



P.O. Box 4773
 Seneca, SC 29679
www.seneca.sc.us

REQUEST FOR PROPOSALS	
PROJECT NAME:	Payroll and Human Resources Information System (HRIS)
DESCRIPTION:	The City of Seneca is soliciting proposals from qualified vendors to provide a comprehensive, fully integrated Payroll and Human Resources Information System (HRIS).
DATE ISSUED:	Wednesday, April 15, 2026
CONTACT:	Alena Pelfrey: HR Director 864.885.2710 apelfrey@seneca.sc.us

PRE-BID MEETING:	This project does not require a pre-bid meeting.
BID SUBMISSION: (Public Bid Opening)	<p>Tuesday, May 12, 2026 at 2:00 PM EST</p> <p>Hand Delivery: 221 E. North 1st St, Seneca, SC 29678</p> <p>Mail: PO Box 4773, Seneca, SC 29679</p> <p>Reference: Payroll and Human Resources Information System (HRIS)</p> <p>Attention: Alena Pelfrey</p> <p>*Bids must be submitted in a sealed package with project name and opening date printed on the exterior. Late bids will not be accepted.</p>

NAME OF AGENCY (Full legal name of business submitting the bid)	
AWARD & AMENDMENTS:	Award and Amendment information will be available at the physical address listed above, at www.seneca.sc.us or by contacting Alena Pelfrey at 864.885.2710 or apelfrey@seneca.sc.us .

ACKNOWLEDGMENT OF AMENDMENTS	Amendment Number	Amendment Issue date	Amendment Number	Amendment Issue date
Agency acknowledges receipt of amendments by indicating amendment number and issue date.				

Drug Free Workplace Certification: By submitting a Bid/Proposal, the Agency certifies that, if awarded a contract, the Agency will comply with all applicable provisions of The Drug-free Workplace Act, Title 44, Chapter 107 of the South Carolina Code of Laws, as amended.

You must submit a signed copy of pages 1-2 with your Bid/Proposal. By submitting a bid or proposal, You agree to be bound by the terms of the Solicitation. You agree to hold Your Bid open for a minimum of thirty (30) calendar days after the Opening Date. You agree that your bid can be made public under the **Freedom of Information Act, 5 U.S.C § 552**. The City of Seneca reserves the right to reject any and all bids, and to waive any informalities or irregularities.

NAME OF AGENCY (Full legal name of business submitting the bid)		AGENCY'S TYPE OF ENTITY: (Check one) <input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Partnership <input type="checkbox"/> Corporation (tax-exempt) <input type="checkbox"/> Corporate entity (not tax-exempt) <input type="checkbox"/> Government entity (federal, state, or local) <input type="checkbox"/> Other _____
PRINTED NAME (Printed name of person signing below)		
TITLE (Business title of person signing above)		
Instructions regarding Agency's name: Any award issued will be issued to, and the contract will be formed with, the entity identified as the Agency above. A bid may be submitted by only one legal entity. The entity named as the Agency must be a single and distinct legal entity. Do not use the name of a branch office or a division of a larger entity if the branch or division is not a separate legal entity, <i>i.e.</i> , a separate corporation, partnership, sole proprietorship, etc.		
STATE OF INCORPORATION (If Agency is a corporation, identify the state of Incorporation.)		
TAXPAYER IDENTIFICATION NO.		STATE LICENSE NO.
HOME OFFICE ADDRESS (Address of principal place of business):		PAYMENT ADDRESS (Address to which payments will be sent.)
EMAIL:		PHONE:
By signing below, the Agency certifies they are qualified and hold all licenses, permits and regulatory authority to perform the scope of work set forth in the bid/proposal documents. Upon request, proof of licenses, permits and regulatory authority must be provided to the owner prior to contract award.		
AUTHORIZED SIGNATURE (Person signing must be authorized to submit a binding bid/proposal to enter contract on behalf of Agency named above.)		DATE:
TOTAL PROPOSED PRICE (if applicable):		\$

******Include pages 1 & 2 with your bid******



CITY OF SENECA, SOUTH CAROLINA REQUEST FOR PROPOSALS

Payroll and Human Resources Information System (HRIS)

I. PURPOSE

The City of Seneca is seeking proposals from qualified vendors for a comprehensive, fully integrated Payroll and Human Resources Information System (HRIS). The City employs approximately 211 staff across 22 departments and currently uses Incode. We are looking for a modern, secure, efficient, and scalable solution to support payroll processing, human resources management, and regulatory compliance.

II. PROJECT OBJECTIVES

The proposed system is expected to integrate with the City's existing financial system (Incode) to ensure accurate and efficient financial reporting and general ledger functionality.

- Modernize payroll processing and human resources recordkeeping through a secure, fully integrated HRIS system.
- Ensure compliance with all applicable federal, state, and local regulations.
- Provide employees and supervisors with secure self-service access to pay information, tax documents, benefits, and time-off management.
- Streamline HR and payroll processes including onboarding, performance management, benefits administration, and reporting.
- Improve operational efficiency and reduce administrative time and errors through automation and system integration.
- Implement a scalable solution that supports the City's continued growth and integrates with the City's existing financial systems.

