

10-13-2023

Bolivar, MO 65613

Request for Proposal for Human Resources Software Services will be received until 9 a.m. on October 24, 2023, and then publicly opened and read at 345 S. Main, Bolivar City Hall, Bolivar, Missouri.

Proposals should be sealed, marked "Human Resources Software Services-Request for Proposal" and mailed to Bolivar City Hall, Attn: City Clerk, PO Box 9, Bolivar, MO 65613 or delivered to 345 S. Main, Bolivar, MO.

Bid Specifications may be obtained online at www.bolivar.mo.us or at City Hall, 345 S. Main between the hours of 9:00 a.m. & 4:00 p.m. Monday thru Friday.

Paula Henderson, City Clerk

**City of Bolivar
Request for:**

**Human Resources
Software Services**

October 24th, 2023

Required Vendor Information

Company overview

1. *Briefly describe your organization's business background and history.*
2. *Describe the financial health of your organization, including Dun & Bradstreet rating, Moody's and Standard & Poor's ratings, etc.*
3. *Describe your financial controls and audit procedures.*
4. *What insurance coverage do you maintain?*
5. *Describe your strategic alliances and partnerships.*
6. *What is your average client retention rate and tenure?*
7. *What awards and industry accreditations/recognition have you received in recent years?*
8. *When do you start billing for your fees?*

Strategic direction

9. *Describe the top attributes that differentiate your firm from your competition.*
10. *What percentage of your organization's revenue do you invest in Research and Development (R&D)?*
11. *Describe your organization's approach to research and development? What percentage of annual revenue is reinvested in research and development of new technologies?*
12. *How does your company stay current with technology?*
13. *What enhancements are planned for your product over the next three years?*
14. *What value-added services consulting or advisory services do you offer?*

Human capital management (HCM)

General HCM

15. *Provide a product overview that describes the list of features and product offerings.*
16. *Do you have a department dedicated to product innovation?*

HCM technology

17. *Provide an overview of your system architecture.*
18. *Indicate if the product was developed by your company or purchased.*
19. *How do you handle system upgrades? Are upgrades included in the basic agreement or are additional fees assessed?*

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20. *If you host the application, what types of technical resources are required?*
 21. *How is system auditing implemented in the application?*
 22. *Describe your multi-layered architecture for scalability and extensibility.*
 23. *Detail the application response times, benchmarks for processes such as payroll processing, screen navigation, report generation, etc. both separately and concurrently.*

HCM data management and interfacing

24. *Please provide us with a list of the supported APIs.*
25. *Describe how you handle mass data loads or mass changes to data.*
26. *Can the system interface to third parties?*
27. *Does the proposed application support single sign-on (SSO)?*
28. *Describe how the software facilitates the maintenance of employee data and creation of employee history.*
29. *Does your application use a secure connection if hosted? If so, please explain the security model used.*

HCM Reporting and Analytics

Reporting

30. *Please describe your reporting functionality.*
31. *Does the system provide flexibility for defining selection criteria?*
32. *Describe the ad hoc report writer that is delivered with your software.*
33. *Does your system have point-in-time reporting capabilities?*
34. *Explain your ability to import and export data from Microsoft Word, Excel and Access.*
35. *Does the system provide the ability to schedule standard reports to automatically run?*
36. *Explain the system's ability to run report with historical data.*

Business Analytics

37. *Describe your capability to support data analytics dashboards.*

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38. *Does the system provide turnover analysis reports? Explain the drill down capability.*
 39. *Is all reporting and analytics data in real-time across all functional areas?*

Talent Acquisition

Onboarding

40. *Describe your onboarding solution.*
41. *Explain the ability to create a new hire workflow that enables human resources to notify, assign tasks, or collect data from multiple parties in the event of a new hire.*
42. *Describe your ability to transfer applicants to the HR or Payroll.*
43. *Describe the systems on-line I-9 tracking system.*

Human Resources

44. *Provide an overview of the Human Resources system and how it streamlines HR practitioner actions.*
45. *Is this application integrated with your main HRIS product?*
46. *Describe your employer configurable new hire workflow.*
47. *Does the system allow new hires to enter information via a web portal prior to start date?*
48. *Provide an overview of all available workflow.*
49. *What compliance reports are offered?*
50. *Please describe how disciplinary actions are accommodated.*
51. *How does your HRIS/payroll system support multiple companies?*

Organization Information

52. *Describe job and organizational hierarchy within the system.*
53. *Explain how your system creates organizational charts.*
54. *Does your system provide an employee filter or inquiry ability to sort employees?*
55. *Explain how the system supports employees with multiple positions and departments?*

