution lists for messaging based on HR and organizational properties (e.g., all full-time employees at Dept. X). | | |

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|---|---|---|
| Messaging distribution lists are automatically updated as employees HR records are updated. | | |
| Provides built-in alerting capabilities. If so, please describe. | | |
| Managers receive alerts of employee requests. | | |
| Managers can choose to receive alerts by SMS or email. | | |
| Managers can act on employee requests directly from email. | | |

## *Workflow*

**Describe the process for workflow set up.**

**Describe any predefined workflows that are provided.**

**What visibility do users have into active workflows?**

**Describe how administrators can intervene in active workflows.**

| Requirement | Code | Comments |
|---|---|---|
| Application offers built-in and configurable workflows. | | |
| Client can configure an unlimited number of workflows for updating employee HR information. | | |
| Application provides a user-friendly tool for configuring workflows without the need for vendor interface. | | |
| Forms submitted through workflow and routed to the appropriate approver(s). | | |
| Automatically sends email notice to approver regarding the request. | | |

| | | |
|---|---|---|
| Automatically sends email notice to initiator regarding approval. | | |
| Workflow engine can accommodate unlimited levels of approval. | | |
| Workflow engine can be customized (e.g. salary increase less than 5% does not require approval but salary increase over 5% requires approval) | | |
| Workflow engine can send notifications to various users at any stage during the workflow (e.g. notify IT that new hire requires laptop on approval) | | |
| Workflows for the same type of data can differ by role (e.g., new hire submitted by manager requires approval, but new hire submitted by administrator does not require approval). | | |
| Data are updated across all functional areas upon approval (i.e., does not require interface to run to update payroll). | | |
| Administrators can view/cancel pending workflow transactions. | | |
| Administrators can view a complete history of completed and in process workflows. | | |

## *Hiring*

**How is an employee hired within the system?**

| Requirement | Code | Comments |
|---|---|---|
| Provides configurable approval workflow for hiring candidates. | | |
| Automatically creates user accounts for new hires. | | |

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|---|---|---|
| Employee data are available throughout entire application upon approval with no need for duplicate data entry. | | |
| Automatically generates employee numbers for new hires based on client defined numbering rules. | | |
| Ability to enter new hire with a future dated start date. | | |

## *Termination*

**How is an employee terminated within the system? What automation does the solution provide?**

**Once terminated, how is the employee's HR record maintained?**

| Requirement | Code | Comments |
|---|---|---|
| Allows administrator to update terminated employees' records for example, address changes. | | |
| Allows for configurable termination workflows. | | |
| Users can select from a list of configurable reasons for termination. | | |
| Users can view terminated employees' HR records. | | |
| User accounts can be automatically disabled upon termination. | | |

# Payroll

## *Payroll Processing*

**Please provide an overview of your payroll functionality.**

**How does your solution streamline the payroll process for administrators?**

**How is payroll integrated with the HRIS?**

| Requirement | Code | Comments |
|---|---|---|
| Ensures payroll accurately calculates all earnings, deductions, and taxes. | | |
| Single application for payroll, time, and attendance but can run payroll without time and attendance (able to run time and attendance for some employee groups, but not all). | | |
| Calculates zero-to-gross and gross-to-net pay using the same rule engine. | | |
| Application does not require time data to be transmitted into payroll using an interface. | | |
| Administrators can immediately view the complete zero-to-net impact of changes made to time records. | | |
| Audit records are updated as adjustments/corrections are made to time and attendance records, HR data, or payroll without the need to wait for interfaces or regenerate. | | |
| Allows for manual checks to be printed onsite. | | |
| Adjustments can be imported directly into the application from an XLS or CSV file. | | |

