

# **REQUEST FOR QUALIFICATIONS**



## **Payroll and Human Resources Software**

**RFQ 2022-002-COS**

**Due Date: February 18, 2022  
2:00 PM EST**

**City of Seneca  
221 E. North First Street  
P.O. Box 4773  
Seneca, South Carolina 29679**



**CITY OF SENECA, SOUTH CAROLINA  
REQUEST FOR QUALIFICATIONS**

**Human Resources & Payroll Software**

**I. PURPOSE**

The City of Seneca (“City”) is requesting a ‘Statement of Qualification’ (SOQ or Proposal) from qualified vendors with significant experience interested in providing payroll processing and HR management needs to the City. The scope of the anticipated services and required experience and knowledge are more fully described below.

**II. CONTACT PERSON**

Prospective firms are advised that the authorized City of Seneca contact person for all matters concerning this Request for Qualifications (the “Request” or “RFQ”) is:

Michelle Landry  
P.O. Box 4773, Seneca SC 29679-4773 (mail delivery)  
221 East North 1<sup>st</sup> Street (in-person delivery)  
Seneca, SC 29678  
Telephone: (864) 885-2700  
Email: [mlandry@seneca.sc.us](mailto:mlandry@seneca.sc.us)

**III. FORM OF PROPOSALS**

Responders must submit one (1) USB flash drive of the original document (PDF format) and four (4) bound copies of the RFQ package marked “Project #2022-002-COS RFQ: Payroll and Human Services Software” to the City of Seneca no later than 2:00 PM, EST, February 18, 2022. The pages shall be 8½-inches by 11-inches except that drawings or tables may be submitted on pages not exceeding 11-inches by 17-inches.

Any questions regarding this RFQ should be submitted by way of email to Michelle Landry at [mlandry@seneca.sc.us](mailto:mlandry@seneca.sc.us). Responses will be provided via email to all contractors wishing to receive them. Any representations made over the phone or in verbal conversations are non-binding and should be secured in writing through email.

The following is a list of key dates:

<b><u>Event</u></b>	<b><u>Date</u></b>
RFQ Release	2/1/22
Closing Date for Questions	2/11/22
Proposals Due to the City	2/18/22
Interview/Demonstrations (as necessary)	2/28/22 - 3/4/22
Estimated Contract Award	3/11/22

Proposals shall clearly be labeled as RFQ for Payroll and Human Services Software. Proposals received after the hour specified will not be considered. Provide the name of a contact person at the firm, as well as such individual's e-mail address and telephone number.

At a minimum, proposing vendors should expansively and thoroughly address the following subjects as a part of their proposal:

1. Proposer Profile: Organization, Capacity, Staffing, Resumes

Provide a complete description of the firm's organizational structure, and capacity to provide and support the proposed services; resumes of the proposed personnel (quality/demonstrated skills of proposed personnel); and a clear description of potential resource utilization methods and approach to the transaction.

2. Related Experience

Describe any prior public sector experience, project management and implementation qualifications and related experiences of the proposer including references, organizational and technical capacity, and outcome/results of services provided to other similar clients of similar size; comprehensive description of why the proposer can perform the tasks defined in the RFP.

**IV. QUALIFICATION BASED SELECTION PROCESS**

The City, after receipt and review of responses to this RFQ, reserves the right to reject any or all proposals based upon the information provided by the firm(s) in their proposal(s) and based upon subsequent negotiations between the City and the firm(s). The review process is based on the qualifications of the firm for the nature of the services solicited under this RFQ, as guided by the City's Procurement Policy.

In reviewing the proposals, the following factors will be considered, without limitation:

1. Magnitude, scope, and complexity of the services to be rendered;
2. Experience of the firm in assignments of similar size, scope, and complexity;
3. Special knowledge relevant to the project;
4. Size, staffing, resources, and financial capability of the firm vs. the size of the assignment;
5. Past performance with the City, if any;
6. Time schedule and costs;
7. Firm's current workload with the City, if any; and
8. Acceptability and efficacy of proposed analysis, management and implementation methods and procedures and supporting systems for ongoing project management and implementation support,

previous engagements of similar scope and quality, description of recommendations and alternative approaches that the City might use to improve its management process including rationale for the recommendations or alternative approaches.

## **V. COST PROPOSAL**

The Cost Proposal must provide a detailed fee schedule including itemized services including (but should not be limited to) the following:

1. Monthly rates for regularly scheduled activities and help desk support.
2. Labor costs, administrative costs, equipment and materials, and sub-consultant or consultant team costs.
3. City staff training and implementation costs.
4. A fee schedule for emergency and/or after hours service calls.
5. Cost proposal must refer/reference specific Scope of Work items.
6. Specify price structure breakdown (e.g., 1–50 employees, 51– 100 employees, 101–200 employees, 201–250 employees, etc.) as well as the cost per employee.
7. If a specific requested service, function, or option is not offered/available please indicate.
8. Indicate the frequency of cost (e.g., per payroll process, monthly, annually, as required).
9. Provide any one-time costs or costs that are not based on the number of employees.
10. Include any general comments on pricing, or different levels of service.
11. List licensing fees (per workstation/location) for product processing if applicable.
12. List charges for “special payroll reports” created by the vendor if applicable.
13. It is expected that all proposers responding to this RFQ will offer government or comparable most favorable rates. Any and all discounts offers must be clearly delineated.