User Experience

- 56. *Is your self-service application integrated with the application to allow for real-time data management?***
- 57. *Explain the password reset features of your self-service product.***
- 58. *How do you assist organizations in rolling out self-service? What training would be available to employees and/or managers?***
- 59. *Describe how your self-service product can be branded or customized.***

Employee Self-Service

- 60. *Describe your application's employee self-service functionality. What are the major features?***
- 61. *Please explain how your employee self-service feature will assist in the communication between you and our employees. What types of information can be made available to our employees, reducing the amount of calls to HR and Payroll?***
- 62. *How do employees view benefits information?***
- 63. *Can employees' access company-level documentation?***
- 64. *How does your self-service solution accommodate Policy Acknowledgement?***

Manager Self-Service

- 65. *Provide an overview of the features available through the manager self-service.***
- 66. *Describe how managers can create and save their own reports.***
- 67. *Describe how managers are limited to information for only their direct reports.***

Document management

- 68. *Describe your document management capabilities.***
- 69. *What file formats are accepted/recognized for document storage?***
- 70. *Can the metadata parameters be set by the client or is there a standard list of parameters?***

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71. *How can documents be searched?*
 72. *Can the documents be linked to more than one workflow?*

Payroll

General Payroll

73. *Describe your application's payroll functionality.*
74. *Is this system integrated with the payroll system?*
75. *Describe the audit process for each payroll.*
76. *Explain how the verification of payroll works.*
77. *Describe the payroll process for transferring an associate between departments, companies, or states. Is this integrated with the HR function or is a separate process required?*
78. *Are there limits to the number of earning codes that can be established in your system?*
79. *Explain how your system will enable us to combine multiple earnings for an individual working multiple positions or jobs.*
80. *Describe the manual check process.*
81. *Describe how supplemental payrolls, such as bonus payrolls, are scheduled.*
82. *Please describe the process to void and reissue checks.*
83. *Do you handle unlimited direct deposits? If no, what is the maximum?*
84. *How does your solution handle garnishment calculation, prioritization and pay?*
85. *Does your system allow setup of automatic earnings/deductions with start/stop date control?*
86. *Can the solution exclude pay types from eligible earnings for calculations?*

Payroll Tax & Year-End Services

87. *Describe your year-end process, W-2 support, and tax filing (including client and vendor responsibilities).*
88. *What happens when an employee's earnings do not cover their deductions (arrears processing)?*
89. *How do you handle special taxation rules for non-cash benefits such as long-term disability, group life insurance and community center memberships?*

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90. *Does your system track year to date accumulations by pay and deduction? Can this be adjusted? How?*

General Ledger Interface

91. *Describe your general ledger process.*
92. *Please describe how the proposed system will support multi-tier labor allocations to post actual employee cost to GL. This includes the allocation of wages, employee and employer taxes, and employee and employer deductions by multiple organizational levels.*
93. *What reporting tools are available to query General Ledger transactions generated from payroll?*
94. *Can data be exported to Excel for editing capabilities?*
95. *Can we use descriptions in the General Ledger? Is there a limitation to length, character segments of General Ledger number?*
96. *Please describe the GL entries for the accrual of payroll at month-end.*

Implementation

97. *Provide an overview of your implementation methodology phases.*
98. *How do you ensure adoption and system utilization?*
99. *Describe your data conversion/migration process.*
100. *Describe the typical implementation team and their roles and experience.*
101. *What differentiates your implementation approach from other vendors?*
102. *How many parallel runs do you perform?*

Account Management

103. *What is your customer service model?*
104. *Please describe your service delivery team.*
105. *What is the standard service level response for support requests?*
106. *How is the quality of your support center monitored? Describe any formal quality programs*

you have in place. Review any available quality or performance data.
107. Do you offer consulting services outside the standard services?

Training

108. What training is provided to users?

109. What training materials do you provide?

110. What training options are available above and beyond basic training?

111. What written documentation is provided with your service? What type of information is available on your website?

Security, Compliance, and Disaster Recovery

Security

112. Describe the proposed system's application-level security.

113. Is your security role-based or user-based?

114. How are the users and security roles administered?

115. Describe your password policies.

116. Have there been any security breaches or incidents in the last few years? If so, how are they handled?

117. Does your application allow for global security policies (e.g., number of invalid attempts before reset, time outs)?

118. Does your application use a secure connection if hosted? If so, please explain the security model used.

119. Is our data encrypted at rest? Please describe.

120. How does the system enforce access control?

Compliance

121. How do you stay current with changes in human resources?

122. Describe how you update your system for legislative changes.

123. Describe your quality assurance programs (world-class service, SSAE 18, Disaster Recovery, etc

Disaster Recovery

124. Provide a description of your company's disaster recovery policy.

125. Does your system allow backups with no downtime, unattended backups?

126. Describe your backup strategy. Are backups encrypted? If so, who has access to the keys?