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|---|---|---|
| System can calculate pay for a single employee without the need to recalculate the entire payroll. | | |
| Allows for retroactive pay calculations. If so, please describe. | | |
| Voids payroll checks by selecting the appropriate check. | | |
| Allows for payroll adjustments to correct taxes to be posted to current or prior quarter. | | |
| Allows for an unlimited number of employees in a single pay group for payroll processing. | | |
| Client can perform additional (off-cycle) pay runs at no additional cost. | | |
| Please specify the average amount of time your application requires to calculate payroll. | | |
| Allows for exception based/auto pay for salaried or fixed hourly employees. | | |
| Allows mid pay period adjustments to employee salary or hourly rate. | | |
| System generation of pay checks and/or direct deposit | | |
| Handles direct deposit to multiple financial institutions. | | |
| Creates an ACH file for direct deposit. | | |
| Vendor provides year end services. If so, please describe. | | |

*Earnings*

| Requirement | Code | Comments |
|---|---|---|
| System provides an unlimited number of earning definitions. | | |
| Clients can configure earning codes without the need for vendor modification. | | |
| Client can specify taxability for each earning code. | | |
| System provides the calculation of taxable benefits. | | |
| System provides the calculation of non-taxable reimbursements. | | |
| Tracks YTD, QTD, MTD and last payroll amounts by earning type, by employee, by legal entity. | | |
| Handles employees with multiple rates of pay. | | |
| Allows clients to set-up limits/goals by earning definition. | | |

*Deductions*

| Requirement | Code | Comments |
|---|---|---|
| Allows for an unlimited number of deduction definitions. | | |
| Clients can configure deduction codes without the need for vendor modification. | | |
| System allows for the calculation pre-tax and post-tax deductions. | | |
| Tracks YTD, QTD, MTD and last payroll amounts by deduction type, by employee, by legal entity. | | |

| | | |
|---|---|---|
| Allows clients to set-up limits/goals by deduction definition. | | |
| Allows deduction amount to be set at the pay group level and/or at the individual employee level. | | |
| Allows deduction frequency to be set up at the pay group level and/or at the individual employee level. | | |
| Allows for an additional check to be exempt from all deductions except for taxes (sick leave buyouts). | | |
| Provides an expression builder for creating company specific deduction calculations. | | |
| Allows for start and stop dates for deductions (effective dating). | | |
| Deduction cost uses effective dating. | | |
| Allows client defined prioritization of deductions (allowed by law). | | |
| Deduction amounts can be adjusted or overridden for an employee for a particular pay run. | | |
| Calculates garnishments based on various state and federal calculation rulings. | | |
| Provides logic to properly calculate multiple garnishments according to levels of authority and rules of pay. | | |

## *Taxes*

**Describe the tax resources and services provided to your customers.**

**Do you provide full tax filing services to include Federal filings, Unemployment, Local Taxes, and Worker's Compensation? If so, explain.**

**How are tax updates handled?**

| Requirement | Code | Comments |
|---|---|---|
| Automatically updates employee tax definitions based on changes to primary residence. | | |
| Automatically updates employee tax definitions based on changes to work location. | | |
| Provides for all federal, state, and local taxing jurisdictions for the United States. | | |
| Provides all relevant end of year (quarter) payroll processing including W-2, 941, 1099s State, SUI, local, and 1095c's. | | |
| Vendor can provide W-2s. | | |
| Maintains tax rates within the proposed system and provides automatic updates without the need for client intervention. | | |
| Tracks YTD, QTD, and MTD taxes by tax type, by employee, by legal entity. | | |
| Accommodates separate tax-exempt controls for federal, state, and local taxes. | | |
| Provides additional withholding fields for federal, state, and local taxes. | | |
| Allows for earnings to be taxed at different tax rates (e.g., regular, and supplemental) on the same check. | | |

