



**METROPARKS
TOLEDO**

**PAYROLL PROCESSING SYSTEM AND ANCILLARY
SERVICES**

Request for Proposal (RFP)

Proposal Due Date: 2:00 P.M. EST on October 10, 2018

The Metropolitan Park District of the Toledo Area (Metroparks) is soliciting proposals from qualified Payroll processing vendors to process payroll, file taxes, and other functions usual and customary for a payroll processing vendor.

Metroparks seeks vendors to respond to this request with proposals to provide a payroll processing and time entry management system that includes services, timeline, cost, and deliverables. The following request for proposal (RFP) includes a background of our organization and describes the purpose of the system, its desired functionality, and specific requests relating to the proposal. Metroparks understand that details may be subject to change upon vendor recommendation and/or research of more optimal solutions. In your proposal, please feel free to suggest alternatives where noted.

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1. Guide to this RFP

Metroparks' expectation is that this document will convey not only the service specifications and requirements we seek but also the needs to be satisfied with proposed solutions. It includes a background section about our organization, scope of work, and desired features. In providing these details, our intent is to convey sufficient information to identify and select the best possible payroll system. The preferred vendor will offer a product and services that meet current needs and can support growth based on industry expertise, technical capability, and client relations. The sole contact for this request is Sherri Romanski. Please feel free to email Sherri.Romanski@MetroparksToledo.com or call 419.407.9738 with questions or comments. Responses to questions regarding this RFP will be provided to all vendors who have requested the RFP.

2. Project Overview

Metroparks is requesting proposals from qualified firms with significant experience to assist Metroparks with its payroll processing and other ancillary services, time entry management and certain human resource needs. Metroparks will oversee all aspects of the selection process.

Metroparks expects to select and contract with one firm to provide either all or a selected group of the components described in the Request for Proposals. (RFP). Metroparks may choose not to select all of the services from a proposal or may elect to reject all proposals. Metroparks is an equal opportunity employer, does not discriminate because of race, religion, color, sex, national origin, sexual orientation,

marital status, age if the individual is 18 years of age or older, disability or any other factors protected by law.

The firms responding to the RFP should be prepared to cooperate fully with Metroparks and its staff throughout the entire selection process.

Respondents must submit a completed proposal following the procedure outlined in this request for proposal no later than 2:00 p.m. EST on October 10, 2018.

3. Background

Metroparks Toledo is an independent, local government agency that operates a system of natural parks and green spaces throughout Lucas County and the Toledo area. The mission of Metroparks is to conserve the region's natural resources by creating, developing, improving, protecting, and promoting clean, safe, and natural parks and open spaces for the benefit, enjoyment, education, and general welfare of the public.

Since 2011, Metroparks' payroll function has been handled in house by the Finance Division using Visual Intelligence Portfolio (VIP) provided by Software Solutions Intelligence (SSI). A full time Payroll Clerk was employed through August, 2018. Currently, bi-weekly payroll processing is being handled by Metroparks Accounting Manager.

Metroparks' relevant payroll-related facts:

- 272 W-2s sent out in 2017
- Bi-weekly payroll for approximately 125 permanent year-round employees and up to 95 seasonal employees working up to 10 months per year
- Full-time and part-time staff, FLSA exempt/nonexempt
- Employees are based in multiple locations throughout Lucas County, and local tax remitting involves multiple jurisdictions
- Health, dental, drug and life insurance is provided through Lucas County Employee Benefits; employee contributions vary based on type of employment
- Types of paid leave vary with type of employment (full time, part time, union, seasonal)
- Voluntary insurance program available through payroll deduction
- Hourly employees represented by AFSCME Ohio Council 8
- Employees participate in Ohio Public Employees Retirement System (OPERS)
- Employees may participate in Ohio Deferred Compensation Program (457(b) retirement plan)
- Payroll currently processed in house including bi-weekly payroll, quarterly reports, end-of-year processing and reporting
- Affordable Care Act (ACA) tracking and reporting includes variable-hour employees using both standard and initial measurement periods
- Current accounting and payroll system is VIP
- Current HRIS system is Sage

Metroparks is projecting growth in staffing as a result of current initiatives. These initiatives are outlined in the strategic plan and on the website which can be reviewed at the following links:

http://issuu.com/mymetroparks/docs/2015_0601_visionplan-today
http://issuu.com/mymetroparks/docs/2015_0604_visionplan-tomorrow
http://issuu.com/mymetroparks/docs/2015_0626_visionplan-future_smaller
<http://metroparkstoledo.com/>

4. Project Goals

Metroparks has established the following goals for this project:

- A. Process payroll on time and accurately with minimal adjustments required by the employee or employer due to errors.
- B. Automate data collection and approval functions for common payroll tasks or requests
- C. Implementation of new system and training of administrative staff by an expert, knowledgeable implementation team
- D. Integration of interdepartmental software systems including Sage, HRActions or other HRIS systems
- E. Responsive, intuitive system for time entry on various devices including computer, tablets, cell-phones, etc.
- F. Efficient use of resources through the reduction/elimination of duplicate data entry and processes; appropriate use of technology; process automation; access to data sets and reports
- G. Accuracy and timeliness of all aspects of payroll processing including federal, state and local tax reporting and remittances
- H. Reduce risk by having secure and solid payroll data, improved internal controls, automated regulatory filing and payment
- I. Flexibility to handle routine changes to data or processes, such as adding a field, creating a report, or workflow process with minimal outside assistance or fees

5. Staffing levels

Metroparks approximate staffing levels over the past 12 months are as follows:

- January 129
- February 128
- March 170
- April 191
- May 212
- June 211
- July 220
- August 218
- September 201
- October 202
- November 199
- December 128

6. Scope of Work

Our payroll processing needs include:

- Cloud based services
- Time and attendance tools

- Traditional payroll processing for entire employee base to include direct deposit and paper checks and/or any combination of both payment methods. Direct deposit must have capability to accommodate two additional banking transfers per employee.
- Ability to process retroactive payments, final checks, special pay runs, vacation/sick conversions, lump sum payments, bonus payments, etc.
- Ability to handle various time reporting configurations, various hour work weeks, and various accruals.
- Management of accrual balances, leave requests and approvals, and exception reporting.
- Employees working at multiple departments, locations and/or holding multiple jobs and pay rates.
- Payroll data is updated automatically when new components are added.
- Ability to customize and run multiple reports with no additional cost.
- User friendly custom reporting system in Excel and PDF format.
- Real time reporting.
- Reports can be produced across multiple years.
- Automation of recurring reports.
- Timely/accurate filing of taxes (local, state and federal).
- Setup and remittance of Income Withholding Orders to different entities across the states.
- New hire reporting to government agencies.
- Provide on-line employee access including data access, time and attendance, W-4 forms, benefit access, check stubs and tax forms.
- Auditable on-line timesheet approval process.
- Online expense reimbursement submission.
- Ability to track COBRA, FMLA and unemployment information.
- Management of union dues deductions, shift differential and compensatory time.
- Benefit tracking and administration.
- Affordable Care Act tracking and reporting including electronic submission to IRS.
- Completion and filing of W-2 forms, including distribution to employees.
- Maintains historical data.
- Ability to transfer data to accounting software system (currently SSI/VIP).
- Ability to make certain types of changes once that populate to other areas: Example: change the tax rate for a local jurisdiction that extends to all employees in that jurisdiction.
- Integration of payroll and HR activities.
- No-cost training and customer support; online webinars and training resources.
- A reliable customer service center with experienced, informed staff that can respond to our questions within minutes. We prefer an assigned service team.

Other questions/comments/needs:

- Fines and penalties incurred as a result of provider error will be the responsibility of the provider.
- Identify security provisions.
- How is a security breach handled and who has the liability?
- What is your business continuity plan?
- Explain your backup process including retention periods.
- What security provisions are in place for data storage?
- Ability to add/delete services after the contract is signed with no penalties.
- 30 day no fault cancellation clause with written notice.
- Metroparks will own our data, we will be provided a searchable copy if services are terminated.

- Annual provision of W-2s in an electronic, searchable format.
- Electronic data backups will be provided annually without charge.
- How will you provide updates to us about upcoming changes in federal/state statutes such as minimum wage, ACA, etc?
- Describe the system capacities for benefits administration.
- Timeframe and transition plan implementation that would take place if you are not our current provider.
- What is your system's site uptime rate over the past two years?
- What is your response/turnaround time for support services?
- Designated staff to serve/service/maintain our account; regularly scheduled meetings with our staff payroll coordinator to meet ongoing and year-end needs.
- What is your billing process?
- Annual contract renewals dependent upon satisfactory service evaluations.
- What is the process for converting from the current payroll system and how much notice is required before going live?
- How are customization changes handled?
- Are additional fees assessed for upgrades?

Please provide details in your proposal of how your system meets or does not meet each item in the above sections and provide answers to any questions included above. Please organize your response by section and answer every point in each section.

7. Technical Requirements

Describe the proposed systems accommodation of the following items:

1. Cloud-based
2. Minimally support Internet Explorer, Edge, Safari, Firefox, Chrome, and Opera web browsers
3. Provide secure user accounts
4. Accessibility for users with special needs
5. Responsive design, all platforms should be usable on mobile, tablet and desktop devices

8. Pricing

Vendors are expected to quote annual pricing based on projected monthly staffing levels provided in Staffing Levels (section 5. above). Metroparks reserves the right to negotiate fees and prices. The successful vendor will not change the unit price or the scope of work during the contract period or any extension periods.

