

# **Elkhart County Government**

## **Request For Proposals**

### **Human Resources Management System**

**Release Date: August 15, 2019**

**Proposal Due Date: September 16, 2019**

**Anticipated Award Date: November 4, 2019**

**Anticipated Contract Effective Date: January 1, 2020**

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## Introduction

### Request for Proposals

The Elkhart County Commissioners are seeking proposals from qualified vendors for an integrated Human Resources Management System (HRMS).

Elkhart County hereby determines that the use of competitive sealed bidding is either not practicable or not advantageous to Elkhart County due to the complexity of the equipment and operational systems, due to the rapid advances in the equipment and technology, due to the varied operational solutions that may meet Elkhart County's needs, and due to Elkhart County's desire to encourage competition in these services.

All questions and requests for clarification must be submitted to Audie Hostetler by email to [ahostetler@elkhartcounty.com](mailto:ahostetler@elkhartcounty.com) no later than September 16, 2019. All responses will be sent to each vendor who has been mailed a copy of this Request for Proposal and posted at [www.elkhartcountyindiana.com](http://www.elkhartcountyindiana.com).

Vendors are invited to submit their Proposal for an HRMS based on the information contained in this RFP. Elkhart County Government's objective is to select a vendor who will provide the best service at the lowest cost while meeting the RFP specifications. Elkhart County Government is not obligated to award a contract based on cost alone.

During the evaluation process, Elkhart County Government reserves the right to request additional information or clarifications from vendors and to allow corrections of errors or omissions. At the discretion of Elkhart County Government, vendors submitting proposals may be requested to make oral presentations as part of the evaluation process.

RFP responses are due by September 16, 2019. Elkhart County Government expects to make a vendor selection by November 4, 2019. The HRMS is expected to begin implementation by January 1, 2020. The table below outlines the Elkhart County Government anticipated schedule. These dates are subject to change.

RFP issued	August 15, 2019
RFP due	September 16, 2019
Anticipated Award Date	November 4, 2019
Anticipated Contract Effective Date	January 1, 2020

Organizations awarded the business shall submit an action-plan and timetable for assuming responsibilities for Elkhart County Government within 15 days of approval of the contract.

### Bid Form

Proposals are to be submitted in sealed envelopes addressed to:

Elkhart County  
Attn: Elkhart County Administrator  
Elkhart County Administration Building  
117 North Second Street  
Goshen, IN 46526

The envelope shall be clearly marked "**HRMS Proposal.**" Also include on the outside of the envelope the name and address of the vendor. A noncollusion affidavit shall be executed and provided with the proposal. It is the sole responsibility of the vendor to see that the proposal is received at the designated date and time. Enclose three (3) identical copies.

Any proposal received after the designated time may be rejected. Amendments may be submitted at a later date, only if solicited by Elkhart County.

No proposals shall be withdrawn after the specified time fixed for opening. Negligence on the part of any vendor in preparing the proposal confers no right to withdraw the proposal.

### **Proposal Life**

All proposals made in response to this RFP must remain in effect for a period of at least 90 days after the proposals are opened. Any proposal accepted by Elkhart County for the purpose of contract negotiations shall remain valid until superseded by a contract or until rejected by Elkhart County.

### **Withdrawal of Bids**

Any vendor may withdraw its proposal either personally or by written request prior to the scheduled time fixed for opening.

After the time fixed for opening, proposals may not be withdrawn.

### **Taxes**

Elkhart County is exempt from all federal, state and local taxes, and will not be responsible for any taxes levied on the vendor as a result of any contract awarded.

### **Award of Contract**

Award of contract is subject to the right that is reserved by Elkhart County to reject any or all proposals, or any items thereof, and to waive informalities or irregularities in its sole discretion. Elkhart County reserves the right to award the proposal that is in the best interest of Elkhart County with or without further negotiations. Elkhart County also reserves the right to award more than one proposal that is in the best interest of Elkhart County with or without further negotiations.

### **Evaluation**

All proposals will be evaluated by Elkhart County. Proposals will be evaluated for their compliance with state law and with the desired features.

The contract will be awarded to the responsible vendor whose proposal is determined in writing to be the most advantageous to Elkhart County, taking into consideration price, the quality of the service to be provided, response to desired features, demonstrations, applied usability in a real life situation, and references of like installations using the same or similar network. The most important factor in the evaluation of the proposals will be whether the proposed HRMS provides the desired features listed hereinafter in this RFP. All things being equal, however, relative to the desired features, price will also be a significant consideration in the evaluation of the proposals.

### **Vendor Information**

Include profit and loss statements and balance sheets for the vendor for the past three (3) years. Audited financial information should be provided if available.

Include company hierarchy, structure of departments, and number of employees per department. Also, explain the department's function. Include a resume for each person who will be assigned to the implementation of the proposal.

### **Subcontractors**

Vendors must identify all subcontractors to be used and work to be subcontracted. Should the vendors use subcontractors for portions of the work, Elkhart County reserves the right to reject any subcontractor without explanation or recourse by the vendor or subcontractor.

### **Vendor Qualifications**

The selected Vendor must be fully capable and have previous experience in providing an HRMS as well as at least 5 years experience with any specified networking equipment, and any and all electronic devices providing connectivity for network devices. To ensure the system has continued viability, Elkhart County will contract only with vendors having a successful history of sales, installation, service, and support. During the evaluation process, Elkhart County may, with full cooperation of the vendor, visit the vendor's place of business, observe operations, and inspect records.

### **Reference List**

Elkhart County may, with full cooperation of the vendor, visit client installations to observe equipment operations and consult with references. Specified visits and discussion shall be arranged through the vendors; however, the vendor's personnel shall not be present during discussions with references. The vendor should provide a minimum of three (3) reference accounts at which similar work, both in scope and design, have been completed by the vendor within the last five years.