### *Self-Service*

**Please describe what pay information employees are able to access within the solution.**

**Does your solution support total compensation statements?**

| Requirement | Code | Comments |
|---|---|---|

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|---|---|---|
| Employees can provide add/update direct deposit information. (after approval) | | |
| Employees can list multiple accounts for direct deposit. | | |
| Employees can specify percentage of pay to be allocated to each direct deposit account. | | |
| Employees can complete Federal and State W4s online and submit for approval according to configurable workflow. | | |
| Employees can view online earning statement (paystub). | | |
| Paystub displays both current and YTD values broken out by earning definition, deduction definition and tax definition, and tracks leave balances. | | |
| Employees can print paystub directly from the application. | | |
| Employees can access unlimited number of historical paystubs. | | |
| Application provides online access to W-2s. | | |
| Employees can print W-2s directly from the application. | | |
| Employees can access unlimited number of historical W-2s. | | |

## *General Ledger*

**Describe your general ledger process**

| Requirement | Code | Comments |
|---|---|---|
| Maps GL account numbers within your application. | | |

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|---|---|---|
| GL setup tables are accessible by users to change at any time. | | |
| Accommodates exceptions to the GL mapping down to the employee level. | | |
| Creates GL accruals. | | |
| Adjustments are automatically posted to GL. | | |
| Provides for an unlimited length for GL codes (1-XXX-XXXXX)<br>Provides a text document of journal entry required to record debits & credits (payroll allocations, payroll deductions, taxes paid, etc.) in company accounting system. Formatting of document will be provided by LASA. | | |

# Reporting and Analytics

## *Standard Reporting*

**Provide an overview of the reporting tools and how they are integrated with HR and payroll.**

| Requirement | Code | Comments |
|---|---|---|
| Provides standard compliance reporting for EEO-4 and Vets-100 reporting. | | |
| Provides a library of standard reporting across functional areas. | | |
| Standard reporting include parameters that allow users to control the reporting output. | | |
| Users can continue to use the application while reports generate. | | |

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|---|---|---|
| Application performance is not impacted by report generation. | | |
| Reports can be downloaded to users’ PCs in XLS or PDF format. | | |
| Reports can be generated on demand. | | |
| Reports can be generated for the current period or a historical period. | | |
| All reporting and analytics data are real-time across all functional areas. | | |

## *Custom Reports*

**How can users create custom reports? Is technical knowledge required?**

| Requirement | Code | Comments |
|---|---|---|
| System provides a built-in ad-hoc report writing tool. | | |
| Ad-hoc reports can be created by any user – regardless of technical background. | | |
| Ad-hoc reports can be saved for reuse and edited if needed. | | |

## *Dashboards and Analytics*

**Please provide an overview of your dashboards and analytics functionality.**

**How can users create custom dashboards or analytics?**

| Requirement | Code | Comments |
|---|---|---|
| Provides in-application, configurable dashboards for viewing summary analytics. | | |

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|---|---|---|
| Users can access multiple configurable dashboards. | | |
| Access to dashboards is controlled by role-based security. | | |
| Analytics solution uses data from across the application to provide actionable insight to managers and administrators. | | |

# Document Management

**Please describe your document management capabilities.**

| Requirement | Code | Comments |
|---|---|---|
| Able to store and manage documents for and about their employees in a single system. | | |
| Able to remain compliant with Generally Accepted Privacy Principles. | | |
| Provides access to a central repository of documents with flexible search options. | | |
| Employees can upload and access their own documents at any time. | | |
| Able to specify acceptable file extensions (i.e. .jpg, .pdf, .doc), and set security permissions, which can be assigned to each user role. | | |
| Employee documents are attached to the same record used to capture all employee information, providing a single source of data. | | |

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|---|---|---|
| System provides safe, virus-free storage of documents. | | |
| HR department maintains PII (Personally Identifiable Information) compliance by identifying which documents contain sensitive information and applying enhanced security and access controls. | | |
| There are no size limitations for documents. | | |