III. SCOPE OF SERVICES

The proposed solution must include, at a minimum, the following functional components:

- **Payroll Processing**
 - Weekly payroll processing and support for multiple pay groups
 - Configurable pay rules and multiple overtime calculations
 - Tax calculations, filings, and compliance with federal and state regulations
 - Garnishments, deductions, retirement contributions, and benefits deductions
 - Affordable Care Act (ACA) tracking and reporting
 - Year-end processing and reporting (W-2, 1095-C, and related forms)
 - Direct deposit to multiple accounts and optional paper checks
 - User-defined limits, automated updates, and audit trails
- **Time & Attendance**
 - Supports multiple departments and pay groups
 - Includes web-based, mobile, and (if applicable) biometric time tracking

- Provides scheduling, leave management, and overtime calculation
- Ensures compliance with FLSA and applicable state labor laws
- Includes automated alerts, approval workflows, and real-time reporting dashboards
- Maintains secure audit trails
- Integrates seamlessly with payroll and the City's existing Incode Finance system
- **Human Resources Management**
 - Electronic personnel records management
 - Onboarding and offboarding workflows
 - Performance evaluations
 - Training and certification tracking
 - Position and job history tracking.
- **Employee Self-Service**
 - View pay history, W-2's, and tax documents
 - Submit and approve time-off requests
 - Update personal information
 - Access benefit information
- **Compliance & Reporting:** The system must support compliance and reporting requirements, including but not limited to:
 - FLSA
 - EEOC reporting
 - OSHA recordkeeping
 - ACA compliance
 - IRS and state tax reporting
 - South Carolina Retirement System
- **System Integrations:** The proposed solution is expected to integrate with the City's existing financial system (Incode), including General Ledger export functionality. Vendors shall clearly describe integration methods (e.g., API, file-based, real-time, or batch processing) and identify any additional costs associated with integration.
- **Benefits Administration**
 - Enrollment and eligibility tracking
 - Dependent tracking
 - Automated deductions
 - Carrier reporting and electronic data interchange
 - Leave tracking and benefit statements
 - Workers' compensation tracking
- **ADA Compliance:** The system must be WCAG 2.1 Level AA compliant.

IV. DATA SECURITY & RISK MANAGEMENT

Due to the sensitive nature of payroll and human resources data, the City of Seneca requires the highest standards of security, privacy, and system liability. Vendors must clearly describe how their solution meets or exceeds the following requirements.

- **Data Ownership & Confidentiality**
 - All data processed, stored, or generated by the system shall remain the sole property of the City of Seneca.
 - Vendor shall not access, use, disclose, sell, or mine City data except as necessary to provide contracted services.

- Upon termination of the contract, vendor shall provide a complete export of all City data in a mutually agreed, usable format at no additional cost within thirty (30) days of termination.
- Vendor must comply with applicable South Carolina laws, including the South Carolina Freedom of Information Act (FOIA), and acknowledge that certain records may be subject to public disclosure.
- **Security Standards**
 - Current SOC 1 Type II and SOC 2 Type II reports (or equivalent independent audit).
 - Encryption of data in transit (TLS 1.2 or higher) and at rest (industry standard encryption).
 - Role-based access controls and support for multi-factor authentication.
 - Audit logging of system and payroll-related activity.
 - Regular vulnerability management and security testing.
 - Compliance with applicable federal and state regulations, including FLSA, ACA, IRS requirements, EEOC reporting, OSHA recordkeeping, and South Carolina Retirement System reporting.
 - The City reserves the right to request updated SOC reports and to conduct or commission independent security assessments of the vendor's systems with reasonable notice.
- **Incident Response & Insurance**
 - Vendor must maintain a documented incident response plan.
 - The City must be notified within twenty-four (24) hours of discovery of any breach or unauthorized access involving City data.
 - Vendor shall cooperate fully with investigation and remediation efforts.
 - Vendor must maintain cybersecurity/data breach liability insurance with minimum coverage of \$5,000,000 per occurrence, unless otherwise approved by the City, and shall provide proof of coverage upon request.
- **Business Continuity & System Reliability**
 - Vendor must provide a documented disaster recovery and business continuity procedures.
 - Vendor must disclose Recovery Time Objective (RTO) and Recovery Point Objective (RPO).
 - Data must be regularly backed up and stored securely.
 - Vendor must maintain regular system monitoring and timely security updates.

V. **VENDOR QUALIFICATIONS**

- Demonstrated experience implementing HRIS/payroll solutions for municipalities or public sector organizations.
- References from at least three (3) clients of similar size and complexity
- Average implementation timeline for organizations of similar size.
- Ability to provide training and ongoing technical support.
 - Include helpdesk hours, response times
- Compliance with applicable data security standards.
- Description of internal security governance and compliance oversight.