Include a reference list of contact names, addresses, and phone numbers of other entities using the same or similar HRMS installation. If possible, include public entities within the State of Indiana.

## **Equal Employment Opportunity**

In connection with the execution of a contract, the vendor and subcontractors shall not discriminate against any employee or applicant for employment because of race, religion, color, sex, age, national origin, marital status, or veteran status. The vendor shall take affirmative action to ensure that minority and disadvantaged applicants are employed and employees are treated during their employment without regard to race, religion, color, sex, age, national origin, marital status, or veteran status.

## **Compliance with Laws and Regulations**

The vendor shall comply with applicable federal, state, and local laws, rules, and regulations. The vendor shall give required notices, shall procure necessary governmental licenses and permits and inspections, and shall pay without burden to Elkhart County all fees and charges in connection therewith unless specifically provided otherwise. In the event of violation, the vendor shall pay all fines and penalties, including attorney's fees and other defense costs and expenses in connection therewith. Payment may be withheld by Elkhart County until all applicable laws and regulations have been fully satisfied.

## **Indemnification**

Vendor shall indemnify and hold harmless Elkhart County, its officers, employees, and agents from and on account of any injuries or damages, received or sustained by any person or persons during or on account of any operation connected with the contract; or by consequence of any negligence (excluding negligence by Elkhart County, its agents, officers, or employees) in connection with the same; or by use of any improper materials or by or on account of any act or omission of said Vendor or its subcontractors, agents, servants or employees. The vendor further agrees to indemnify and hold harmless Elkhart County, its officers, employees, and agents, against claims or liability arising from or based upon the violation of any federal, state, county, city or other applicable laws, bylaws, ordinances, or regulations by the vendor, its agents, associates, or employees.

The indemnification provided above shall obligate the vendor to defend at its own expense or to provide for such defense, at Elkhart County's option, of any and all claims or demands of liability and all suits and actions of every name and description that may be brought against Elkhart County which may result from the operations and activities under the contract, whether the installation and operations be performed by the vendor, subcontractor, or by anyone directly or indirectly employed by either.

The award of the contract to the vendor shall obligate the vendor to comply with the foregoing indemnity provision; however, the collateral obligation of insuring this indemnity must also be complied with as set forth below.

## **Liability and Insurance**

The vendor shall assume the full duty, obligation, and expense of obtaining and maintaining required insurance.

### **Insurance Coverage**

The vendor shall be fully liable to provide and maintain in force during the life of the contract, such insurance, including Public Liability Insurance, Product Liability Insurance, Auto Liability Insurance, Workman's Compensations and Employer's Liability Insurance as will assure to Elkhart County the protection contained in the foregoing indemnification provisions undertaken by the vendor.

### **General Liability**

The vendor must have General Liability Insurance as shall protect Elkhart County, the vendor, subcontractor, agents, and employees from claims for damages. The limits of liability provided by such policy shall be no less than One Million Dollars (\$1,000,000.00) per occurrence combined single limit bodily injury and property damage, and an amount not less than Five Million Dollars (\$5,000,000.00) aggregate.

### **Product Liability**

The vendor must have Product Liability or Completed Operations Insurance with bodily injury limits of liability of not less than One Million Dollars (\$1,000,000.00) per person; One Million Dollars (\$1,000,000.00) per occurrence; and Five Million Dollars (\$5,000,000.00) aggregate.

### **Auto Liability**

The vendor must have Auto Liability Insurance with bodily injury limits of not less than Two Million Dollars (\$2,000,000.00) per occurrence and property damage limits of not less than Two Million Dollars (\$2,000,000.00).

### **Workman's Compensation & Employer's Liability**

The vendor must have Worker's Compensation and Employer's Liability Insurance as required in the State of Indiana.

## **Claims**

In any and all claims against Elkhart County or any of its officers, employees, and agents by any employee of the vendor, any subcontractor, or anyone directly or indirectly employed by any of the contracting parties or anyone for whose acts any of them may be liable, the above referenced indemnification obligation shall not be limited in any way by any limitation on the amount or types of damages, compensation acts, disability benefit acts, or other employee benefit acts.

## **Terms and Conditions for Maintenance/Repair**

Maintenance services, when offered, will require response by telephone to begin problem resolution within one (1) hour of initial call by Elkhart County during Normal Business Hours and two (2) hours at all other times.

“Normal Business Hours” are defined as Monday through Friday 7:30 AM – 5:00 PM, excepting generally accepted holidays (to be fully defined during contract negotiations). “All Other Times” means 24 hours per day, seven days per week, excepting only major holidays (to be fully defined during contract negotiations).

In all cases, maintenance providers must notify Elkhart County immediately upon repair and resolution.

Vendors will be responsible to keep records of all communications with Elkhart County.

A problem escalation procedure will be developed between Elkhart County and any vendor.

## **Proposal Preparation**

All proposals must be signed by an authorized representative of the vendor. All information requested must be submitted. Failure to submit all information requested may result in the exclusion of the submitted proposal from consideration, a lower score in the evaluation of the proposal, or the reviewing parties requesting the missing information.

Submitted proposals should be written in a concise simple manner, providing a straightforward solution to the RFP. Vendor should focus upon providing the most cost effective, yet technologically sound, solution to Elkhart County.

All submitted data and information prepared for Elkhart County in response to this RFP will exclusively belong to Elkhart County. The information will be open to public inspection as required by law. Any trade secrets or proprietary information will not be disclosed to the public; however, such information should be specifically identified and brought to the attention of Elkhart County with adequate reason for such withholding.