## *Time and Attendance*

**Please provide an overview of your application's time and attendance functionality.**

**How is time approved? What workflows and levels of approval are supported?**

| Requirement | Code | Comments |
|---|---|---|
| Application includes all Federal and State zero-to-gross pay rules out-of-the-box. If so, please explain. | | |
| Application supports configurable rules for defining complex client specific shift differentials and other premiums. If so, please describe. | | |
| Provides employees unlimited GL code entries on their timesheet. | | |
| Gross pay rules are effective dated. | | |

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|---|---|---|
| Able to dynamically recalculate weekly and daily overtime rates based on changes made at any point during the week. For example, if an employee earns daily overtime on Thursday, and changes shift to earn a shift differential on Monday, application should automatically recalculate Thursday's overtime rate without the need for user intervention. | | |
| Provides a comprehensive audit trail of all changes made to time records. | | |
| Provides a user-friendly interface for reviewing employee time and attendance records. | | |
| Managers/supervisors can view all their employees' time and attendance records on a single screen for the entire pay period without the need to scroll between days of the week and/or employee. | | |
| Allows managers to easily identify and resolve exceptions. If so, please explain. | | |
| Provides filtering options to highlight specific time and attendance records (i.e., show only absences, or timecards with exceptions). | | |
| Supports an unlimited number of pay codes and pay categories for tracking employee time. | | |
| Supports multiple levels of labor allocation including:<br>• Location<br>• Department<br>• Job<br>• Pay code<br>• Pay category<br>• Project | | |

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|---|---|---|
| Provides multiple options for employee time capture. If so, please describe. | | |
| Employees can access all features using a mobile device. | | |
| Provides configurable rounding rules. | | |
| Allows managers to approve/authorize timecards. | | |
| Supports employee sign-off of timecards. | | |
| Allows for multiple levels of approval for time data. | | |
| Supports automatic approvals within company rules/limits. | | |
| Time records can be locked from further edits. | | |

## *Paid Time Off/Leave Administration*

**How does an employee request Leave? How do managers review/approve Leave requests?**

| Requirement | Code | Comments |
|---|---|---|
| Client can configure an unlimited number of paid and unpaid time off reasons. | | |
| Supports complex rules for accruing leave balances. If so, please describe. | | |
| Provides configurable rules for how to carry over leave balances. | | |
| Provides user friendly interface for submission and approval of time off. If so, please describe. | | |
| Provides users with onscreen alerting if a time off request exceeds the employee’s available balance prior to submission. | | |

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|---|---|---|
| Supports configuration of blackout periods for time off requests. | | |
| Provides configurable workflow for time off approvals. | | |
| Tracks submission date of all time off requests. | | |
| Tracks approved date of all time off requests. | | |
| Approved time off requests are visually displayed on both employee and manager view of the timesheet. | | |
| Shows calendar view of all employees within a department who are already approved for time off. | | |
| Employee balances are automatically deducted upon approval of time off. | | |
| Timesheet is instantly and automatically updated upon approval of time off without the need for user intervention. | | |
| Provides alerting capabilities to notify approver of pending time off requests. | | |
| Provides workflow for cancelling pending and approved time off requests. | | |

## *Self Service*

**Describe the mobile capabilities of the application specific to Time and Attendance functions, include which mobile devices are supported.**

| Requirement | Code | Comments |
|---|---|---|
| Provides employees with online access to current, past, and future timesheets. | | |
| Employees can view approved time off request on their timesheets. | | |

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| Employees can view company holidays on their timesheets. | | |
| Employees can provide sign-off on timesheets. | | |
| Allows for multiple methods of entering time. | | |
| Employees can view any changes made to their timesheet. | | |
| Employees can provide comments on timecards for managers to see. | | |
| Employees can view all accrued balances. | | |
| Employees can request time off. If so, please describe. | | |
| Application displays all accrued balances while requesting time off. | | |
| Application displays balances as of the dates of the request. | | |
| Employees are provided with onscreen alerts if time off requests violate one or more configured rules (i.e., minimum balance or blackout dates). | | |
| Employees can view full attendance history online. | | |