Vendors must utilize pricing forms supplied in this document contained in Pricing (Section A).

It is Metroparks intent to establish a contractual arrangement for a payroll system. Any services not specifically named on the pricing pages are to be named and priced on Additional Response Area (Section B). Additional pricing may be submitted on subsequent pages so long as presented in a manner consistent with supplied format.

If Metroparks has left any information out of these specifications where the Vendor would foresee additional charges/fees, the vendor must include that information on the Exceptions sheet found in Section C.

9. Project Timeline

All proposals must be received before 2:00 p.m. EST on October 10, 2018. A public bid opening will be conducted at 2:00 p.m. EST on October 10, 2018 in the Wildwood Preserve Board Room, located at 5100 West Central Avenue Toledo, OH 43615.

Whereas Metroparks has not defined a go-live date, it would like project completion prior to the end of February, 2019. The vendor is to submit a project timeline with an attainable go-live date.

10. Criteria for Selection

Proposal Submission

Any proposal received after 2:00 p.m. EST on October 10, 2018, for any reason, will be disqualified.

Each proposal MUST be submitted in a clearly marked sealed container or envelope, with the following marked clearly on the outside of the package:

- Project title of PAYROLL PROCESSING SYSTEM
- Date and time of proposal opening

All proposals MUST be submitted in hardcopy with at least two duplicates to:
Metropolitan Park District of the Toledo Area
ATTN: Sherri Romanski
5100 West Central Avenue
Toledo OH 43615

Ranking

Based upon the criteria contained in these specifications, the proposals will be ranked in order of preference and the number one proposal will be recommended to the Board of Park Commissioners by Metroparks Comptroller and/or Treasurer.

The general evaluation criteria used by the Finance Department are:

1. Completeness of proposal response
2. Ability of vendor to deliver all requested services
 - a. This determination may be made through interviews, product demonstrations, and site visits
3. Overall functionality and ease of use
4. Help desk service level agreements
5. References/client satisfaction (Section D)
6. Cost of services
7. Supplier services site uptime rating for the past two years
8. Disaster recovery plan (Section E)

In addition to the general evaluation criteria, two pass/fail criteria will be reviewed. If the service vendor fails on any of the following requirements, it may constitute grounds for disqualifying the entire proposal.

- Delivery Constraints
- Incomplete Proposal

Award

As stated in Criteria for Selection, the above criteria will be used to evaluate the proposals. The selection of the service vendor will be based on the “best value proposal.” Solely the Metroparks Finance Department determines the “best value proposal.”

A recommendation is then made to the Board of Park Commissioners to acquire its approval to award a contract. The Board of Park Commissioners reserves the right to supplement or change the selection criteria prior to the awarding of the contract.

Metroparks reserves the right to conduct interviews and site-visits and request product demonstrations with vendors prior to making a recommendation to its Board of Park Commissioners.

SECTION A

Pricing

Company Name:	
Contact Name:	
Address:	
Telephone:	
Email:	
Cost for year 2019:	\$
Cost for year 2020	\$
Cost for year 2021:	\$

Vendor is instructed to provide an hourly rate for services that may be requested of vendor, but are not included in the scope of this agreement

\$ _____/hour service _____
\$ _____/hour service _____
\$ _____/hour service _____

SECTION B

Additional Response Area

Use this area to provide additional information including pricing of/and services that can be provided but were not specifically requested:

SECTION C

Exceptions

Use this area to provide information regarding requested services that cannot be delivered.

SECTION D

References

Vendor shall supply two (2) references for similar service engagements within the last twelve months and one (1) reference of an organization that has discontinued services within the last three years. Reference information shall contain name and address of the organization, contact person and telephone number, and a description of the service provided.

Reference #1

Name of Organization:	
Contact Person:	
Address:	
Telephone Number:	
Description of Services Provided:	

Reference #2

Name of Organization:	
Contact Person:	
Address:	
Telephone Number:	
Description of Services Provided:	

Reference #3

Name of Organization:	
Contact Person:	
Address:	
Telephone Number:	
Description of Services Provided:	

SECTION E

Company Information

Name of Company:	
Name of Company Official:	
Official's Signature:	
Official's e-Mail Address:	
Address of Company:	
Company Telephone Number:	
Company Website address:	
Number of Employees	
List of employees who will support Metroparks	
Hours of operation and available support level agreement	
Website uptime services site rating for past two years	

Include evidence of financial viability for most recent three years (i.e. financial statements or annual reports)

Include the disaster recovery plan that will support Metroparks' data and service.