The cost proposal shall list each module/function separately and should include all purchase and implementation costs. The City may choose to implement all modules, one module, or any combination thereof. While the proposer may choose to offer additional discounts or cost savings for the initial purchase of all modules/functions combined, the City reserves the right to purchase modules/functions individually.

In addition, all prices must be firm and fixed for at least one (1) year following the notice of award. If the purchase/implementation of a module/function occurs after such period of time, proposer shall indicate the manner in which future pricing is calculated and/or price increases are applied.

The separate modules/functions are:

- Human Resources Information Systems (HRIS)
- Payroll Processing
- Time and Attendance

## **VI. SCOPE OF SERVICES AND OTHER REQUIREMENTS**

The City seeks the services of a qualified Payroll and HR Management Processing Services provider with expertise in outsourced payroll processing and related payroll services to successfully provide these services to meet the payroll, human resource, time and attendance and general ledger needs of the City in the most cost-effective and efficient manner possible.

The payroll services described in this Scope of Services are intended to serve as a general guideline for the types of services which may be required by the City. It is expected that respondents will have knowledge of regulations pertaining to the City and the State of South Carolina. The following Service Areas are a fair representation of the services that may be required by the City; however, they are not meant to limit the scope of work requested by the City.

Time is of the essence in the implementation of the City's payroll services processing/solution. It is anticipated that the solution will be completely installed, integrated with the City's financial software (INCODE 9), and City staff trained before the end of the third quarter of 2022. Proposer shall demonstrate in the response to the RFQ that this timeline can be met or exceeded.

## **Human Resource Management Requirements**

The City manages a staff of approximately 210 full time and part time employees. The Human Resource department is responsible for maintenance of all employee records as well as compensation and benefits administration. Requirements include the following:

### **Human Resource Management**

- a. Ability to maintain data on employee status, such as re-hire, new hire, and whether position is a replacement, newly created position, and indicate if position was created by organizational change
- b. Provide position control including requisition and job code tracking.
- c. Provide applicant tracking; track applicants by requisition number, print batch reject letters, sort by education/skills, etc.
- d. Maintain Organizational Charting by department, division and company.
- e. Maintain employee education background, education level completed, schools attended, degrees received, certification, etc.
- f. Maintain drug testing information and history; test dates, results, dates of suspension, return to work, date of termination, etc., with secured access.
- g. Set up and maintain different non-productive time algorithms and provide the ability to track accrual, usage, and balance of leave allotments.
- h. Provide FMLA leave eligibility and use tracking with related reporting; will have the ability to track intermittent leave as well as blocks of time.
- i. Ability to flag employees by leave type (i.e. unpaid time off, or FMLA eligibility) for reporting and audit.
- j. Support EEO/AA information, planning, tracking and reporting.

- k. Standard reporting for EEO, Affirmative Action, Worker's Comp, Employee Development, Training Administration, Position Control, Leave and Vacation Tracking etc.

### **Compensation**

- a. Provide salary analysis and the ability to review salaried employees by projected hours for salary survey.
- b. Provide compensation structure support and report salaries by position, grade, and quartiles for each employee.
- c. Support a merit increase program based on category of performance rating.
- d. Provide the ability to enter multiple increases on a date with different reasons coded and maintain history.
- e. Ability to track changes in job code and title, identify reasons for merit and promotional pay increases, identify demotions due to economic adjustments (salary reductions), and voluntary personnel requests for lower grade/step job classifications.

### **Benefits Administration**

- a. Provide employee leave tracking, reporting by leave type (vacation, sick, jury duty, FMLA, Military leave, bereavement, etc.)
- b. Provide ability to produce a monthly letter to each employee (system-generated) showing previous leave balance, time accrued, time used and new balance for vacation and sick leave or other balances.
- c. Generate benefits statements.
- d. Support worker's compensation tracking.
- e. Track dependents and dependent coverage eligibility.
- f. Facilitate bill reconciliation with the insurance carriers.
- g. Electronically report eligibility to third party administrators and carriers.
- h. Track and administer COBRA

### **Payroll Requirements**

The City processes payroll and prints checks on site. Strict audit and control processes are in place to secure the printing and reconciliation of checks and accounts. There are 52 regular payroll cycles per year which are run regularly every week. There are multiple payrolls run each week including full time, part time, seasonal, disability and overtime. Special runs are also done as needed during the course of the year. Check stock is blank and account details, stub information and other related details are printed – both front and back - based upon the type of payroll being run.