# Benefits

## *Benefit Administration*

**Please provide an overview of your benefits administration functionality.**

| Requirement | Code | Comments |
|---|---|---|
| Provides a single application for benefits, payroll, and HR with no interfaces. | | |

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|---|---|---|
| Benefit plans are effective dated. | | |
| Employee benefit enrollments are effective dated. | | |
| Benefit plan rates are effective dated. | | |
| Allows for configuration of eligibility rules based on employee demographic data and employee information. | | |
| Allows for clients to configurable reusable eligibility rules. | | |
| Provides configuration options for determining benefit plan waiting periods (i.e., 1st of month following one full month worked). | | |
| Provides configuration options for determining when to end coverage if employee is no longer eligible. | | |
| Unlimited number of dependents that can be listed on employee records for each option offered. | | |
| Able to specify maximum age of dependents for each option offered. | | |
| Multiple benefit plans and options can use the same payroll deduction. | | |
| Calculates imputed income. | | |
| Allows for multiple types of life insurance, long term disability, short-term disability, and voluntary life coverage. | | |
| Allows for an unlimited number of benefit plans and options. | | |
| Allows deduction for flexible spending accounts (FSA). | | |

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|---|---|---|
| Allows deduction for deferred compensation plans such as 457 and 401(a) with an employer match. | | |
| Enforces employee and employer contribution limits for deferred compensation plans. | | |
| Provides configurable life events to automatically trigger re-enrollment. | | |
| Includes an expression builder for determining coverage amount (e.g., life insurance covers the greater of $50,000 or one times annual salary up to a maximum of $120,000). | | |
| Provides a user-friendly interface for configuring benefit plans and enrollments without the need for vendor reconfiguration. | | |
| Provides a single screen that shows employee benefits data at a glance with drill down capabilities. | | |
| Allows for unlimited number of carrier feeds. | | |

## *Open Enrollment*

**How do employees perform open enrollment?**

| Requirement | Code | Comments |
|---|---|---|
| Provides intuitive, online self-service tool for employees to perform enrollments that can be accessed from home. | | |
| Employees can view current benefits and related information during enrollment. | | |
| Client can specify a list of profile forms to be updated during enrollment (e.g., address, marital status, dependents). | | |

| | | |
|---|---|---|
| Employee can only see options for which they are eligible. | | |
| Employee can choose to keep existing elections with no changes if eligible. | | |
| Employee eligibility is dynamically updated based on information entered on profile forms during enrollment (i.e., if employee changes marital status from married to single during enrollment, employee does not see any benefit options that require the employee to be married). | | |
| Employee can select to waive or decline benefits. | | |
| Client can configure whether or not to hide or display employer cost per election set. | | |
| Employee can view total per pay and annual cost of elections as they make their selection. | | |
| Employee enrollments can be made subject to a configurable approval workflow. | | |
| Client can use rich text editing options to configure text to appear throughout the enrollment wizard. | | |
| Client can provide hyperlink to benefit provider website. | | |

# Talent Management

## *Recruiting*

**Please provide an overview of your recruiting/applicant tracking functionality.**

**How are jobs posted internally and externally?**

**Describe how background checks are**

**initiated.**

**How do applicants apply for a position?**

**Explain how EEO data are collected and maintained.**

**Describe mobile functionality for applicants, recruiters, and hiring managers.**

| Requirement | Code | Comments |
|---|---|---|
| Hiring Managers have access to submit job requisitions. | | |
| Recruiters can submit job requisitions on hiring managers' behalf. | | |
| Approval process can vary by job requisition (i.e., different approval process for new headcount vs. replacement). | | |
| Job descriptions and details are pre-populated based on position. | | |
| Provides a single point of contact for reviewing open job requisitions. | | |
| Hiring managers have visibility into only their own open requisitions. | | |
| Requisition details can be modified after creation. | | |
| Integrates with background screening services. | | |
| Provides consistent profile view for all candidates. | | |
| Users can download original copy of a candidate's resume. | | |
| Allows for an unlimited number of statuses for candidates (i.e., new, in-process, offered, declined, hired, etc.). | | |
| Users can easily change candidate's status, either one by one or en masse. | | |
| Distinguishes between internal and external candidates. | | |

