Request for Information
CITY OF NEW BEDFORD
Office of the Chief Financial Officer
Human Resources/Payroll System

# 19130035

December 10, 2018

Jonathan F. Mitchell
Mayor

Office of the Chief Financial Officer
133 William Street
New Bedford, MA 02740
CITY OF NEW BEDFORD
Office of the chief Financial Officer
Request for Information
Human Resources/Payroll System

RFI# 19130035

ADDENDUM #1

The City of New Bedford issues the following Addendum #1:

To: All Bidders of Record

This addendum is issued to advise Bidders of the following:

- The Legal Advertisement in the Standard Times published Monday, December 10, 2018 stated an incorrect due date for the Request for Information. All Requests for Information are due:

  Friday, January 11, 2019 no later than 12:00 pm.

End of Addendum

By: Susan Bruce
Director of Purchasing
City of New Bedford

December 11, 2018
City of New Bedford
Request for Information
Human Resources/Payroll System
#19130035

Request for Information Calendar

RFI Out: Monday, December 10, 2018

Questions Due: Friday, December 21, 2018 by 4:00 pm

Questions Answered: Friday, January 4, 2019 by 12:00 pm

Requests for Information Due: Friday, January 11, 2019 by 12:00 pm
CITY OF NEW BEDFORD  
MASSACHUSETTS  
Advertisement  
REQUEST FOR INFORMATION  
Payroll/Human Resources Systems #19152031

The City of New Bedford, Purchasing Department, in conjunction with the Chief Financial Officer is seeking information regarding payroll/human resources systems with expanded functionality and the estimated costs of such systems. This information will be used to develop requirements for a payroll processing and core human resources system to support our business needs. Sealed Requests for Information will be received by the Purchasing Department, in the office of the Purchasing Agent, Room 208, City Hall, 133 William Street, New Bedford, Massachusetts, 02740, during business hours, until:

Requests Due:  
Monday, January 7, 2019 at  
12:00 PM. Prevailing Time

NOTE: Responses to this RFI will be reviewed for informational purposes only and will NOT result in the award of a contract. Any request for cost information is the City of New Bedford budgetary analysis purposes only. Vendors submitting answers to this Request for Information are not prohibited from responding to any related subsequent solicitation.

CITY OF NEW BEDFORD  
Susan Bruce, Director of Purchasing
City of New Bedford
Request for Information
Enterprise Payroll/Human Resources System
#19130035

1. Introduction

The City of New Bedford is seeking information regarding a payroll/human resources system. The system would integrate with MUNIS (Tyler Technology) Financials, Frontline Education and Central Square IMC.

The City of New Bedford seeks information regarding systems with expanded functionality and the estimated cost of such systems. This information will be used to develop requirements for a payroll processing and core human resources system to support our business needs.

If you are a vendor that specializes in Payroll Services or On-board and Applicant Tracking and provide seamless integration to industry vendors that specialize in the other areas of a payroll and human resources system, we would encourage you to apply. Although a single system that reaches all our goals is preferred, we would consider combining systems from different vendors to build exactly what we want.

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2. Background

The City of New Bedford has approximately 3,016 employees located in different locations throughout the City. The City employs both salaried and hourly employees.

3. Goals

The City of New Bedford is seeking information regarding a human resources/payroll system with the features described below:

A. General: A user-friendly system with intuitive navigation that interfaces with each of the services identified below; capability to customize information and data fields; reporting capability for all modules including custom queries; the system must be secure and accessible at any time via the internet or mobile application; vendor must have a well-trained customer support center.

B. Payroll Services: Payment of wages, payroll taxes; direct deposit/live checks; federal/state payroll tax filings; payroll/management reporting; generating W-2s and 1095-Cs; payroll deductions; and employee record keeping.
C. HRIS: System that maintains employee data for current and former employees, customized data fields, salary and position history, tracks multiple leaves, demographic data, maintains personnel record transactions in real time and maintains history; multiple reporting options, security administration with multiple role codes, benefit deductions, viewable and reportable historical data.

D. On-board: Automation of new recruits from candidate to new hire that transitions seamlessly into HR/Payroll and Benefits; tracking system for internal and new hire tasks, customized welcome packages for targeted groups, welcome messages, pictures and videos, forms automatically updated, paperwork completed online; password-protected electronic signatures, user friendly for employee and employer.

E. Time and Attendance: Payroll system interface with automated self-service timekeeping system, including time tracking by employee, by project, task or allocation; leave balance accrual, use and tracking; capability to maintain historical records associated with time and attendance functions.

F. Benefits Administration: Employee self-service with access to multiple types of benefit information and enrollments (with certain limitations related to open enrollment timeframes), tracks and maintains dependent and beneficiary information, ability to attach verifying documentation, automated correspondence between HR, payroll administrator and employee, hard stops for required information, 1095-B and 1095-C reporting and filing capabilities.

G. Learning and Development: Capability for hosting online training programs, setting training goals, needs assessment, self-enrollment in programs, knowledge testing, tracking completed programs, and compliance reporting.

H. Position Descriptions and Performance Evaluations: A system that integrates position descriptions with performance expectations; provides the capacity to prepare interim and annual performance evaluations; maintains related records; contains a workflow for evaluation review, comment and electronic signature.

I. Employee Recruitment and Application: A system that automates the sourcing and hiring process including job posting to website, multiple career and social media sites, mobile optimized career portals, customized recruitment requisitions in a workflow environment that allows for multiple approvers, automated correspondence between HR, hiring manager applicants/candidates, multiple application templates with workflow specific to application, specified access roles, accepting and tracking employment applications, and maintaining related application records.

