



SNOPAC 911 RFP

November 14, 2017

TITLE: Bid Solicitation for a Payroll (P/R) and Human Resource Information System (HRIS) Software System

BACKGROUND: The Snohomish County Police Services and Auxiliary Services Center (SNOPAC) is a public safety communications center. We are currently consolidating with another agency and are looking for a software that can handle a minimum of 200 employees. The processing of Payroll includes semi-monthly adjustments for overtime, differential pay, step changes, two separate locations and two separate Collective Bargaining Agreements. Changes can occur in Human Resources on a daily basis.

DISCUSSION: Due to the fact that Microsoft will no longer support the Fox-Pro platform that SNOPAC is currently using, the agency is seeking another payroll and HRIS system. The organization is currently operating ABRA payroll & HRIS system and currently uses Kronos/Stromberg Timeclock & Software (which will be upgraded at a later date). It is the desire of SNOPAC to seek a product that is economical, and manages both payroll and Human Resource functions.

SPECIFICATIONS:

1. HRIS module and Payroll must have a single data entry to populate shared fields.
2. Must have user defined fields for customization to track which items make up an individual's pay rate.
3. In-house payroll processing is required (no outsourcing).
4. Must be able to set up a minimum of two locations for payroll processing. Each location will have different pay rates, pay codes, job codes, benefits and Collective Bargaining Agreements.
5. History reporting is required (i.e. wage changes, deductions, direct deposit history trails, etc.)
6. Compatible with Washington State Public Employees Retirement System (PERS) and electronic reporting requirements.
7. Compatible with Washington State Workers Compensation.
8. Single point of entry for wage rates.
9. One centralized leave bank screen that is accessible by multiple users and multiple leave bank tracking.
10. View absence dates and absence codes by employee.
11. Direct deposit file in bank usable format (currently NACHA-Union Bank).
12. Census reports.
13. Alert features that can be customized by alert type for changes in the database files (i.e. pay, demographics or W-2 changes) and select recipients who can receive the alerts.
14. Employee Self-Service – paycheck stubs, W-2's and address changes. If W-4 changes are an option, then must have the ability to lock out individual employees from making changes to W-4's.



15. Online applications and applicant tracking.
16. OSHA tracking & reporting.
17. Ability to export PTO balances and import into Telestaff.
18. Leave tracking and leave liability reporting.
19. Cloud or Server Based.
20. Audit reporting to determine who made changes and to which fields.
21. Must have user defined security: The person who can set up a new hire should not be able to print a paycheck.

Desirable Features:

These features are nice to have but not required:

- Scheduling Module.
- Performance Management - coaching and performance evaluations.
- Training/Learning Module.
- Locally installed applications must use SQL Server 2008 R2 standard version or newer only and cannot have a hardware based security dongle.
- Ability to calculate PTO accrual on a daily basis.
- Ability to track physical vs mailing addresses.
- FMLA tracking, specifically intermittent FMLA usage.

ADDITIONAL REQUIREMENTS:

1. Separate pricing quotes by cost per access seat, software/license, install/implementation costs, and recurring maintenance/licensing.
2. Illustrate services received on support/maintenance contract and price both M-F/8-5 and extended hours service if available.
3. State your system requirements (i.e. hardware, operating system, any interfaces, or other requirements for successful operation).
4. Send Samples of each of the following: Payroll Register, Job History Screen Shot, Pay Change History Screen Shot, Attendance Tracking Screen Shot, Pay (salary, longevity and other pay) Screen Shot.

ADDITIONAL QUESTIONS:

Payroll:

1. Employee Self Service - what can employees see, print, change? Approval process? Ability to block individual employees from changing certain fields/features?
2. Is there a tax block feature that would prevent changes being made to employees who are not supposed to change their W-4's?
3. How often would we receive updates, such as tax rates? How are we notified of these changes?



4. How many standard reports come with the software? How are custom reports created and with using what type of software? How many different pay fields can you add? How easy to customize the system to our needs including the creation of custom fields, screens, menus, data tables and reports?
5. How many direct deposit accounts can an employee have?
6. Send a sample of how to void a check & issue a manual check.
7. Is there a mass update feature for benefits or deductions?
8. Can payroll data be exported / imported and if so, what formats? Can we create payroll journal entries etc. and post to the general ledger in QuickBooks via electronic file?
9. Is there a lockout feature when running payroll?

Human Resources:

1. Is there a training module, to track employee training records?
2. PTO (paid time off) balances, used and remaining, how is this handled? Is there an approval process?
3. FMLA balances, used and remaining, how is this handled?
4. Can we define who can see which pieces of the system (HR, Supervisors, Payroll etc.)? Access controls.
5. Can we process Open Enrollment electronically?
6. Does the system support electronic performance appraisals?
7. Can we track/access annual performance evaluations, completed and due dates? Late Reviews?
8. Integrated reporting, if we need a report outlining each employee's compensation package etc., is the reporting set up to pull the info from both HRIS & PR?

Alerts:

1. Email alerts for milestones: New Employee added, Terminations, address change, name change, W4 changes, salary changes, employee age milestones for PERS, dependents age milestone? Life events? Review dates? Track / receive alerts when a training certificate is going to expire? Other?
2. How easy is it to set up alerts? Who can create and set up the alerts? Can this be done from the users' desktop or must it be done from the server?
3. Is there a limit to how many individuals can receive the alert?
4. Are there standard alerts included?

General Questions:

1. What types of on-site setup support services are included in the purchase?
2. Is there a guarantee of satisfaction with your software?
3. What is the turnaround time for getting "bugs" fixed?
4. What are the typical hurdles that you can expect with your planned installation?



5. What are the hours of support and how does your support department operate? Assigned a rep or different person each time?
6. Is there a list of items that have been requested to be included in the next update of the software?
7. Do customers have a chance to weigh in on future updates?
8. What determines the software price?
9. PTO accrual by years of service? Allow us to suspend and re-activate PTO accruals? Make adjustments, add holiday hours? Does it accrue based on a daily rate?
10. Can the user create their own reports within the system?

EVALUATION AND SELECTION:

SNOPAC 911 will select a vendor based on proposal reviews, reference checks, total costs, interviews, demonstrations and weighted evaluation.

Evaluation factors will be:

- 1) Price proposal (15%)
- 2) Prior experience (20%)
- 3) Quality of service (30%)
- 4) Quality of product (35%)

SNOPAC 911 may select other than the lowest cost solution. The objective is to choose a vendor capable of providing a Payroll and HRIS system that meets our specifications.

VENDOR RESPONSES:

- Point of contact for questions is Andrea McDaniel, 425-407-3955 or amcdaniel@snopac911.us
- Responses may be emailed or sent by USPS to:
SNOPAC 911
Attn: Andrea McDaniel
1121 SE Everett Mall Way, Suite 200
Everett, WA 98208
- Vendor requested to respond by December 2, 2017.
- Must be available for in person demo the week of December 4 – 8, 2017.
- Responses must affirm ability to meet all specifications.
- SNOPAC reserves the right to waive irregularities or to reject all RFP's.