| | | |
|---|---|---|
| Integrates and communicates automatically with job boards. | | |
| Job posting details can differ by job board. | | |
| Allows for configurable job application templates. | | |
| Allows administrators to define qualifying (knockout) questions to automatically reject ineligible candidates. | | |
| Provides candidate portals for both internal and external candidates. | | |
| Applicants can find jobs using keyword or location-based searching. | | |
| Can applicants receive notifications on new open positions? | | |
| Provides multiple options for completing application including: | | |
| • Upload resume/application directly. | | |
| • Manual entry. | | |
| • Specify which job boards are supported. | | |
| Applicants are immediately visible after submitting job application. | | |
| Prevents applicants from applying for the same job twice. | | |
| Provides recruiters with visibility into prior and current candidates. | | |
| Provides intelligent search and filtering capabilities to find candidates. | | |
| Ability to schedule candidates for interviews using Outlook. | | |

| | | |
|---|---|---|
| Provides configurable candidate email templates. | | |
| Ability to define and manage candidate shortlists. | | |
| Sorts candidates based on match with search criteria. | | |
| Allows recruiters to move candidates across job requisitions. | | |
| Candidates can manage their own profiles. | | |
| Hiring/onboarding form is pre-populated with data captured during recruitment process. | | |
| Supports customizable offer letter generation, approval, and tracking. | | |
| Automatically creates employee record upon hiring. | | |
| Automatically begins the onboarding process upon hiring. | | |
| Retains submitted applicant material based on client retention schedules. | | |

## *Onboarding*

**Please provide an overview of your onboarding solution/functionality.**

| Requirement | Code | Comments |
|---|---|---|
| Can the onboarding site have company logos? | | |
| Ability for new hire to access the system and start the onboarding process prior to their first day. | | |
| Ability to embed videos and welcome messaged in the onboarding process. | | |

| | | |
|---|---|---|
| Ability to support a paperless onboarding process with W-4, I-9 documents, electronic signatures, and the generation of the ongoing unique employee identification number. | | |
| Ability to interface employee's I-9 to E-Verify for United States. | | |
| Ability to provide a wizard-based checklist of activities that employees need to perform to complete the onboarding process (e.g., update marital status, update address, submit W4, etc.). | | |
| Ability to perform onboarding activities in the mobile app. | | |
| Ability to send employees a reminder if tasks are not completed in a timely manner. | | |
| Ability for new hires to return and update or correct their information after the initial submission. | | |
| Ability for HR and manager of new hire/rehire to create/access checklist, by position, with check-off ability as tasks are completed (e.g., offer letter has been sent and received, provisioning complete, etc.). | | |
| Ability to vary the onboarding workflow and process according to multiple associate and position factors — employee type, business unit, job function, etc. | | |
| Ability to enroll in benefits during onboarding. | | |
| Ability to monitor the overall status of the onboarding process, providing a clear indication of "new hire readiness." | | |

| | | |
|---|---|---|
| Ability to survey employees about the onboarding process effectiveness. | | |

## *Compensation Management*

**Please describe your compensation management/salary planning functionality.**

**How does compensation management integrate with HR, payroll, and performance?**

| Requirement | Code | Comments |
|---|---|---|
| Ability to create comprehensive compensation plans with multiple budget types. | | |
| Supports the creation and maintenance of salary grades/ranges. | | |
| Supports the administration of incentive pay. | | |
| Allows for incentive pay driven by performance results. | | |
| Supports comparison metrics (market, geography, etc.). | | |
| Provides configurable workflows and auditing for any changes. | | |
| Real-time access to budget vs. spend data. | | |
| Provides insight into gender pay equity. | | |
| Provides a clear view of the entire organization with rule exceptions and required actions. | | |
| Provides complete employee compensation history. | | |
| Provides individual Total Compensation Statements. | | |
| Effective dated updates to Payroll and HR. | | |