### **Oral Presentation and Demonstration**

Vendors responding to the RFP may be required to give an oral presentation of their proposal and a demonstration of their system to Elkhart County. The purpose of the oral presentation and demonstration will be for the vendor to elaborate on its proposal and to provide clarity for Elkhart County with respect to its system. No negotiation will take place at these presentations. The time and date of the presentations, if required, will be announced. Presentations are solely an option for Elkhart County and may or may not be conducted.

### **Specific Requirements**

Vendors should provide a thorough and as detailed proposal as possible such that Elkhart County will have the proper information by which to evaluate responses. Specifically, vendors are required to submit the following information as a complete proposal:

The documents should be prepared, labeled and arranged as follows:

1. Cover Letter
2. Management Summary of Proposal including overview and summary of costs
3. Detailed Scope of the Proposal
4. References
5. Formal vendor detailed response to RFP
6. Pricing
7. Signature Page
8. Additional Vendor Addendum, if any.
9. List of exceptions to RFP requirements
10. Non-collusion Affidavit (See Exhibit A attached to this RFP)
11. Sample agreements.

### **Award of Contract**

The award of the contract will be based upon the criteria noted in the Evaluation Criteria above as well as any presentations should they occur. Elkhart County will select and award the project to the vendor found best meeting the evaluation criteria.

Elkhart County reserves the right to cancel this RFP, reject submitted proposals, or portions of proposals at any time prior to the awarding of the contract. Elkhart County is not required to provide a statement of reason as to why any proposal is deemed as not being most advantageous to the goals of Elkhart County. Elkhart County is not obligated to commit to any products or services as a result of the publication of this document. All proposed solutions will be presented to Elkhart County for final approval.

### **Advertising**

The vendor agrees not to use the results from this RFP as a part of any commercial advertising without prior written approval of Elkhart County.

### **Contracts**

Include sample contracts with your response. The sample contract should include language for inclusion of the terms and provisions of this RFP. A liquidated damages clause of Five Hundred Dollars (\$500.00) per day pertaining to any delay in performing the contract will also be required.

### **Warranty**

All systems, materials, equipment, parts and labor shall be warranted as to defects in materials and workmanship for the entire length of the contract. The vendor shall, upon notification of any malfunction, make the necessary repairs, including labor and materials, at no cost to Elkhart County.

### **Price Stability**

Price(s) shall remain fixed after a contract is executed between the vendor and Elkhart County. No deviations in maintenance, permit fees, labor cost, or any other increase in fixed or variable cost shall be justification to raise rates at a later date for services contemplated beyond those prices agreed to by the vendor and Elkhart County in the contract. Fixed prices are not required for renewal terms provided vendor identifies the limitations on future price increases for renewal terms.

### **Elkhart County Obligations**

Elkhart County shall not be liable for any costs incurred by the respective vendors in submitting a proposal or in anticipation of being awarded a contract. Elkhart County reserves the right to select successful proposals without discussion of the proposals with the vendors. Retention of these proposals does not obligate Elkhart County to any action.

Elkhart County reserves the right to select a short list of vendors, solicit additional information from them, and enter into competitive contract negotiations with one or more than one of them. Failure or inability of a bidder to meet any of the requirements of this RFP will be sufficient reason to disqualify any vendor.

## **Objectives**

Elkhart County Government seeks to both improve service and lower costs. Improved service includes automation and self-service that allows quick and easy access by management and employees to the information needed. Lower costs could be accomplished through direct savings and reduced staff time, or a combination of the two.

In addition, Elkhart County Government has the following objectives:

- To process payroll on time and accurately with minimal adjustments required by the employee or employer.
- To automate data collection and approval functions, so that common tasks or requests such as time entry, benefits enrollment/changes, address changes, and pay changes can be entered directly by the employee or manager and approved electronically with proper workflow approvals.
- To have a one-stop shop for all employment-related transactions from Recruitment to Retirement.
- To provide managers and employees direct access to employment-related data and workforce management tools so that they can use this information in decision making.
- To have data capable of being protected and secured by role.

Elkhart County Government is looking for a solution that is:

- Intuitive to understand by managers and employees.
- Flexible so that changes to data and processes, such as adding fields, creating reports, or changing workflow processes, with minimal outside assistance or additional costs.
- Capable of managing a complex organizational structure in a way that allows accessing and reporting data easily and in a variety of combinations, yet, flexible to changing pay structures or organizational growth structures.
- Adjustable easily with little or no additional cost.
- Operable with limited support from IT function.

We are looking for a vendor that will:

- Provide best practices in HRMS implementation and with ongoing services.
- Serve as an HRMS specialist and provide relevant technical and legal updates.
- Enable automation and self-service more rapidly than possible under current arrangements.
- Provide an implementation team, led by a Project Manager, that is experienced and will assist in making an orderly transition and implementation.
- Provide a reliable customer service center with an experienced, informed, and assigned staff that can respond to questions within minutes.
- Provide upgrades, enhancements, bug fixes, and operational defect corrections as part of maintenance services.

## **Functional Priorities**

The successful vendor will provide an, HRMS solution. The system should include employee and manager self-service. The successful vendor will be able to integrate with current systems to pull over current and historical data. Elkhart County will own its data at all times.

## **Evaluation Criteria**

This RFP is designed to provide the best value to Elkhart County Government in meeting organization needs. The evaluation team will make a recommendation to the County Commissioners who will, in turn,

present the recommendation to the County Council for funding approval. The evaluation team will review each proposal based on the following criteria:

### *Application Functionality and Provided Services*

Each vendor will be asked to respond to the functionality requirements outlined in this RFP. The evaluation team will review the responses relative to each functional requirement. Vendors do not have to meet every functional requirement to remain in consideration. The evaluation team will also be reviewing the general user interface of the system in terms of intuitiveness and simplicity.

