

REQUEST FOR PROPOSALS

Software and Implementation Services

for

Integrated Payroll/Human Resources Management System

for the

Pueblo City-County Library District



RELEASE DATE : 10/19/2016

DATE DUE : 11/30/2016

RFP # 2-2016

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1.0 RFP Introduction

1.1 Introduction

The Pueblo City-County Library District is soliciting proposals from qualified firms for an integrated payroll and human resources solution application that includes software, implementation services, training and technical support. Ideally, the Pueblo City-County Library District would like to acquire these software modules as one integrated solution from one vendor.

1.2 Project Summary

Pueblo City-County Library District is located in Pueblo, Colorado with a population of approximately 157,000 residents. The annual operating budget is approximately \$10,000,000, and the District employs 140 people, both full time and part time. The Pueblo City-County Library District has been operating on a system that lacks certain features that are now standard in any state-of-the art system. It is Pueblo City-County Library District's intention that the selected vendor shall provide project management, technical installation expertise, and training to help alleviate employee stress and speed employee acceptance and usage of the new system.

Pueblo City-County Library District seeks to implement an off-the-shelf system with minimum customization. Applications to be quoted are:

- Payroll
- HRIS System
 - Time and Attendance Tracking
 - Employee Self Service
 - Management of all employee data (demographic and job related.)
 - Means for reporting and analysis of employee information—including calculation of data and customized reporting (standard reports from a menu or custom reporting).
 - Complete integration with payroll
 - Performance data – performance reviews – monthly and annual
 - Reporting, including EEO and custom reports.
 - All Leave Tracking – including PTO, leave without pay, and FMLA
 - Recruitment components, including applicant capture, tracking, selection—flowing into onboarding capability
 - Learning Management System – including Succession plan status
 - Training tracking and completion
 - Special qualifications, licensing, certification tacking
 - Benefits administration, including enrollment, status changes, and personal information updating (for example, open enrollment, new child)—Highly Desired.
- ACA Tracking and Reporting
- Scheduling

1.3 RFP Schedule

Below is the timetable that has been set for this project.

Responses due from Vendors	11/30/2016
Vendor Selected	12/31/2016
Contract Negotiations Completed, Contract Awarded	TBD
Implementation begins	TBD
Complete transition to new system	TBD

1.4 Inquiries

Inquiries concerning this procurement including questions related to technical issues are to be directed to:

Terri Daly
Human Resources Manager
Pueblo City-County Library District
100 E. Abriendo Avenue
Pueblo, Colorado 81004
Email: terri.daly@pueblolibrary.org
Phone: 719.562.5632

All questions concerning the RFP must reference the RFP page number, section heading and paragraph. Please state the question as concisely as possible. All questions regarding this RFP must be received no later than **11/18/2016**. Answers to RFP questions will be posted to the library website (www.pueblolibrary.org) by **11/23/16**.

Proposers are directed specifically to not contact any staff other than specified personnel identified above for any purpose. Unauthorized contact of any personnel may be cause for rejection of the proposer's RFP response.

1.5 Required System Functions

The Pueblo City-County Library District has defined its general computing requirements in Part 4 of this RFP. A detailed listing of system functions that are required in the new system is in Part 3. Please note that some of the requirements are mandatory.

1.6 Selection Process

At its discretion the Pueblo City-County Library District may require bidders at their own costs to provide demonstrations. The Pueblo City-County Library District will schedule any such demonstrations. Representatives of the Pueblo City-County Library District may choose to visit a client reference to observe the applications in an actual working environment.

The award/negotiation sequence will be based on a selection methodology established by the Pueblo City-County Library District. A committee selected by the Pueblo City-County Library District will evaluate each proposal taking into consideration the criteria and methodology stipulated in this RFP. The Pueblo City-County Library District will be the sole

judge in evaluation considerations and will make an award to the bidder(s) who submits the proposal judged by the Pueblo City-County Library District to be the best and lowest bid.

All proposals submitted shall be valid for a period of one-hundred twenty (120) calendar days from the date of the proposal opening.

2.0 Response Requirements and Conditions

2.1 Proposal Response Instructions

The Proposal must be received **no later than 3:00 pm (MST) on 11/30/2016** to the following individual:

Sherri Baca
Chief Financial Officer
Pueblo City-County Library District
100 E. Abriendo Avenue
Pueblo, Colorado 81004
[**sherri.baca@pueblolibrary.org**](mailto:sherri.baca@pueblolibrary.org)

Proposals must be submitted in sealed packages (if submitting a hard copy) or via email to sherri.baca@pueblolibrary.org with the following information clearly indicated:

- Name of responder
- Project title: **Integrated Payroll/Human Resources Management System**
- **RFP # 2-2016**

Failure to comply with the requirements of this RFP may result in disqualification. Bidders shall have sole responsibility for delivery of bids on time and to the proper location. Proposals received subsequent to the time and date specified above will not be considered.

