Request for Proposal

Timekeeping, Payroll, HRIS Software System

Burleigh County

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RFP responses are due by 5:00pm on Friday, May 3, 2024

Email Submittal: Submit one electronic file (.pdf) of response, no larger than 25 MB, via email to pjbinder@nd.gov Subject Line: Burleigh County Timekeeping, Payroll & HRIS RFP Submittal – [Vendor Name]

Unbound Hardcopy Submittal: Submit five (5) unbound, hard copies of response, Sealed proposals must be clearly marked on the outside of the envelope with the following description: Burleigh County Timekeeping, Payroll & HRIS RFP Submittal – [Vendor Name]

RFP can be found at: https://www.burleigh.gov/government/public-notices/

Project Description

Burleigh County is one of 53 counties in the State of North Dakota, located in the south-central area of the State. The 2020 US Census shows the population of Burleigh County is 98,458 with nearly 75% of the population coming from the Capital City of Bismarck (73,622).

The purpose of this request for proposal is to solicit and select a vendor to provide a universal timekeeping, payroll, and human resources information system (HRIS) solution that is integrated. In addition, the vendor must be capable of providing a full range of value-added services, including but not limited to, those outlined in the Scope of Services section.

The current products that are used for timekeeping, payroll and HRIS are listed below:

Timekeeping System

Burleigh County currently uses several different methods for timekeeping. Our Highway department is currently using RT Visions as a timekeeping system. This software has a main purpose for project tracking and the timekeeping component is just a feature of the main software. Our Human Service Zone (Social Services) has Kronos as a timekeeping software. The other departments all use Excel spreadsheets in order to submit their timecards and then their payroll transmittal sheets. This is a very manual timekeeping system. There is a lot of manual entry into our payroll system.

Payroll System

Burleigh County currently uses Tyler Technologies, Inc. School ERP Pro as the payroll processing software. This is a feature of our general ledger system. This is not a separate module, just a feature within the general ledger software itself. As this software was designed for the school system that has contracts, we have had to manually manipulate the software to serve our needs. There are limitations with the software on tracking individual jobs. The main service this software provides is the processing of payroll. This is done on a bi-weekly basis.

Human Resources Information System (HRIS)

Burleigh County currently uses a very basic Microsoft Access database for some of the HRIS needs. The rest is completed manually using spreadsheets. Turnover is calculated manually and there is no automation within the HRIS processes. Our current software Tyler Technologies, Inc. School ERP Pro does have an HRIS feature, however, it will not work the way we need it to work as it was designed for contract positions at a school system. The work arounds would be too expensive so this system has never been implemented and used by Burleigh County. Employee Benefits is all done manually, as is employee performance.

Format of Proposal

Burleigh County Human Resources will evaluate vendor experience, qualifications, and capabilities for developing and implementing our new timekeeping, payroll and HRIS software. Responses should be formatted to address all items outlined below as well as the required features questions:

Executive Summary

The Executive Summary should include a brief overview of the Proposal. It should be prepared in such a manner as to make it understandable to individuals not familiar with the terminology used in human resources information systems (HRIS) projects.

Company Background

The Company Background should provide vendor information including, but not limited to:

- Company Headquarters Information
- Complete list of products provided by the Vendor that pertain to this project
- Financial History
- Percentage of Public Sector clients
- Company Awards and Merits
- Number of Years in Public Sector Software
- Total number of Clients
- Total number of employees and employees in the following areas:
    - Development
    - Support
    - Implementation
    - Marketing & Sales
    - Network Services
    - Accounting
- Software evolution and direction

Client References

The vendor must supply at least (3) local entities that are currently using their product. At least (1) of the references has to be a government entity. Be sure to include the total population served by the product. **This reference list is mandatory.**

Implementation Methodology

The Vendor's Implementation section should include information on all facets of the Implementation process. Please provide thorough information about the following:

- Project Management
  - Project Consulting Information
  - Vendor Project Manager Responsibilities
- Training
  - Training Methodology
  - Training Options
  - Training Requirements
  - Syllabus Information
- Data Conversion
  - Conversion Methods
  - Conversion Process
  - Data Extraction
  - Scheduling
  - Data Validation
- Timelines
  - Provide a sample Implementation timeline
- Vendor/County Responsibilities
  - What is the County responsible for during Implementation?
  - What services will the Vendor Supply?
- Change Management
  - What is the process used for Change Management?