### *Implementation Costs and Service Fees*

The evaluation team will be looking for the best value in terms of both cost and service features. The evaluation team will give higher weight to vendors who can meet the functional requirements with a standard maintenance fee, without additional costs or implementation fees. It is also important that system upgrades, enhancements, bug fixes, and operational defect corrections as part of maintenance services are included as part of the standard maintenance fee.

### *Support Services*

The evaluation team will be looking for an implementation team that has experience with complex payrolls. Initial set up and training will be critical factors in the ability to deliver desired results. The evaluation team will review the support documentation provided in conjunction with the maintenance contract. In addition, the evaluation team will be interested in the level of support provided after the implementation period. It is important that the vendor demonstrate that it can provide trained support staff for operational concerns. It is also important that the support services provided include sharing technical/legal updates and best practices.

### *Level of Integration*

Preference will be given to those vendors offering a fully integrated suite of products. Preference will also be given to those products that eliminate redundant entry and allow Elkhart County Government to maximize the potential of employee and manager self-service. Preference will be given to vendors who are able to seamlessly interface with the Current Software.

### *Project Implementation*

To be successful, Elkhart County Government will need a strong relationship with the vendor during the implementation process. Preference will be given to those vendors that show strong capabilities to implement and support all functions within the offering. Elkhart County Government will also consider the implementation plan, the overall timing and duration of the project, and the technical capacity and experience of the vendor. Elkhart County will require a testing period and demonstration of full implementation of the system by vendor prior to acceptance.

### *Legal Compliance*

The vendor agrees to at all times observe and comply with all relevant laws, ordinances, regulations, and codes of the federal, state, and local government which may in any manner affect the preparation of proposals or the performance of the contract.

### **Vendor Information**

Vendors can respond to this RFP by completing the information requested in *Required Vendor Information*. For each question, please expand on the answer other than yes/no. Please indicate how the solution satisfies the functionality defined or described as stated. If not, indicate partial functionality available. Elaborate upon customizations available with the product to meet the defined or described functionality. If the product cannot provide functionality, please state so.

## Elkhart County Government Background

### Overview

Elkhart County Government is located in northern Indiana, with the City of Goshen being the county seat. Elkhart County Government is led by a board of three elected commissioners that serve as the executive branch of county government. The board of commissioners also serve as the legislative branch in that it is responsible for ordinances. The county council is made of seven elected members - one from each of the four council districts and three at large. The council is in charge of all monetary issues including appropriations and taxes. Elkhart County Government is made up of over 40 departments and over 1000 employees.

### Current Software

Elkhart County Government uses LOW Associates software for its Payroll, Human Resources and financial accounting needs. Historical employee data exists in an AS400 that was not transferred to LOW Associates at the time of conversion.

Function	Current Software
Payroll	LOW and Doculivity for paystubs
Time and Attendance	NA-by hand
Core HR (Employee Data Management)	Some in LOW, some manually tracked in excel
Recruitment	Applitrack
Onboarding	Manual and Barada
Benefits Administration	Work Place Solutions/Q'Cera
Performance Management	Manual
Compensation Management	Manual
Employee Engagement	NA
Document Management	Docuware
Business Analytics	NA
Benchmarking Service	NA
Mobile/Table App	NA
Training & Development	BLR

## SCOPE OF SERVICES

### Overview

The vendor will provide a solution for processing the Elkhart County bi-weekly payroll and providing the County's HRMS software. Overall, the County desires a comprehensive and integrated HRMS solution to manage all aspects of the County's human resources functions without the need for duplicate data-entry.

### Required Vendor Information

#### Organization Information

Provide a corporate overview.

Provide philosophy, vision, and mission statements for the vendor.

Describe the vendor's ownership.

What is the history of the vendor company?

Please provide a sampling of the awards your company has received.

How does vendor distinguish itself from the competition?

Describe vendor's client base for payroll and HRMS. What is the average size of vendor clients? What is vendor's client retention rate? On average, how long do vendor clients remain with vendor?

Describe vendor organization's approach to research and development? What percentage of annual revenue is reinvested in research and development of new technologies?

Describe vendor's dedicated department specifically designed for product innovation.

What enhancements are planned for vendor's product over the next three years?

### **Technology/Architecture**

Indicate if the product was developed by vendor's company or purchased.

Provide an overview of system architecture.

Provide a description of company's disaster recovery options.

Describe how vendor's organization provides periodic system performance evaluations for all installed applications.

How does vendor's company stay current with technology?

How is system auditing implemented in the application?

Describe multi-layered architecture for scalability and extendibility.

Detail the application response times, benchmarks for processes such as payroll processing, screen navigation, report generation, etc. both separately and concurrently.

### **Interfaces**

If Elkhart County Government wants to interface to a third-party system which vendor does not have a standard interface for, describe the architecture/tools/process available to complete the interface.

What responsibility do clients have for the design, development, testing implementation, and maintenance of third-party service provider interfaces? What responsibility does the third-party service provider have? What responsibility does the vendor have?

Please provide a list of the supported application program interfaces.

### **Product Deployment**

Does vendor offer products as Licensed, Hosted, SaaS or otherwise?

If offered as Hosted and/or a SaaS solution, what is the data center and network infrastructure?

Does vendor own its data centers?

If vendor hosts the application, what types of technical resources are required?

Describe vendor's software development lifecycle.

What is the migration process in upgrading to new versions and how does the upgrade process affect customization?

If Hosted and/or SaaS, what control would Elkhart County Government have with making application modifications- screens, tables and fields?

## **Security**

Describe approach to system security.

If data centers are physically secured, explain the method/technology used. For example, are they Tier IV?

What is the standard rule base for incoming/outgoing traffic enforced by the Firewall?

What virus detection/scanning mechanisms are in place?

Have there been any significant company security breaches in the last five years? How do you handle security breaches?

What happens when the system is accessed by someone without rights? What password authentication controls are utilized?