Facsimile bids will not be considered.

Proposers are required to submit **four (4)** hard copies of the proposal, and **one (1)** electronic copy of the proposal if sending hard copies.

2.2 Proposal Costs

Those submitting proposals do so entirely at their expense. There is no expressed or implied obligation by the Pueblo City-County Library District to reimburse any individual or firm for any costs incurred in preparing or submitting proposals providing additional information when requested by the Pueblo City-County Library District or for participating in any selection interviews.

2.3 Tax Exemption

Pueblo City-County Library District, as a local government entity, is exempt from sales and use taxes. Following the contract award, an exemption certificate will be furnished by Pueblo City-County Library District upon request.

2.4 Bid Confidentiality

All Materials submitted in response to this RFP become the property of the Pueblo City-County Library District, upon delivery, and are to be appended to any formal documentation that would further define or expand any resulting contract. Proposals are public information. If proprietary information is needed to support your proposal, it must be packaged separately and labeled "CONFIDENTIAL." Such labeled items will be returned at the end of the selection period.

2.5 Insurance

Successful bidder shall not commence work under the contract until proof of all required insurance has been submitted to and approved by the Pueblo City-County Library District.

- A. Workers' Compensation Insurance for all employees of the bidder as required by Colorado State Statute. In the event any work is sublet bidder shall require the sub-bidder similarly to provide Workers' Compensation insurance unless such employees are covered by the protection afforded by the bidder.
- B. Comprehensive General Liability in an amount not less than \$1,000,000 combined single limit per occurrence for bodily injury and property damage. The Pueblo City-County Library District must be shown as an additional insured with respect to this coverage.
- C. All insurance policies required above shall be issued by companies authorized to do business under the laws of the State of Colorado.
- D. Certificates will indicate no modification or change in insurance shall be made without thirty (30) days written advance notice to the Pueblo City-County Library District.

3.0 Proposal Format and Instructions

3.1 Proposal Format

In order to facilitate the analysis of responses to this RFP bidders are required to prepare their proposals in accordance with the instructions outlined in this section.

The Pueblo City-County Library District may make such investigations it deems necessary to determine the ability of the bidder to perform the work proposed. Conditional proposals will not be accepted.

If revisions become necessary to the RFP the Pueblo City-County Library District will provide addenda to all bidders who have received the RFP. All addenda issued by the Pueblo City-County Library District must be so noted on any proposals that are submitted to the Pueblo City-County Library District. Bidders shall contact the Pueblo City-County Library District to ascertain whether any addenda have been issued. Failure to do so could result in an unresponsive proposal.

Proposals should be prepared as simply as possible and provide a straightforward concise description of the bidder's capabilities to satisfy the requirements of the RFP. Emphasis

should be on accuracy, completeness and clarity of content. All parts, pages, figures and tables should be numbered and clearly labeled. The proposal should be organized into the following major sections:

Section	Title
	Title Page
	Letter of Transmittal
	Table of Contents
1.0	Executive Summary
2.0	Company Background
3.0	Proposed Software and Computing Environment
4.0	Optional Software
5.0	Responses to General Requirements
6.0	Implementation Services
7.0	Support Program
8.0	Client References
9.0	Pricing Summary
10.0	Additional Information

Instructions relative to each part of the response to this RFP are defined in the remainder of this section.

EXECUTIVE SUMMARY: (Section 1.0). This part of the response to the RFP should be limited to a brief narrative highlighting the bidder's proposal. The summary should contain as little technical jargon as possible, should be oriented toward non-technical personnel, and be no more than 5 pages. The complete name of the firm or person(s) submitting the proposal, the main office address, the primary and secondary contact person(s) and their respective telephone numbers, and email addresses should be included in this section.

COMPANY BACKGROUND: (Section 2.0). Bidders must provide, at a minimum the following information about their company so that the Pueblo City-County Library District can evaluate the bidder's stability and ability to support the requirements set forth in the response to the RFP. The Pueblo City-County Library District at its option may require a bidder to provide additional support and/or clarify requested information.