Support

The Vendor should provide the following Support Information:

- Support Options
  - Does the Vendor provide a toll-free number?
  - Does the Vendor provide Online Support?
- Support Goals
  - Please provide Times and Resolution Times to the following incident levels:
    - Emergency

        - Critical
        - Standard Help Call
    - Problem Escalation Procedures
        - How are incidents handled?
        - What tools do the Vendor Support Staff use?
        - What is the basic chain of command?
    - System Updates
        - How are updates managed? Communicated?
        - How often are updates released?
        - What is the typical downtime during an update?
        - Is there a testing site (Sand Box Environment)?

Security

The Vendor should provide information on the following privacy and security areas:

- Describe your use of Multi-Factor Authentication methods.
- Describe methods for protecting against viruses, worms, spyware, ransomware, or trojan attacks within the software platform.
- Describe your process for the following:
    - Disaster Recovery
    - Redundancy
    - Offsite Backup processes

Costs and Fees

Please provide a list of itemized first year costs including:

- Implementation fees
- One-time fees and costs
- Subscription fees
- Annual fees
- Customer Support fees
- Costs and fees associated with any updates

Burleigh County is a government entity and as such is exempt from paying North Dakota State taxes.

RFP Questions

There is an Excel spreadsheet that lists these questions below and also provides a place for you to input your answers for your convenience.

- Company Profile
    1. Please complete the Company Profile information and include your company name, primary contact name, address, phone number, email, website, and 3 local references that are currently using your solution.
- Required Features – Applicant Tracking System (ATS) – 15 questions
    1. Does the job post “spider” out to different recruiting sites? If so, which sites does it normally spider out too?
    2. Does the user have a choice to pay for sponsored advertising for a job posting? If so, how is this invoiced?
    3. Can a hiring manager see the applicants/applications prior to the job posting close date?
    4. Can the administrator choose what the hiring manager sees in the ATS?
    5. Is there an ability to upload applications manually into the ATS?
    6. Does the ATS have the ability for applicants to view their application history, including job id, title, job location, and date of application?
    7. Can the administrator message applicants via email and SMS communications?
    8. Does the ATS have the ability to store applications of both successful and unsuccessful candidates?
    9. Is the ATS compatible with multiple web browsers? If so, which web browsers?
    10. Does the ATS have the capability to setup email/SMS templates? If so, is there a limit on these templates?
    11. Can a job posting be setup for “evergreen” requisitions? Can recruitment pipelines be setup in the ATS?
    12. Does the ATS have reporting and analytical capabilities? Does it provide HR Metrics such as time to fill a position, and percentage of successful hires?
    13. Does the ATS have the ability to upload multiple document types?
    14. Does the ATS have the ability to search for jobs and apply via a mobile device?
    15. Does the ATS provide a configurable employer portal or dashboard for recruiting and onboarding new hires?
- Required Features – Onboarding – 11 questions
    1. Is the Onboarding solution integrated with the payroll solution? Please explain how the applicant would move from Onboarding to Payroll.

2. Describe how your self-service solution can be used to guide employees through initial benefits enrollment.
3. Does the Onboarding solution provide the ability to click a button to hire the person, and data is automatically routed to payroll, benefits, and other applicable areas?
4. How does your system help organize electronic new hire paperwork?
5. Does the onboarding solution automatically assign an employee number?
6. What is the length of time that it takes to move a new hire from the ATS to the HRIS?
7. Describe the Onboarding process workflow in your solution?
8. Can managers receive notifications when new employees have completed their new-hire paperwork?
9. Does the solution support E-Verify integration? Please describe this process?
10. Is there the ability to provide a wizard-based checklist of workflows that users need to complete the onboarding process (e.g., update marital status, update address, complete emergency contact information, submit W4, etc.).
11. Describe how your self-service solution can be used to guide employees through the onboarding process?