Can users be restricted from viewing and/or editing at the field level?

Can system access be managed without relying on the vendor?

Does the system have the ability to set up "mass" security profiles by employee group?

## **Application Security**

Describe the proposed system's Application level security.

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

Does the proposed application support single sign on?

Is security roles based or user based?

How are the users and security roles administered?

What is the application authentication process? What methods are used to authorize users?

Can users have more than one security profile?

Does the application allow for customer defined ID and password methodologies?

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

How is validation for forgotten passwords processed when an employee locks out or has forgotten log-on information?

## **Human Resources**

### **General**

How are system upgrades handled? Are upgrades included in the basic agreement or are additional fees assessed?

Who has responsibility for maintaining customization changes?

Describe the integration between the payroll, time and attendance, and human resources modules.

How much history can be maintained in the system and is the amount consistent across modules/applications? Does this require archiving records?

Does the system have data archiving capabilities?

Explain the system's workflow capability (i.e.: approve/not approve).

Can the system use email to communicate with employees or managers for the purpose of workflows?

Does the system have the ability to create and populate Custom Fields? Is there a limit to the number of fields allowed?

Describe how yourthe system complies with applicable federal, state and local laws, regulations and ordinances.

### **Organization Information**

Can organizational structures be configured by Elkhart County Government by Division, Location, Functional Groups (i.e., Corporate = finance, accounting, legal, human resources making up one group), Departments?

Can an organizational report be run and viewed in an organizational chart format?

Does the system provide an employee summary view to display fields such as date of hire, job title, job code, reports to, salary, department, company code?

Does the system provide an employee filter or inquiry ability to sort employees?

Does the system have the ability for managers to update organization information online, such as reporting relationship or location, with approval?

Can the system support employees that hold multiple positions with different department and pay rates?

Does the system support multiple levels of approval? If so, how many?

### **Talent Acquisition**

#### **Recruitment**

Provide a recruiting solution overview.

Is the recruiting software solution vendor owned or is it provided through a partnership or other arrangement?

Does the recruiting solution offer a mobile enabled application method?

Does the recruiting solution offer social media credential sign in?

How are candidates managed during the recruiting process?

What job boards are supported with the product? Describe how jobs are posted to Internet job boards.

Can the job posting be customized?

Can customized questions be easily created for individual requisitions in addition to the standard application?

Describe the ability for managers to directly view, comment and respond to applicants.

Describe the ability to search applicant database based on key words or criteria.

Can human resources or manager notes be tracked in the system?

Explain the ability for candidates to complete an employment profile.

Does the system allow an applicant to be a candidate for multiple requisitions?

Does the system allow candidates to upload multiple documents or scanned images during application process, such as resume, cover letter or veteran's preference form?

Does system parse data off imported resume and populate fields?

Does the system allow an applicant to update a previously submitted application to apply for future openings?

Does the solution allow for an automatic email response to candidates? If so, please describe the communication types included in the solution. Are these configurable?

Describe the ability to forward information from recruitment into HRMS system so data does not need to be reentered.

### **Onboarding**

Describe the onboarding solution.

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.

Can new hire data be entered before start date or start of payroll period (effective dating)?

Does the system allow new hires to enter information via a web portal prior to start date?

Describe the system's on-line I-9 tracking system.

Does the system allow for multiple Onboarding experiences specific to role?

Does the system offer a background check service? Please describe and indicate if it is included or an extra cost.

Does information that is entered in the application process, automatically prepopulate into various forms that the new employee is required to fill out (ie: tax forms, I-9, direct deposit and other custom forms)?

Does the system have the capability of assigning equipment to new employees? Please describe.

### **Employee Termination**

Describe the employer configurable termination workflow and how it supports termination of employees and independent contractors (if this data can also be stored).

Can the system automatically cancel specified employee benefits upon termination?

Describe the system's ability to create a termination workflow that enables human resources to notify, assign tasks, or collect data from multiple parties in the event of a termination. For example, to notify and record that computer access has been disabled.

Does the system provide turnover analysis reports? Explain the drill down capability.

Does the system have the ability to track termination by reason, date, rehire eligibility and COBRA election?

Can terminated employee information be archived indefinitely?

## **Benefits**

Does the system handle benefits administration?

Describe the integration between benefits and payroll.

Explain how the system facilitates reporting to third-party vendors.

Describe the system capabilities for online benefits enrollment, for qualifying life events throughout the year and at time of open enrollment.

Does the system allow for mobile enrollment for benefits?

Describe the life events that come standard along with those that require configuration.

How would the system assist in reconciling insurance bills or contributions due to third party administrators?

Can benefit plans be set up so only a specific group of employees are eligible for them?

Can benefit cost changes be future dated for a future year within the current year?

Does the system have the ability to handle calendar/fiscal benefit plans?

Are premiums automatically updated for age and salary benefit calculations?

Are insurance amounts automatically adjusted when a salary increases?

Can the system automatically enroll a certain group of people in a benefit plan?

Do Employee Benefit Statements include the company's cost of benefits?

How does the system accommodate benefits requiring evidence of insurability?

Does the system notify managers when new hire enrollment is complete, or changes have been made?

In addition to enrollment and life events, does employee self-service include the following?

- Viewing employee's current plans and covered dependents
- Viewing related information such as summary plan documents
- Viewing plan comparisons
- Links to carrier websites
- Displays only the benefit plans for which the employee is eligible

How can employees manage dependent data in the system?

Does the system automatically remind employees to enroll if they have not completed the enrollment process by a specified date?

Does the system generate COBRA notices and FMLA paperwork?

## **Affordable Care Act**

How has the system been upgraded to handle all of the benefit changes due to the Affordable Care Act?

Describe the ability to forecast costs.

Does the system allow for hours tracking hours per pay period for both initial and standard measurement periods?