The bidder should outline the company's background including:

- How long the company has been in business.
- A brief description of the company's size and organization.
- A list of any sub-bidders the bidder proposes to use should be included in this section along with contact information for each.

- What percentage of its business is in local government (Cities, Counties, Districts and Special Districts) as compared to non-profit, schools or other business and commercial types.

PROPOSED SOFTWARE AND COMPUTING ENVIRONMENT: (Section 3.0). The bidder must present, in detail, features and capabilities of the proposed solution. If vendor provides hosted solution, details on such hosted solution should be provided..

OPTIONAL SOFTWARE: (Section 4.0). Include a description of any products, features or other value-added components available for use with the proposed software application(s) that have not been specifically requested in this RFP. Consideration of these products will be given where these may be of value to the Pueblo City-County Library District.

RESPONSES TO GENERAL REQUIREMENTS: (Section 5.0). The bidder must provide responses to each of the Requirements that are listed below. The following codes should be used for both the General Requirements and the Technical Requirements.

Compliance column coding

F = Fully meets requirement “out-of-the box”

N = This feature cannot be provided

M = Modification (please note cost)

T = Third-party software

W = Work around/Report Writer

A = Available in next version (include estimated date of release)

The comment box is provided for additional information.

GENERAL REQUIREMENTS	<i>Importance</i>	<i>Compliance</i>	<i>Notes/Comments</i>
	Mandatory		
Has an integrated help system that is updated with every release	Mandatory		
Vendor can provide remote assistance and support for updates and releases without any additional hardware requirements for the District.	Mandatory		
Workflow configuration and set-up does not require programming or Visual Basic knowledge. Workflow is customizable/editable.	Mandatory		
Product interface allows users to easily filter, search, and sort data using a simple grid interface.	Mandatory		
Help system is user friendly, has step-by-step instruction, and tutorials.	Mandatory		
User account restrictions for account lookups and reports.	Mandatory		
Supports export to Excel	Mandatory		
Product interface allows multiple, personalized, and customizable views of data from every screen	Highly Desired		
Fully integrated with Microsoft Office	Preferred		
Product interface is a true Windows interface	Preferred		
Active directory integration	Mandatory		

PAYROLL	<i>Importance</i>	<i>Compliance</i>	<i>Notes/Comments</i>
Ability to prepare monthly, semi-monthly, bi-weekly or weekly payroll by check or direct deposit	Mandatory		
Ability to enter time reporting by department and location	Mandatory		
Ability to analyze and prepare (either electronically or hard copy), monthly, quarterly and annual tax filings and other payroll liabilities	Mandatory		
Integration with General Ledger system using chart of accounts	Preferred		
Automate advancement of salary increases through steps and grades by an amount or percentage	Mandatory		
Ability to print or provide W2s	Mandatory		
Ability for ACH transfers for direct deposits and payroll related liabilities	Mandatory		
If not integrated, capable of interfacing with	Mandatory		

third-party timekeeping and attendance. List time clocks/timekeeping system supported.			
Payroll checks voided directly in GL	Preferred		
Provides retirement reporting, FTP/Electronic Transfer	Mandatory		
Laser form capability for checks, direct deposit remittance advices using secured signatures	Mandatory		
Supports unlimited pay periods, in scope of application, not in scope of database	Mandatory		
Supports multiple pay types including differential pay	Mandatory		
Supports multiple employee groups	Mandatory		
Social security numbers are masked throughout the system; masks are not limited to items such as reports, checks and direct deposit stubs	Mandatory		

SCHEDULING*Importance**Compliance**Notes/Comments*

Handles multiple locations	Mandatory		
Easy to edit schedules	Mandatory		
Can schedule substitute pool	Mandatory		
Allows organizational view of schedules	Mandatory		
Ability to assign multiple tasks, locations for scheduled employee	Highly Desired		
Online employee access to schedule	Mandatory		
Interfaces with Google Calendar	Highly Desired		

ACA TRACKING & REPORTING*Importance**Compliance**Notes/Comments*

ACA compliance tracking	Mandatory		
Preparation and submission of 1095-C and 1094-C forms	Mandatory		

HUMAN RESOURCES HRIS*Importance**Compliance**Notes/Comments*

Maintains and tracks compliance data including ACA and EEOC information	Mandatory		
Utilizes ID numbers, ensures social security number privacy	Mandatory		
Tracks employee history and date of changes including salary, job title, department, hours, FLSA, status, address, name, marital status	Mandatory		
Records multiple dates for employees including DOH, Rehire dates, terminations, performance reviews, status change dates	Mandatory		