- Required Features – Human Resources Information System (HRIS) – 29 questions
  1. Does the solution record and track the organization's employee hierarchy information including reporting employees, supervisors, and delegates?
  2. Describe any delivered capabilities your solution has to provide detailed labor analytics to help managers and business leaders analyze workforce productivity.
  3. Does the system maintain a complete history of employment (wages, hours, departments, title, status (Fulltime, part time, etc.)) for all employees?
  4. Does the solution provide the ability to analyze and chart salary data by title, salary range or other appropriate fields.
  5. What are the types of human resources workflows that are supported within the system?
  6. Does this solution allow users to modify the look of the screens?
  7. Does this solution provide the use of internet or intranet as self-service tools within the system?
  8. Does the solution provide the ability to suspend accrual benefits during an employee's unpaid leave of absence?
  9. Does the solution allow for the ability to override all date and salary fields with proper security role?
  10. Does the solution allow for multiple salary schedules (Pay Grade systems) to be used?

11. Can the solution generate a separate payroll and track hours and amounts for employees on workers compensation?
12. Does the solution have the capability to auto number position codes? Or is this a manual process?
13. Can the solution assign a job number, cost code, etc. upon entry?
14. Does the solution have the ability to perform the Equal Employment Opportunity Commission (EEOC) – EEOC-4 Reporting? This is the reporting that government entities must submit.
15. Does the solution have the ability to complete all required HR compliance functions on-line? This would include the ability to store complete history files to meet the record retention needs of Burleigh County.
16. Does the solution provide the ability to hire/start employees at any time during the pay period? (Provide the ability to pro-rate pay based on hire date within a pay period.)
17. Does the solution provide the ability to transfer an employee from one department to another at any time during the pay period?
18. Does the solution separate employees and positions for position tracking purposes?
19. Does the solution provide the ability to print out an employee directory from the HRIS that includes phone numbers, emails, departments, locations, position title, etc.?
20. Is there the ability to update all benefits and deductions online and the ability to perform all maintenance online?
21. Can personnel files be uploaded to into the system and are employees able to view their personnel files on the solution?
22. Please provide a summary of the solutions reporting capabilities?
23. How often are updates to the solution completed? Are these updated done automatically and are users notified of the updates?
24. Can records be accessed by multiple users simultaneously?
25. Is there a limit of users by role (Administrator, Manager, Approver, etc.)?
26. Is there an ability to create workflows that have to be completed in sequential order?
27. Is there the ability to facilitate base salary, merit increase, and annual incentive planning with managers vis self-service within the solution?
28. Does the solution provide employee onboarding and termination checklist workflows?
29. Does the solution provide the ability to perform a search of the employee Masterfile by employee number, employee name, or by social security number?

- Required Features – Payroll – 34 questions

1. How does the solution support user defined employee types (temporary employees, and interns)?
2. Does the solution provide a way for employees to model their paycheck to show the effect of changes made to marital status, deductions, and tax exemptions)?
3. Can the payroll solution be configured to establish and maintain salary structure and pay ranges by grade, location, and other factors?
4. Can the payroll solution support the payment of employee garnishments? If so, what is the process used for deduction and payment of the garnishment?
5. Does the payroll solution have the ability to support retroactive pay calculations and payments?
6. Does the payroll solution have the capability to extend or program the timing of garnishments to automatically stop the deduction when it meets the goal?
7. Does the payroll solution have the ability to report an unlimited number of earnings sources (fund sources such as grant funds) for an employee?
8. Does the payroll solution allow for multiple shifts and shift differential pay per employee, per pay period?
9. Does the payroll solution support exception-based and positive pay time reporting and calculation?
10. Can the payroll solution support multiple employee pay periods?
11. Does the payroll solution have the ability to process overtime against multiple processing rules and employee schedules?
12. Does the payroll solution define default entries for earnings, hours, and labor distributions?
13. How does the payroll solution support earnings and deduction codes that do a variety of calculations? Such as arrears or offset calculations.
14. Can the payroll solution allocate different earnings funds by percentages or dollar amounts for an employee (partial grant funding and partial general funding)?
15. Can the payroll solution provide a forecast based on "what-if" user defined criteria scenarios?
16. Does the payroll solution have the ability to separate base salary from longevity stipend salary and track by accumulator?
17. Does the payroll solution have the ability to calculate leave time according to different rules for part-time and full-time employees?
18. Does the payroll solution have the ability to compute retroactive pay by actual hours worked during the pay period?