J. Integration: The proposed system will be required to interface with the following: Tyler Technologies MUNIS Software modules including Budget, Accounts Payable and General Ledger – these programs are part of the City’s ERP Financial System; Frontline Education (formerly Aesop) – this program is the Time & Attendance System used by the School Department; and Central Square (formerly TRITECH) IMC – this program is the Time & Attendance System used by the Police Department. The integration should be as seamless as possible. The proposed system should allow data to easily export into text, excel and pdf formats.
K. Technical: An on-premise system is preferred. If a cloud-based system is considered offsite servers including redundancy servers should all reside in the United States.

4. Response Format

Responses to this Request for Information must be typed, formatted to follow the paragraphs in this section, and contain the information identified below. Additionally, an in-person presentation/demonstration may be requested following the response.

Responses must include five (5) total paper copies and one (1) electronic copy. The electronic copy must also include a redacted version of your response suitable for public release, if respondents deem anything within their response to be proprietary. (See section 8 for additional details).

Based on the goals listed above, your response should provide the following:

A. Overview

1. Describe your understanding and approach to accomplish the items described in the “Goals” section.

2. Describe the suggested solution, emphasizing open standards based on commercial off-the-shelf technologies, as appropriate.

3. Explain why the suggested solution was recommended.

4. Describe the capability to customize both visual and data elements in the solution.

5. Describe reporting capabilities.

6. Highlight the suggested solution’s mobile-friendly and/or responsive design features.

7. Discuss experience your company has in implementing payroll/human resource solutions.

B. Vendor Background

1. Provide a brief history of your company including the year organized, locations, affiliated companies, and the total number of employees. Include any additional information not already included elsewhere in your response that you consider most relevant to the City of New Bedford.

2. Describe your company’s market presence in the United States.

3. Describe the level of reliance, if any, your firm places on commercial off-the-shelf, non-proprietary equipment.
C. **Product Components**- Provide a detailed list of products that will be necessary to support the City of New Bedford’s business needs, to include system requirements for any necessary:

1. Software, including licensing and licensing structure.
2. Hardware, if any, required onsite at City Hall.
4. Third party products, both required and/or optional.
5. Warranty.
6. Maintenance & support.

D. **Payroll Processing**- Provide a detailed description and timeline for a typical payroll processing cycle, including:

1. Estimated time required by the City of New Bedford to process time sheets for approximately 3,016 hourly and salaried employees.
2. Transfer of timesheet information to payroll processing.
3. Time required by vendor to complete the payroll and provide initial reports after transmission by the City of New Bedford.
4. Time required between final approval of payroll and payment of wages to employees. Include a description of the timing of all funds transfers.

E. **Reporting**- Describe the types of reports available to the City of New Bedford and to individual employees. Provide sample reports for those typically used by employers and employees.

F. **Payroll Taxes**- Describe the process used to prepare and file all required payroll tax returns for remitting taxes. Include a description of your role in handling notices and other communications from federal and state agencies as applicable.

G. **Cost**- Provide the estimated cost of the proposed solution; including, but not limited to:

1. Overall initial cost for all functionalities identified.
2. Individual cost for each module/functionality.
3. Installation, implementation and configuration.
4. Data ingestion, migration, conversion and/or storage.
5. Training for HR, Finance, MIS and End Users.
6. Any additional anticipated consulting costs not listed above.

7. Projected cost over five (5) year period.

8. Maintenance & support for the term of a contract.

9. Projected recurring subscriber costs.

H. Proposed Implementation/Maintenance

1. Provide an overview of the implementation process and its complexity.

2. Describe the timeline and level of effort to implement the system as proposed including how the data from our current system would be transferred.

3. Describe the training your company would provide in using this solution for our employees. We prefer on-site, classroom based, hands-on training in labs with content tailored to use elements from our data environment. We have a facility onsite.

4. Provide a technical explanation of information technology security controls including:
   a. User authentication.
   b. Access roles and division of duties.
   c. System generated audit trails and reporting.
   d. Methods for securing and handling Personally Identifiable Information while in transit and at rest.

5. Describe the parameters of the Service Level Agreement, description of change management controls and release schedule(s) for security patches, bug fixes, maintenance and enhancements.

6. Describe your business continuity and or disaster recovery plans and any additional costs associated with these plans.

5. Response Date

Requests for Information are due to the Office of the Purchasing Agent, City of New Bedford, 133 William Street, Room 208, New Bedford, MA 02740 no later than Monday, January 7, 2019 by 12:00 pm.
6. Questions

Questions regarding this Request for Information must be submitted via email to: Susan Bruce, Director of Purchasing at susan.bruce@newbedford-ma.gov no later than Friday, December 21, 2018 by 4:00 pm. All questions will be answered by an Addenda sent to all parties as being on record as having downloaded the documents.

7. Demonstrations

If after receiving vendor responses, it is determined a vendor demonstration is necessary, the City of New Bedford will work with the vendor to establish a date and time for a presentation. The purpose of this presentation will be for the vendor to provide a demonstration of the product and provide any information that they believe will be of value.

8. Proprietary Information

Any portion of the submitted response which is asserted to be exempt from disclosure under any Massachusetts law, shall be clearly marked "exempt", "confidential" or "trade secret" (as applicable) and shall also contain the statutory basis for such claim on every page. Pages containing trade secrets shall be marked "trade secret" as defined by Massachusetts General Laws. Failure to segregate and identify such portions shall constitute a waiver of any claimed exemption and the City of New Bedford will provide such records in response to public records requests without notifying the respondent. Designating material simply as "proprietary" will not necessarily protect it from disclosure.

9. Vendor Costs

Vendors are responsible for all costs associated with the preparation, submission, and any potential demonstration or meeting to discuss their response to this Request for Information. The City of New Bedford will not be responsible for any vendor related costs associated with responding to this request.