Performance management to include history of appraisals, ability to create documents for online appraisals, ability to attach documents	Mandatory		
Tracks multiple benefits including enrollment status with dates, dependent enrollment, status, and change history	Mandatory		
On-line benefits enrollment for employee access and Flow to Carrier	Highly Desired		
COBRA tracking including payments received	Highly Desired		
Maintains employee status for Active, Terminated, Retired, Leave, Temporary	Mandatory		
Tracks Educational degrees, licensing and certifications, including expiration dates, notification and reporting capabilities	Mandatory		
Maintains training records including tracks annual mandatory training	Mandatory		
Attendance tracking to include Sick, Personal, Holiday, Vacation with automated accrual system	Mandatory		
Notification of accrual limits for time off	Desired		
Time off request system that interacts with accrual system and on-line approval chain	Mandatory		
Time off system interacts with scheduling	High Desired		
FMLA tracking	Highly Desired		
Other Leave of Absence tracking	Highly Desired		
Employee access interface to view limited personal records information,	Mandatory		
Employee access to change personal information and make time off requests	Mandatory		
Management access interface with reporting capability, schedule view, performance management	Mandatory		
Downloads data to Excel	Mandatory		
Recognition tracking	Highly Desired		
Tuition tracking	Highly Desired		
Ability to attach scanned documents to personnel files	Highly Desired		
Applicant tracking	Mandatory		
Applicant to hire automatic conversion	Highly Desired		
Vacancy tracking	Highly Desired		
Job Postings to Aggregate and Required Sites	Mandatory		

REPORTING	<i>Importance</i>	<i>Compliance</i>	<i>Notes/Comments</i>
Anniversary date	Mandatory		
Performance Appraisal due date	Mandatory		
Length of employment	Mandatory		
Turnover	Mandatory		
Absenteeism	Mandatory		
Salary change reports	Mandatory		
Salary grade-step reports	Mandatory		
Benefits enrollment	Highly Desired		
Benefits cost reports	Highly Desired		
Employee/Employer shared benefits cost	Highly Desired		
Training hours	Highly Desired		
Training cost	Highly Desired		
Tuition awards	Highly Desired		
Mandatory training reports	Highly Desired		
Experience rating FMLA	Highly Desired		
New Hire reports	Mandatory		
Benefit eligibility reports	Mandatory		
COBRA reports	Mandatory		
Termination reports	Mandatory		
Leave reports	Highly Desired		
EEOC reports	Mandatory		
Headcount	Mandatory		
Hours Worked	Mandatory		
Time to fill Vacancies	Mandatory		
Period of time reporting	Mandatory		
Point in time reporting	Mandatory		
Ad hoc reporting	Highly Desired		
User-friendly reporting system, with Excel import and export functionality	Mandatory		
Ability to easily format user-defined reports	Mandatory		
Ability to adapt canned reports for specific formats and functions	Mandatory		
User-friendly help guides and step-by- step instructions for formatting reports	Mandatory		
Real-time inquire and reporting	Mandatory		

IMPLEMENTATION SERVICES: (Section 6.0). The bidder should provide a detailed plan for implementing the proposed system. This information should include:

- Detailed implementation methodology
- Conversion support
- Overview of proposed training including options for onsite or training center services for end-users and management personnel
- Implementation and training plan including deliverables for each stage of the project
- Brief biographies of bidder's key implementation staff

SUPPORT PROGRAM: (Section 7.0). Specify the nature of any post-implementation support provided by the bidder including:

- Telephone support: toll-free support hotline hours of operation etc.
- Availability of future upgrades and product enhancements
- Availability of user groups
- Problem reporting and resolution procedures
- Other support (e.g. onsite; remote dial-in; website access to patches; fixes; knowledge base; etc.)

CLIENT REFERENCES: (Section 8.0). Bidders should provide a list of Colorado government/non-profit installations during the past five (5) years that are utilizing the proposed system. Submit references for fully completed installations to the extent possible. Include at least three local clients who are currently using the product, including contact information, so that we might schedule a site visit.

PRICING SUMMARY: (Section 9.0). Provide a detailed cost of purchase for all software, licenses, support, training, and implementation services being proposed. Pueblo City-County Library District also is requiring that all services be quoted at a fixed "not to exceed" cost. Proposals that do not address this may result in disqualification.

Please also provide software pricing to include the ability to purchase ala cart options (modules) as well as packing discounts (ie., discounts for purchasing multiple modules).