19. Does the payroll solution have the ability to adjust employee salary amounts within the pay period? (Split salary amounts within the same pay period.)
20. Does the payroll solution have the ability to accommodate multiple pay codes?
21. Does the payroll solution have the capability to interface with the Tyler Technologies – Infinite Visions School ERP General Ledger System? Please explain how this process will be done.
22. Does the payroll solution allow for permanent leave banks that don't reset, such as sick, annual (vacation) leave?
23. Does the payroll solution have the capability to adjust the level of leave accruals based on a lookup table loaded into the system?
24. Does the payroll solution support federal and state tax rates? Does the solution maintain old tax tables within the system?
25. Does the payroll solution have the ability to setup an additional amounts or percentages for tax deductions?
26. Is there a global update function that can perform a mass update on deductions or limits within the payroll solution?
27. Does the payroll solution provide a notification alert when an employee does not have enough gross wages to pay deductions? Can the hierarchy of deductions to be paid be programmed in the payroll solution?
28. What is the process in the payroll solution for printing a manual check?
29. What is the process in the payroll solution for reconciliation for payroll checks and what is the file download process?
30. Is there a notification that is given in the payroll solution when an employee is not in active status for payroll processing?
31. What are the notification reports that are standard in the payroll solution for negative pay, no deductions, etc. Please provide a list of these standard reports?
32. Does the payroll solution support the Affordable Care Act (ACA) compliance reporting such as 1095-C and 1094-C form generation? Does it provide the required compliance reporting codes for employer's ACA requirements?
33. Can the solution accommodate multiple workers compensation codes?
34. Does the payroll solution provide the ability to upload annual pay grade and pay step plans?

- Required Features – Timekeeping – 18 questions

1. Can the solution provide the ability to report on employees scheduled to be at work and those who have called-off (notified the organization of an unplanned absence), submitted an absence request online of had an absence request previously approved?
2. Does the solution allow employees to access up-to-the-second information, such as scheduled shift times, accrual balances, and messages as soon as changes are made anywhere in the solution?
3. Can the solution report time on an exception basis (solution generates scheduled time and exceptions are reported when the time is not worked as scheduled)?
4. Does the solution provide an electronic timecard with the ability to enter daily time, exception time, etc.?
5. Describe in detail the annual (vacation) and sick leave carryover policy capabilities/configuration options and limitations.
6. Is the timekeeping solution unified with the payroll solution? Please explain the integration?
7. Explain the online individual employee timecard completion process? How are the timecards approved?
8. Does the solution allow a workflow for multiple employee timecard approvers?
9. Can the solution be programmed to provide a comments section that will allow for identification reasons for manual changes (duplicate punch, missed punch, etc.)?
10. Describe the workflow for an employee to request time off and what is the approval process for this workflow?
11. Please describe the process of enabling employees the ability to swap shifts? Is this a workflow or a manual process in the solution?
12. Can corrections be easily made to update employee time, fix incorrect time entry, record hours and departments, etc.?
13. Can the solution pre-populate the timecard data from scheduled hours? Can this function be disabled?
14. Does the solution have the option to restrict entries for inactive/terminated employees?
15. Can the solution secure the timecard data from any updates or changes after a designated sign-off? Can this be unlocked if needed for adjustments?
16. Does the solution have the ability to make a historical edit to specific users?
17. Please describe how the solution deals with shifts, OT, lunch, and punches that are crossing the midnight hour?
18. What options does the solution provide for employee time capture?