Can the system simultaneously measure an employee in both a standard and initial measurement period?

How does the system capture declination or insurance covered dates?

Describe how the system takes into account the standard measurement period, admin period and stability period each and every year? Is it automated?

Describe how the system utilizes "Safe Harbor" rules.

### **Compensation Management**

Provide an overview of the key compensation features of the system.

Can online compensation modeling be performed?

How is the compensation features integrated with the HRMS and payroll functions?

Explain how the system allows managers to plan salary increases online, process approvals via workflow, and automatically implement increases on the effective date?

Please describe how customers can link performance to compensation?

Explain how the system creates and retains salary history? How long is information retained?

What types of reports are available for compensation?

Does the system validate minimum and maximum salary (of grade) when pay is changed and provide a warning message as needed?

Explain how the same job can have different salary ranges based on job location (to account for geographical differences in pay).

Does the system store compensation range information as part of the employee record?

Does the system allow employees to access current compensation and compensation range/plan information via self-service?

Does the system allow for changes in the compensation structure (ie: change in pay ranges, change in pay structure as a whole)? How easy is this change to implement?

### **Performance Management**

Describe the system's performance management capabilities.

Does the system have the ability to have multiple review forms per type of employee and automatically link manager to the correct form?

Is there a configurable workflow to do online performance review completion and submission seeking the employee's input first and then the manager's flowing upward for additional approvals in the reporting line and then onto HR and payroll for processing?

Are both self and manager assessments available?

Describe the ability to complete 360 reviews.

Can cascading goals be set?

Can the manager and employee update goals and objectives?

Can the system create, edit, update and delete company-wide competency models?

Describe the ability to track performance reviews, both due date and date completed.

Can the system automatically notify a manager when a performance review is due and overdue?

Does the system allow ways to recognize employees throughout the year, without completing the entire performance appraisal process? Please explain the system's ability to complete performance journaling.

Does the system allow for documenting employee disciplinary actions and history thereof (ie: formal action notice)?

### **Worker's Compensation**

Does the system offer any kind of worker's compensation reporting, documenting, etc? Explain.

Does the system offer any kind of worker's compensation claims tracking? Explain.

### **Talent Activation**

How is the solution providing a better employee engagement and leadership development strategy than current methods?

What assessment tools does the solution offer?

Does the solution provide coaching to managers based on feedback?

Does the solution support 360 feedback?

What is the consulting and change management approach for facilitating engagement action planning?

Does the solution offer education and coaching services?

What are the approaches and toolsets for real-time pulse surveys?

### **Employee Self Service**

Describe the application's employee self-service functionality. What are the major features?

Is this application integrated with the main HRMS application?

Please explain how the employee self-service feature will assist in the communication between managers and employees. What types of information can be made available to employees, reducing the amount of calls to HR and Payroll?

Does the system allow for links to websites such as benefit providers?

Does the system allow employees to change their own passwords?

Can employees' access company-level documentation?

How does the self-service solution accommodate policy acknowledgement?

How do employees view and access benefits information?

How are activities or events defined in your self-service solution?

Can the system push out notifications to employees?

Can the system push out company news?

How does the vendor assist organizations in rolling out self-service? What training would be available to employees and managers?

To what degree can the self-service interface be customized?

Describe the system's ability to handle employee surveys.

### **Manager Self Service**

Provide an overview of the features available through manager self-service.

Describe how managers are limited to information for only their direct reports.

Describe the integration between the manager self-service application and the HRMS/Payroll software.

Are managers able to run reports from self-service? How is it performed?

Describe the ability to customize information, reports and workflows offered through self-service to different employee groups.

Does the system push out analytics to manager's self-service automatically?

### **Document Management**

Describe the document management capabilities?

What formats are accepted/recognized?

Can the documents be linked to more than one workflow?

How can documents be searched?

Describe the security to restrict employees from seeing certain documents.

Does the system do reverse look-ups across stored documents?

### **Payroll-Current Process and Needs**

**Please provide the solutions and processes for the following needs based on Elkhart County Government's current processes:**

Bi-weekly, quarterly and annual reports on payroll information (i.e., check register, labor distribution etc.) in an electronic format.

Bi-weekly payroll processing for a minimum of 1,000 employees.

Processing the following payment methods: direct deposit (ACH), payroll debit cards and paper check.

Processing split payments to multiple bank accounts.

Processing and distributing deductions to third parties associated with state and federal income tax, benefits, and garnishments.

Processing voids and reissuance of disbursements.

Processing all applicable state and federal income tax calculations and deductions from payroll.

Processing deductions related to benefits, garnishments etc.

Preparation of direct deposit files and checks for each payroll.

Submission of tax payments electronically on behalf of the County to the State and Federal governments.

Completion of all quarterly tax returns on behalf of the County

Preparation of all W-2's on behalf of the County. Does vendor specifically handle deposit and filing of taxes and processing of W-2's or is it handled by a 3rd party?

Provide external online access for employees to access pay statements

Provide custom reporting capability

Provide web-based and mobile interfaces for employees

Enable online to retrieval of pay and w-2 statements

Ability for employees to update direct deposit information

Ability for employees to update tax withholding information

Ability to split time between 2 or more departments and be able to figure the overtime between the 2

Ability to pay out vacation time (plus accrual if earned) at final pay if approved

Ability to set up "benefit group" for proper account distributions (various distribution scenarios needed)

Process all applicable PERF pension payments

Ability to process Sheriff Pension based on BASE earnings only

Ability to process extra pay – Transcripts, adjust benefits, coroner, on call cash option, etc.

Ability to check for missing time-sheets

Ability to process corrections for over payments

Provide an interface with auditor's and treasurer's departments

Ability to track accruals for sick and vacation time (hourly per pay and salary last pay of month)

Ability to adjust sick and vacation accruals when employee moves from salary to hourly and vice versa and also when one employee donates sick/vacation time to another employee.