ADDITIONAL INFORMATION: (Section 10.0). Bidders may use this section to include additional information about their products and services not covered in other sections of the proposal. Examples could include:

- Published case studies
- Newsletters
- Conference information
- Documentation

4.0 Technical Specifications

Contents within this section define the overall functionality and capabilities of an Payroll/HRIS solution that Pueblo City-County Library District desires. These requirements underlie the detailed checklist of technical requirements contained in Part 3. Together these two sections define a system that will provide a high level of flexibility in meeting the current and future needs for Pueblo City-County Library District. Please address each as it relates to your company and applications.

- 4-1 SYSTEM:** Proposed solutions should cover software, implementation, training, and support. A hosted solution is preferred. If the proposed system is to be hosted by the library, vendors need to provide hardware requirements and technical specifications needed to operate the proposed solution optimized for the Pueblo City-County Library District environment and anticipated growth.
- 4-2 DATABASE:** Pueblo City-County Library District seeks an integrated ERP solution that operates on a non-proprietary database. The solution proposed should be a true RDBMS database such as Microsoft SQL, MySQL, or Oracle. Less robust database systems such as ISAM and MS Access will not be considered for this project. The proposed database system shall be robust in nature allowing for scalability, extensive drill down capabilities, customized reporting, and module integration. If your system can not meet these requirements please note the deficiencies.
- 4-5 REAL-TIME MODE:** The software solution proposed is expected to run in a true dynamic and real-time environment. Systems that restrict data retrieval based on temporary containers and/or date and time limitations will not be considered. Historical transactions will be used to drive reporting and interaction among systems. If your system can not meet these requirements please note the deficiencies.
- 4-6 LOGIN:** The proposed solution shall include single sign-on capabilities. Pueblo City-County Library District operates an Active Directory domain infrastructure in which users with the appropriate permissions should be able to access various modules within the ERP solution without having to be prompted for repeated logins. Audit logs should be available in which all authentication, transactions, and modifications can be tracked and monitored for internal and external auditing purposes. If your system can not meet these requirements please note the deficiencies.
- 4-7 WORK FLOW:** The system should provide consistent work flow and integration capabilities throughout all modules provided within the system, with user-defined business rules, processes and security policies. It should allow for an unlimited number of steps/approvals/notifications on any single work flow. If your system can not meet these requirements please note the deficiencies.
- 4-8 SECURITY:** Security must be detailed and provide multiple levels of access with the capability, but not limited to, permit/restrict access to integrated modules, categorical and specific data performing categorical and specific functions, and completing administrative functions. In addition to individual user securities, the system should also allow group based permissions to minimize security set-up. If your system can not meet these requirements please note the deficiencies.

- 4-9 SUPPORT:** The selected vendor(s) must be able to provide timely and adequate support. Vendor will be responsible for supporting integration. Pueblo City-County Library District intends to rely solely on the application vendor(s) as its support source. Please note your average response time and your methodology for prioritizing calls; provide a copy of a service level agreement (SLA) and note if the SLA can be negotiated. Should a multivendor solution be utilized, selected vendor(s) will be required to provide support on their end of the integration. If your system can not meet these requirements please note the deficiencies.
- 4-10 CONVERSION:** Experience, if any, in conversion from Paychex (payroll/human resources) software to proposed system.

5.0 Evaluations

- 5-1 EVALUATION METHOD:** The Pueblo City-County Library District will evaluate all proposals deemed responsive to this RFP by a committee selected by the Pueblo City-County Library District. The initial evaluation will consider only the qualifications and demonstrated experience of each respondent. Following the evaluation committee's analysis of the written proposals and discussions the responses will be ranked to establish the highest score. Bidders may be asked to provide onsite demonstrations. Discussions and negotiations may take place with the short list of bidders to ensure clarification and to obtain a best and final offer. The award will be based upon the proposal that is determined to be the most advantageous to the Pueblo City-County Library District, representing the best and lowest bid.
- 5-2 SELECTION CRITERIA:** The intention of the Pueblo City-County Library District is to procure functionally complete cost effective and integrated software applications. The criteria that will be used to evaluate proposals may include, but are not limited to the following:
- Quality clarity and responsiveness of proposal in conformance with instructions condition and format contained herein
 - Technical requirements
 - Timeliness and professionalism of on-going support
 - Demonstrated performance of proposed system elsewhere in the public sector
 - Implementation strategy and timelines
 - Cost and quality of software and implementation services
 - Cost of on-going maintenance
 - Reference checks including possible visits to client sites
 - Ability to provide an integrated all-in-one system that includes the most modules