- Required Features – Scheduling – 24 questions

1. Does the solution accommodate unlimited schedule changes and adjustments on demand?
2. Can the solution define schedules with varying lengths (e.g., four hours per day, eight hours per day, etc.)?
3. Can the solution create schedule patterns that repeat?
4. Can the solution allow a view of an employee's complete work history from the date of go-live?
5. Can the solution allow a view of an employee's complete future (projected) work schedule?
6. Does the solution allow for the creation of user-defined shifts? If yes, please specify the maximum number of shifts allowed in the solution.
7. Does the solution allow schedule shift patterns to be automatically repeated, or rolled forward into future weeks?
8. Does the solution allow a payroll administrator or manager/supervisor to enter or create schedules for employees?
9. Can the solution define shift start and stop times using a 24-hour clock?
10. Can the solution attach employees to shifts at any point in the rotation?
11. Can the solution schedule meals and breaks, as well as start and end times?
12. Can the solution save "templates" of the most commonly used shifts so that these can be used for ease of editing?
13. Does the solution have the ability to track employee preferences and availability?
14. Describe the types of notifications delivered to managers during the scheduling process to ensure both compliance and conformance to business unit guidelines.
15. Does the solution provide the ability for employees to perform shift swapping through self-service?
16. Does the system allow for simulated changes to rosters and the impact of changes and allowing the user to use "what if" scenarios to review impact of proposed change to roster?
17. Does the solution have the ability to designate a proxy user that can enter time off taken on the employee's behalf and/or provide manager approvals?
18. Can the system generate monthly rosters for employees in line with agreed rostering principles and ensuring appropriate allocations for daily staff requirements including meal and breaks?

19. Does the solution have the ability to enable staff to apply for annual leave (in block or ad hoc), and will it apply rules of disposition to the request?
20. Does the solution support notifications to administrators when critical date thresholds are imminent (e.g., sick leave exhaustion, Annual Leave, FMLA, etc.)?
21. Describe the types of notifications that can be configured to support managers/supervisors during pay period time collection to ensure compliance and conformance to business unit guidelines.
22. Does the solution have a driver-based model for determining headcount needed?
23. Does the solution provide a holistic model that includes not only the headcount demand, but also internal labor movement (hiring, promotions, transfers, leaves, separations, etc.) and span of control?
24. Can the solution integrate business operations data and workforce management data to calculate target resource levels per department or skill according to planned business activities and volumes?

- Required Features – Benefits – 11 questions
  1. Does the solution update all benefits and deductions online and perform all maintenance online?
  2. Are employees able to use the solution on their mobile devices?
  3. Does the solution support mass changes (benefit plan changes, enrollment data, etc.) by the administrator?
  4. Does the system have the capability to maintain multiple types of plans (e.g., health, dental, vision, life & AD&D, long-term disability, retirement and pension, EAP, and non-financial benefits)?
  5. Does the solution include an online benefits enrollment via an employee self-service portal?
  6. What tools does the solution have to facilitate the management of the annual open enrollment process?
  7. Describe how your solution handles any benefit deductions not taken and any rules/options for arrears processing.
  8. Describe any tools included in your solution to support or facilitate benefits billing reconciliation?
  9. Describe any tools or processes delivered with your solution to support benefit self-billing?

10. Does the solution have the ability to process Consolidated Omnibus Budget Reconciliation Act (COBRA) eligibility and eligibility date and other compliance associated with this process?
11. Does the solution have the ability to send email reminders and notifications to employees that have not completed the benefits enrollment workflow by the due date in the solution?

- Required Features – Reporting – 14 questions
    1. Please provide a brief overview of your reporting and analytic capabilities within your solution?
    2. How can reports be sorted and stored in your solution?
    3. Please provide a list of all standard reports within your solution?
    4. Please describe standard and ad hoc reporting capabilities that are available in your solution.
    5. Are reports able to be scheduled for automatic generation and distribution in your solution?
    6. Describe the process for creating custom reports in your solution.
    7. Describe any limitations that your solution has with creating online reports (e; g, formatting, field limitations, tables).
    8. Describe the ability of the solution to create workforce alerts (e.g., email reminders, reports, etc.).
    9. Does the solution have the ability to export reports in a format that may be sent to recipients electronically without manual reformatting?
    10. Does the solution have the capability for managers to see in real time how much of the budget has been allocated/spent as allocations are made; visualizations include graphical display (pie chart, other)?
    11. Does the solution aggregate the results of compensation planning for review and adjustment by multiple levels of management and providers as an audit trail for all revisions?
    12. Does the solution have the ability to support the creation, generation, distribution, and online access of total compensation statements? Please describe this process.
    13. Does the solution have the ability to track the various types of unpaid leave (i.e., sick annual, FMLA, unpaid leave non-FMLA) and 80 hours of FMLA leave for family illness.
    14. Does your solution have the ability to generate an Equal Employment Opportunity Commission (EEOC -4) report?