## **Payroll**

- a. Regular payroll is run on a weekly basis.
- b. Ability to run a trial payroll by individual, group, or entire employee base.
- c. Ability to run an employee inquiry search by alpha-numeric character, SSN, ID number, location, division, department, etc.
- d. Ability to run deduction ceilings based on dollar amount, maximum limit, fixed percentages, or effective dating with user-defined rules per employee.
- e. Support flexible wage calculations including shift differentials, upgrade pay, step-up pay, etc.
- f. Support multiple overtime rules; this, in addition to the standard overtime rule of hours worked more than 40 in a week are eligible for overtime.
- g. Ability to deduct and send child support and/or other payroll deduction information to the appropriate agency.
- h. Provide for retirement plan calculations including 457(b) and 401(a) plans, by effective dates, percent of participation by location, special deferral before retirement, including minimum and maximum amounts, and maximum participation.
- i. Ability to have deductions or pay increases automatically applied based on starting and ending dates rather than pay period.
- j. Ability to handle base units, i.e. for each hour worked; get a simultaneously supporting incremental amount added to base pay.
- k. Ability to handle standard Employee and Township paid deductions with ceilings on retirement plans, catch-up contributions, Section 125, and other areas.
- l. Ability to track special executive benefits, auto allowance, etc.
- m. Allow for pre or post-tax wage earnings or deductions.
- n. Automatic pay processing for selected employees of earning types.
- o. Allow ACH deductions for a minimum of ten accounts.
- p. Allow overrides on scheduled deductions, taxes, earnings, at employee or pay group levels.
- q. Provide for election of paper check or direct deposit.

## **Time and Attendance**

An electronic time and attendance module must be provided that will allow the daily posting of time by each employee and the certification of correctness by a member of the supervisory chain of command. This includes all categories of work time and leave time as specified by the City. The ability to assign employee work schedules through this system is preferable. This module must be separately quoted on the response as an optional item separate from the remainder of the response.

## **VII. USE OF SUB-CONSULTANTS AND OTHER SUBORDINATE ENTITIES ENTITIES**

The Prospective firm agrees that the resulting contract may not be assigned, transferred, conveyed or subcontracted without the express prior written authorization of the City.

## **VIII. PAYMENT AND CLAIMS**

Payment for services rendered is made on a monthly basis, following submission of an invoice, timesheets and City claim form, which is subject to review and audit by City personnel.

**Note: The City makes no representation of the actual value of the work under this RFQ. Further, as part of the award process, a maximum dollar amount may be determined and may be incorporated into the agreement that is awarded pursuant to this Request for Proposal. The City further states that it also makes no representation that actual services required will be for the full maximum dollar amount incorporated into the agreement.**

## **IX. SELECTION PROCESS**

The City will accept submittals that include, at a minimum, the items identified in Section IV Qualification Based Selection Process. The anticipated selection process is as follows:

1. A panel will review the qualifications submitted. The panel may request additional information from one or all Applicants.
2. Interviews may be scheduled with one or more firms based on information submitted in the SOQ.
3. The purpose of the interview shall be to gain additional information to adequately evaluate the design qualifications based on the criteria identified in Section VII Selection Criteria.
4. The selected firm will be invited to enter into contract negotiations with the City. A guaranteed maximum project price will be negotiated with the selected firm. Should the City and the selected firm(s) not reach a mutual agreement, the City reserves the right, at its sole discretion, to release that firm and move to the next qualified firm and proceed with negotiations.
5. Written notification of the selected firm will be sent to all firms that submitted qualification statements.



## **X. GENERAL TERMS AND CONDITIONS**

### **Proprietary/Confidential Information**

The firms are asked for any restrictions on the use of data contained in their responses and told that proprietary information will be handled in accordance with applicable law, regulations and policy of the City of Seneca. All proprietary/confidential information must be clearly marked as "Proprietary/Confidential".

### **Background Check**

The City reserves the right to conduct a background inquiry of each firm which may include the collection of appropriate criminal history information, contractual business associates and practices, employment histories and reputation in the business community. By submitting qualifications to the City, the Responder consents to such an inquiry and agrees to make available to the City such books and records as the City deems necessary to conduct the inquiry.

### **Determination of Responsibility**

The City may make such investigation as it deems necessary to determine the ability of a firm to provide full performance as outlined in the qualification statement. The firm will furnish to the City all such information and data for this purpose as the City may request. The City reserves the right to reject any firm if the evidence submitted by or investigation of such Responder fails to satisfy the City that such Responder is properly qualified to carry out the obligations of a Contract.

### **Rights Reserved by City**

The City reserves the right to amend its evaluation criteria as the City in its sole discretion shall determine appropriate and to utilize, as needed, an independent review team. A review and evaluation of the responses contained in the previous section will serve as a basis of selection of the construction firm judged best suited to meet the City's goals for the site and ask them to submit a more detailed statement of qualification.

The City reserves the right to reject any or all submittals; to waive any informality or irregularity not affected by law; to evaluate, in its absolute discretion, the qualification statement submitted. The City may interview construction firms as part of this selection process. Qualifications should be complete as initially submitted.