Vacation hours have a maximum accrual – ability to track when employee reaches max accrual and halt further accrual until employee is below max (max varies by employee)

Ability to track floating holidays when available

Ability to track OT (overtime) vs ST OT (straight time overtime) – same account different rates

Does vendor's system file state unemployment insurance reports and quarterly tax returns (941)? Is this included in the base service or an additional fee?

Is the system a single application for both payroll and HRMS product?

How does the system handle employees with multiple rates of pay who may cross multiple departments/cost center assignments?

Does the system handle unlimited direct deposits? If no, what is the maximum?

Does the system support payroll accumulators by: Federal reporting month-to-date, Quarter to date, Fiscal year to date, and Federal reporting year to date?

Does the system associate end dates for deductions and automatically stop the deduction?

How does the system accommodate additional payroll processing for items like bonuses, expenses, commissions, etc.?

Explain what happens when an employee does not have enough net pay to cover the deductions for the pay period

Describe the vendor responsibilities for the year-end and year begin processes.

Describe the expectations for the client for year-end and year begin processes.

Describe the manual check process.

Describe how a retroactive pay situation is handled.

Does the system support an unlimited number of earning and deduction definitions.

Please describe the process to void and reissue checks.

Does the system handle special taxation rules for non-cash benefits such as long term disability, group life insurance and community center memberships?

Does the solution have the ability to exclude pay types from eligible earnings for calculations?

How customizable is the product when changes occur in job classification, position title, department changes, changes in pay structure and other organizational structure growth? Describe how adjustments are made for structure changes?

## **Tax**

Does the system provide full tax filing processes?

What tax updates, if any, are provided and how are these updates received?

Does the system support one-time additional tax amounts and/or overrides?

Does the system provide all relevant end of year payroll processing reports including W-2, 941, 1099s State, SUI?

How does the system handle inquiries, discrepancies, and resolution for federal, state, and local tax inquiries?

Describe tax resources provided to customers on tax regulations at the federal, state, and local levels? How do customers access this information?

How does vendor distinguish itself from the competition in the area of tax processing?

## **General Ledger Interface**

Describe the general ledger interface process.

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.

What reporting tools are available to query General Ledger transactions generated from payroll?

Can the system offer comparative analysis on present payroll and past payroll without having to run a report?

Can data be exported to excel for editing capabilities?

Can descriptions be used in the General Ledger? Is there a limitation to length, character segments of General Ledger number?

Does the ability to create new G/L codes and mappings internally exist?

Are GL setup tables accessible by users to change at any time?

Does the system accommodate exceptions to the GL mapping down to the employee level?

Please describe the GL entries for the accrual of payroll at month-end.

Will adjustments be automatically posted to GL? Explain.

Will the system be able to integrate with our current financial software, LOW and Associates?

## **Time and Attendance**

The time and attendance application should have the following capabilities:

Electronic time capture capabilities utilizing the computers, smart phones, tablets and internet.

Ability to work in 24/7 in highly secured environments.

Ability to work with current proximity and human interaction device door lock systems.

Ability to monitor current "checked-in" employee counts in a given building.

Flexible workflow approvals at multiple levels.

Network connected and remote management abilities.

Absence Management including accrual tracking.

Scheduling and resource planning.

Employee Self Service.

Reporting and querying capabilities.

### **Time and Attendance Additional Questions:**

Describe the time and attendance capabilities.

How does the system minimize downtime for 24/7 operations?

How does the system enforce access control?

Is data viewed and available in real time?

Who can define access control rules?

Describe the approval process within the application?

Can the employee and approver check status of the time records (processed or not processed) for a specific time period?

Can the employee and approver review information from the time records in detail and in summary form (as part of the core package)?

Are employees able to access prior period information?

Describe automatic email notifications, alerts, reminders, and exception reporting.

Is an audit trail of any edits kept?

How does synchronization of data work across multiple sites/locations?

What are the standard methods used to capture employee hours?

Describe how the application can support Labor Distribution.

What are the procedures for archiving or retaining historical information?

Can the system distinguish between an employee and a temporary employee?

Does the application allow for multiple methods for calculation of overtime and double-time (i.e. premium time) based on employee type?

How does the system handle predefined Holidays, including floating holidays?

Does the application have the capability to automatically remind employees and managers to sign and/or approve time-off/timecards requests?

What capability does the employee have to view sick and vacation time accruals, balances, etc.

Describe how the system will integrate with a newly purchased building security and door lock system of all County owned facilities.

## **Schedules**

Provide an overview of the system's scheduling functions (e.g., building schedules, templates, scheduling vacations, and default holidays).

Can an employee's time card be prepopulated from his or her schedule?

Describe how the system will allow for key card/photo ID access and hour tracking and how that will integrate/prepopulate with the time card process.

Explain the ability to pre-populate time with approved time off, leaves and holidays.

Can supervisors view schedules within their workgroup and by employee?

Can supervisors make changes either to the schedule or reported time?

## **Approvals**

Describe the time card approval process within the application.

Can an employee and or supervisor make edits to a time sheet prior to submission for approval?

Does the system allow for multiple individuals to approve time electronically?

Is there an audit trail of changes made?

## **Overtime and Pay Rules**

Describe how the system supports wages and various overtime rules

Explain the ability to flag hours scheduled or entered in excess of 40 when an employee is working multiple positions.

Does the system have the ability to flag supervisors when employees are approaching OT?

Does the system have the ability to calculate weighted average OT?

Can the system handle OT when it is both paid for hours in excess of scheduled hours for the day or hours over 40 in a week?

What is the reporting feature to allow supervisors to track budgeted amount of overtime versus actual overtime used?