- Required Features – Employee Communications – 6 questions
    1. Does the solution have the ability to track and store Company policies that need employee sign-off annually. Must track the acknowledgment and provide email alerts when approaching the deadline for signature from an employee?
    2. Does the solution allow employees to update their personal information such as their address, tax withholdings, direct deposit forms , etc.?
    3. Does the system have the ability to maintain employee data, dependents data, and employee elections. Enable employees to view and change dependent and beneficiary data online?
    4. Does the solution allow employees to upload documents with change requests as needed?
    5. Does the solution have the ability to send out mass messages to employees?
    6. Does the solution provide the ability for the administrator to control employee access to information?

Schedule for the RFP

- RFP distributed April 16, 2024
- Responses to RFP due May 3, 2024
- Review and analysis of submitted RFPs, May 6th through May 15th
- Provide final recommendations for approval to the Burleigh County Commission, May 20th
- Award contract to approved Vendor for implementation in late 2024 or early 2025.

Scope of Services – Rights and Responsibilities Public Entity

Each Vendor, by submission of signed proposal, agrees to each and every term and condition set forth within this RFP and to be bound thereby.

Burleigh County reserves the right to amend these requirements, accept or reject any or all changes to the contract, make counter proposals and/or engage in negotiations with any or all vendors, waive any requirements or otherwise amend this RFP, and is not bound to accept the lowest total proposal or any proposal. Burleigh County reserves the right to award the contract to multiple vendors, by line item, as a whole, or not at all.

It is the intent of Burleigh County that, after the successful vendor has been selected, Burleigh County and the selected vendor will enter into contract negotiations containing all terms and conditions of the proposed service. Any acceptance of a proposal is contingent upon the execution of a written contract and Burleigh County shall not be contractually bound to any bidder prior to the execution of such properly signed written contractual agreement. Before signing a contract with the successful vendor, Burleigh County requires satisfactory proof that the vendor has adequate insurance coverage for the work to be performed under the contract.

The contract shall contain a provision that states that the Contract shall not be altered, changed, or amended except by an instrument in writing executed by the parties.

The contract shall contain a provision that states that no waiver of any breach of the contract or any of its terms or conditions shall be a waiver of any other or subsequent breach; a waiver shall not be valid unless it is in writing and signed by the party granting the wavier.

Except as otherwise explicitly agreed to in writing by Burleigh County, each vendor submitting proposals shall provide and pay for all materials, labor, transportation, charges, levies, taxes, fees, or expenses incurred, including all costs to prepare a response to this RFP, travel and presentation costs, and all other services and facilities of every nature whatsoever necessary for the preparation of the RFP. It is neither Burleigh County's responsibility nor practice acknowledging receipt of any proposal resulting in the selection of a proposal resulting from the RFP process. It is the proposer's responsibility to ensure that a proposal is delivered and received in a timely manner.

No member of the Burleigh County Commission, or any officer, employee, or agent of Burleigh County who exercise any functions or responsibilities in the selection of a proposal shall have any personal interest, direct or indirect, in the companies that submit a proposal.

Burleigh County recognizes that in responding to this RFP, the proposer may desire to provide proprietary information to clarify and enhance their response. To the extent permitted by law, Burleigh County will keep confidential such information provided that:

1. The information submitted is arguably proprietary, and
2. The proprietary information, according to the submittal instructions of this RFP. Only information in the sealed portions may render a submittal ineligible.

Responders should note that Burleigh County is a government entity. As such, its files are available for public review pursuant to the North Dakota Constitution Article XI, Section 6 and NDCC Chapter 44-04-18.

Any questions related to this Request for Proposal (RFP) shall be directed to Pamela J. Binder, HR Director using the contact information listed on the cover of this RFP.