## *Employee Development/Succession Planning*

**Please describe your employee development/succession planning functionality.**

**How do your succession planning capabilities integrate with recruiting and HR?**

| Requirement | Code | Comments |
|---|---|---|
| Supports the creation of career development plans/career pathing. | | |
| Tracks and reports on licenses and certifications and expiration dates. | | |
| Identifies top performing, high potential employees. | | |
| Supports the creation of succession plans for key positions. | | |
| Supports the creation of talent pools. | | |
| Supports a single view for an employee or manager to see the full profile of an employee. | | |
| Allows employees or managers to edit the profile to keep the information up to date. | | |
| Supports definition of key positions, incumbents, and successors. | | |
| Uses appraisal functionality to allow participants to identify high potentials and assess readiness, risk, etc. | | |

# Additional Features

**If your application includes features not previously covered, please provide a brief overview of the capabilities, limited to one additional page. Include any additional fees or charges associated with the features.**

**Please complete the following items which will be considered part of the core segments of the Request for Proposals**

# Implementation

**Please describe your implementation methodology and timeline.**

**Describe the typical implementation project team.**

**What are the typical client roles and responsibilities?**

**What are the keys to successful implementation? Please share any best practices.**

**What documentation is made available during and after implementation?**

**How do you coordinate the transition from implementation to ongoing customer support?**
**How is history handled, and what if any additional cost is there to importing history?**

# Education

**Please describe your available training offerings.**

**Do you provide training for employees, managers, administrators?**

**How is training delivered? On-site? Online seminar?**

# Support

**Please describe your customer support model. Does the customer have a designated account representative and support personnel?**

**What is the experience level of your service and support personnel including the average length of service?**

**Where are your support offices located?**

**What are your support hours of operation?**

**How do clients submit issues?**

**What is your response time for issues?**

**How can clients track the status of support issues?**

**How are support issues escalated?**

**Do you offer in-application online help? Please describe.**

# Technology

**Please describe the key principles that influence your solution's design.**

**Describe your software development cycle including frequency of releases, patches/hotfixes.**

**What are the minimum requirements to run your application?**

**How many concurrent users can your application support?**

**Please describe how your application is able to interface with our existing applications (Munis,).**

**Can provide single sign-on using Windows Authentication?**

**Does your company undergo SSAE 18 Type II audits?**

**How does your company stay current with technology changes?**

# Hosting/Product Deployment

**Please describe your hosting model (i.e., SaaS, on premise, vendor hosted,**

**cloud). Where is your data center located?**

**Please describe the security features of your data center.**

**Is your hosting center SSAE 18 Type II Compliant?**

**Are regular database backups performed? Please explain.**

**Do you provide clients with additional environments in addition to the production environment (i.e., testing, training, configuration, etc.)? Is there an extra charge?**

**How are upgrades of the application performed?**

**How often are upgrades released?**

**What is the cost to perform upgrades?**

**What are the client's responsibilities with regards to upgrades?**

**Explain how all client specific configurations will be retained during upgrades.**

**What documentation is provided with each new release of the application?**

# Security

**Please describe your security architecture.**

**Please describe the security features of your hosting center(s)**

**How is data encrypted in the application?**

**What third party testing is performed to ensure the integrity of the application's security?**

**Provide a description of your company's disaster recovery plan.**

**Have you had any significant security breaches or failures in the last three years? If so, explain what you have done to prevent future breaches or failures.**

# Pricing

**Please provide a pricing proposal for your solution. Be sure to include:**

- Modules included
- Recurring fees
- One-time costs (inclusive of license, implementation, migration, and training)

**Additionally, please specify if maintenance and support are included in your pricing.**