## **Time Off/Leaves of Absence**

Please explain the time off tracking capabilities.

Explain how the solution handles time off/vacation request (e.g., request form, validation of PTO balance, and rules to prevent overdraw).

How does the system track scheduled leave versus leave actually taken? Is this information available for review?

Does the application automatically start tracking accrual hours for new hires and employees with status changes based on rules previously created?

Does the system have the ability to assign accrual criteria (or tables) to individual or groups of employees?

Will employees and managers be able to directly view PTO amounts earned and taken, and the dates on which the accruals were used? Please explain.

Does approved time off automatically pre-populate in time and attendance?

Can the system accommodate FMLA tracking, including the employee, human resources and the manager's availability to view leave balances?

Does the system have the ability to do multiple coding for leave hours? For example, time off could be coded both as PTO and FMLA?

Does the solution have the ability to create an employee time off/leave calendar by group, division or department. Is this available through self-service?

## **Reporting**

Please describe the reporting functionality. Please describe the level of customization that is possible. Can fields that are not pre-populated in the system be added (custom fields)? Is there a limit to the number of custom fields that can be created?

Describe how the report writer can filter data in multiple ways using any field? Can data be sorted by both financial parameters (business unit, budget code) and human resources parameters (organization level, job code)?

How many standard reports does the system have available?

Describe the system's ability to format reports. Does the data have to be exported to a Microsoft Office product before formatting can occur?

Explain the ability to import and export data from Microsoft Word, Excel and Access.

Does the system have point-in-time reporting capabilities?

Explain the system's ability to run report with historical data.

Does the system provide required governmental reports such as EEO-4, Veteran status, Affordable Care Act, Worker's compensation etc.?

Does the system have the ability to handle consolidated reporting across companies/organizations?

## **Business Analytics**

Describe the capability to support data analytics dashboards.

Does the software support customizable dashboards?

Is Data Analytics/Dashboards/Business Intelligence integrated or is it sold in a separate module?

Is access to analytic dashboards controlled by role-based security?

Is all reporting and analytics data real-time across all functional areas?

Does the reporting and analytics data visibility respect the configured security model.

Does system provide pre-built analytics? If so, how many?

Does system provide comparative data between departments?

Does system have capability to compare company analytics with outside benchmarking on other companies?

Does system have the capability to track trending data on items such as turnover, retention risk, supervisory issues, etc.

## **Implementation**

Provide an overview of the implementation methodology phases.

Describe the typical implementation team and their roles and experience.

What differentiates vendor's implementation approach from other vendors?

How many parallel runs does vendor perform?

Does the system allow for the importing of initial data and from multiple vendors?

Does the vendor offer a satisfaction guarantee?

### **Account Management**

What is vendor's customer service model?

Please describe vendor's service delivery team.

What written documentation is provided with the system? What type of information is available on vendor's website?

How is the quality of the support center monitored? Describe any formal quality programs in place. Review any available quality or performance data.

What is the standard service level response for support requests?

Does vendor facilitate a user group? How does the user group function?

Does vendor offer consulting services outside the standard services?

Describe how vendor offers best practices and assists with process improvement.

### **Training**

What types of training is offered to customers?

What training materials are provided?

What training options are available above and beyond basic training?

What type of technical training is provided to ensure that clients remain abreast of regulatory changes with regard to payroll?

Does the system allow for import of customer's own proprietary training?

Does the system have ability to assign training modules and certify when completed?

Does the system have ability to track expiring certifications? Please explain the process of tracking training by employee.

Does the system have ability to allow employees to sign up for trainings, schedule and reschedule, etc?

### **Additional Items**

List any exceptions or variations in the Proposal which are not consistent with this RFP and show such under "Exceptions."

Approved this 15<sup>th</sup> day of August, 2019.

BOARD OF COMMISSIONERS OF THE COUNTY OF  
ELKHART, INDIANA

  
By: Mike Yoder, President

EXHIBIT A  
NON-COLLUSION AFFIDAVIT

NON-COLLUSION AFFIDAVIT

STATE OF INDIANA     )  
                                  )  
\_\_\_\_\_ COUNTY     )

The undersigned offeror or agent, being duly sworn on oath, says that he has not, nor has any other member, representative, or agent of the firm, company, corporation or partnership represented by him, entered into any combination, collusion or agreement with any person relative to the price to be offered by any person nor to prevent any person from making an offer nor to induce anyone to refrain from making an offer and that this offer is made without reference to any other offer.

\_\_\_\_\_  
Offeror (Firm)

\_\_\_\_\_  
Signature of Offeror or Agent

Subscribed and sworn to before me this \_\_\_\_\_ day of \_\_\_\_\_, 20 \_\_\_\_.

My Commission Expired: \_\_\_\_\_

\_\_\_\_\_  
Notary Public

County of Residence: \_\_\_\_\_

Source: IC 5-22-16-6

NON-COLLUSION AFFIDAVIT

STATE OF INDIANA     )  
                                  )  
\_\_\_\_\_ COUNTY     )

The undersigned offeror or agent, being duly sworn on oath, says that he has not, nor has any other member, representative, or agent of the firm, company, corporation or partnership represented by him, entered into any combination, collusion or agreement with any person relative to the price to be offered by any person nor to prevent any person from making an offer nor to induce anyone to refrain from making an offer and that this offer is made without reference to any other offer.

\_\_\_\_\_  
Offeror (Firm)

\_\_\_\_\_  
Signature of Offeror or Agent

Subscribed and sworn to before me this \_\_\_\_\_ day of \_\_\_\_\_, 20 \_\_\_\_.

My Commission Expired: \_\_\_\_\_

\_\_\_\_\_  
Notary Public

County of Residence: \_\_\_\_\_

Source: IC 5-22-16-6