VI. **PROPOSAL SUBMISSION REQUIREMENTS**

Proposals must include all requested information:

1. **Company & Experience**

- a. Company overview, years in business, and corporate structure

- b. Experience providing payroll/HRIS solutions to municipalities or public-sector clients
- c. Primary contact information
- d. A list of no less than three (3) references for similar projects including product or service provided, year project was completed, name of agency, contact person, phone number and/or e-mail.

2. Proposed Solution

- a. Description of the proposed system and included modules
- b. Deployment model (cloud-based preferred)
- c. Integration capabilities with Incode and other third-party systems
- d. Accessibility compliance (WCAG 2.1 Level AA)
- e. Description of data security controls

3. Implementation & Support

- a. Implementation methodology and project timeline
- b. Roles and responsibilities (vendor and City)
- c. Data migration approach and testing procedures
- d. Training plan for administrators, supervisors, and employees
- e. Ongoing support structure (helpdesk availability, response times, account management)
- f. Approach to parallel processing and cutover strategy to ensure payroll continuity during transition.

4. Pricing Proposal

- a. Implementation fees
- b. Subscription or licensing fees
- c. Payroll processing fees (if applicable)
- d. Integration and data migration costs
- e. Training costs
- f. Ongoing maintenance and support costs
- g. Any optional modules or additional fees

5. Cost Projection – Provide a 5-year total cost of ownership projection, including implementation, recurring costs, and any anticipated annual increases.

6. Exceptions & Certifications

- a. Statement of any exceptions to the RFP requirements
- b. Proof of required insurance coverage

VII. EVALUATION CRITERIA

The City, after receipt and review of responses to this RFP, reserves the right to reject any or all proposals, waive minor irregularities, request clarification of information, and negotiate terms with the selected vendor. No proposal may be withdrawn within thirty (30) days of the opening date.

The City is not required to award a contract to the lowest-priced proposer. Award will be made to the vendor whose proposal is determined to be the most advantageous to the City, taking into consideration the evaluation factors outlined below. The review process is based on the qualifications of the firm for the nature of the services provided under this RFP, as guided by the City's Procurement Policy.

Proposals will be evaluated based on the following weighted criteria:

Criteria	Weight
System Functionality & Ease of Use	25%
Implementation, Training & Support	20%
Vendor Qualifications & References	15%
Security, Compliance & Data Protection	20%
Total Cost of Ownership (5-Year)	20%
Total	100%

Evaluators shall use the following descriptors as guidance when scoring each criterion:

1. **System Functionality & Ease of Use** (25%) — comprehensiveness of proposed modules, quality of the employee and supervisor self-service interface, integration with Incode, and results of any live demonstrations;
2. **Vendor Qualifications & References** (15%) — depth of public sector experience, relevance of prior implementations, and quality of client references;
3. **Security, Compliance & Data Protection** (20%) — SOC audit status, encryption standards, incident response posture, and business continuity documentation;
4. **Implementation, Training & Support** (20%) — project timeline and cutover strategy, training plan for administrators and employees, and ongoing helpdesk availability and responsiveness;
5. **Total Cost of Ownership, 5-Year** (20%) — all-in cost including implementation, licensing, support, and any anticipated fee escalation.

The City may require vendor interviews and system demonstrations as part of the evaluation process, and such demonstrations may be scored. The City reserves the right to conduct reference checks and/or site visits, request a Best and Final Offer (BAFO) if deemed necessary, and negotiate contract terms with the selected vendor. Final selection shall be subject to successful contract negotiation and approval by the appropriate governing authority. The City may score demonstration sessions, as needed, in line with the criteria listed above.

VIII. RFP TIMELINE

Event	Date
RFP Issued	04/15/2026
Vendor Questions Due by 2:00 PM (EST)	04/28/2026
Proposals Due to the City	05/12/2026

IX. SUBMISSION INSTRUCTIONS

Bids must be submitted in a sealed package with project name and opening date printed on the exterior.

Tuesday, May 12, 2026 at 2:00 PM (EST)

Hand Delivery: 221 E. North 1st St, Seneca, SC 29678

Mail: PO Box 4773, Seneca, SC 29679

Reference: Payroll and Human Resources Information System (HRIS)

Attention: Alena Pelfrey

Late bids will not be accepted.

Questions

Direct all questions regarding this RFP to Alena Pelfrey at apelfrey@seneca.sc.us.

The City of Seneca's Bid & Proposal Opportunities webpage shall be the official site for information as related to this Request for Proposal (RFP). Answers to questions and any other changes or clarifications will be communicated via an addendum. It is the Agency's responsibility to check the City's website for updates. The Agency must acknowledge acceptance of all amendments on the Bid Form (pages 1 & 2 of this document) submitted with its proposal.

Late Submittals

Under no circumstances shall proposals be accepted after the specified deadline. The City will not be responsible for late deliveries or delayed mail. It is the Agency's responsibility solely to ensure that submittals are complete and delivered prior to the stated deadline.