

Scope of Work for Human Resources Information System

Tahoe Regional Planning Agency

TRPA is exploring a change of HRIS, payroll, and time/attendance vendors for 2019 implementation. We'd appreciate knowing what additional information about our Agency or our requirements for these solutions would be helpful. Please respond to Katy Waldie, kwaldie@trpa.org, with any feedback or questions, by Friday July 27th, 5:00 pm PST.

General Requirements

TRPA prefers a cloud-based approach, rather than local hosted software. The auditor requirements for SSAE 16 SOC 1 or 2 certifications are mandatory for any cloud-based solution.

Security is critical in all facets of the system. Access control and restrictions on changing records is essential. There must be strict protocols on who has access to change various records. All changes to data should be tracked and reported. Changes to records for completed pay periods are not allowed. Employees should only be able to access their records. Managers should be allowed access to their direct reports' records. HR and Finance require access to most/all records. Robust reporting for project accounting and audit trails are required.

An essential component to successful system is usability. The user interface should be as simple and clean as possible. For example, the use of drop-down lists, default auto-populating fields, and ordering drop down menus by recently used is highly desirable. A combination of online and call center support is essential, with specific level of service commitments. This will be a significant portion of the scoring.

All modules should seamlessly connect so no human intervention is required to transfer data between HRIS, payroll, and time and attendance. There is considerable data exchange between employee records (HR), time and attendance, payroll, TRPA's accounting system, and custom reports for invoicing in the current systems. The proposed system must have the capability to download and upload virtually all data using Excel (.csv acceptable).

TRPA follows a fiscal year identical to the States of California and Nevada. The fiscal year is July 1 to June 30. Benefit accumulations need to be calculated either on a calendar or fiscal year depending on the benefit.

Time and Attendance

Time attendance should be tracked by activity and department. The cost code should be dictated by the relationship between the activity and department and should be as automated for the employee as possible. A solution that allows for each employee to have assigned activity codes but also the flexibility of adding codes as needed would be desirable.

Minimal manual entry by the employee is desired. The replacement system should allow for at least these three levels of classification. The ability to quickly and easily add, update, and close the available activity, department, and cost codes is essential.

Employee time also may be allocated over multiple accounts depending on the activity. For ease of use, the employee may charge a single activity code, and the system then allocates time to different cost codes. This allocation needs to be done with hours in the time and attendance section, not in the payroll section (see below). Two scenarios are common: First, there is a fixed allocation for certain activities. A table with allocation rates is established at the beginning of the fiscal year and may be updated on occasion throughout the year. Hours charged are then divided up according to the table. Second, paid time off benefits for all employees must be allocated over hours worked during the 2-week pay period. This allocation will be as fluid depending on the distribution of their work time during the pay period. A default allocation is required if the employee does not have productive hours during the pay period.

The time and attendance module must track paid time off benefits as beginning balance, earned, used, and time remaining. There are multiple categories including paid time off, comp time in lieu of overtime, management comp time, additional time off purchased by employees, and floating holiday. Other categories occasionally come into play. The desired solution would be to allow TRPA to offer a choice of paid overtime and comp time in lieu of overtime (at 1.5X rate) and have the capability to differentiate paid overtime and comp time accrued at the employee level. Paid time off accrual rates and maximum accruals vary by longevity (hire date) of the employee. The proposed solution should have a way of accommodating calculation for re-hired employees if the employee's previous time served counts towards their benefit time off accrual. Benefit time off must allow each benefit time off category to be structured differently depending on the benefit description in the Personnel Manual. Different benefit time off categories will be treated differently regarding expiration dates of accrued hours, maximum amounts allowed for accrual, whether an accrued bank of hours is required to use the benefit category or not.

The time and attendance module should also track certain regulatory requirements. The ability to track FMLA hours is essential. We would also like to track, on an exception basis, hours worked by state (default to NV).

Time entries for most employees (not all) require management approvals. A simplified system for assigning the structure and reorganizing supervisor assignments is required. Alternatives, for both time entry and approvals, must also be a part of the system. A backup solution for an employee who is not available to fill in their timecard or a manager who is not able to approve a timecard without compromising standard internal controls is required.

TRPA does not use time clocks or track time via access control systems. Employees enter time based on total hours worked by activity. The ability to enter and approve time records via cell phones or personal devices is highly desirable.

Payroll

TRPA is located near a state border, and employees live in both California and Nevada. Payroll must accommodate the different tax systems of the two states.

The payroll system must allocate employee benefits (insurance, et. al.) across final cost objectives (account numbers) in proportion to hours worked during the pay period. At least two account numbers are used for wages (direct time worked and paid time off) with additional accounts for each benefit

(e.g., Medicare, social security, retirement, medical, dental, vision, life, disability, cell phone reimbursement, HSA contribution, and FSA fees). Benefits offered vary between permanent and temporary/seasonal employees. The successful bidder is responsible for issuing W-2's and all payroll-related reporting.

TRPA regular employees do not participate in Social Security but do pay Medicare taxes. Temporary and Seasonal employees pay into Social Security.

Human Resources

The HRIS platform must support the entire employee life cycle: recruiting, onboarding, active employment, and offboarding. For recruiting and onboarding, the interface must be quick and easy for candidates and newly-hired employees (e.g., easy to complete and sign e-forms). The system should carry applicant entered recruiting information over to onboarding. The system must streamline HR / Payroll activities (e.g., new hire setup).

Other musts include:

- easy, intuitive custom reports (ie: job fulfillment timelines and employee turnover reporting, which can all include (or exclude) various classes of employees such as full time, part time, seasonal, interns, etc.)
- mirror carrier/provider benefit plan (insurance and retirement plans) setup,
- automated, accurate ACA tracking and annual reporting, which tracks the rolling twelve month 1,560 average hours (from timekeeping) mandatory eligibility, and
- seamless connection with insurance carriers for open enrollment, new enrollment, and changes. (TRPA currently has different vendors for health insurance, dental insurance, and other benefits.) The system should enable easy, intuitive routing to managers for approval of transactions.

The desired solution would allow a self-serve portal for employees allowing for adequate communication to HR and PR to implement and review the changes.

Desirable features include:

- an intuitive, user-friendly performance review/management module,
- easy and intuitive employee portal and mobile app(s) to access multiple benefits and vendors,
- a recruiting screening tool, and
- customizable reporting by department.

Customer service for trouble shooting and general questions should be easily accessible during typical business hours in the Pacific Time Zone, with same day turnaround time and minimal hold time. Call Center support specific to the problem area is highly desirable.