



# **CSAC Excess Insurance Authority**

## **Human Resource Management System Request for Proposal**

**Issue Date: May 16, 2016**  
**Proposal Deadline: June 16, 2016 by 2:00 pm**

**75 Iron Point Circle, Suite 200  
Folsom, CA 95630**



**CSAC EXCESS INSURANCE AUTHORITY**

**REQUEST FOR PROPOSAL FOR**

**HUMAN RESOURCE MANAGEMENT SYSTEM**

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# **CSAC EXCESS INSURANCE AUTHORITY REQUEST FOR PROPOSAL FOR HUMAN RESOURCE MANAGEMENT SYSTEM**

## **INTRODUCTION**

CSAC Excess Insurance Authority (EIA), is issuing this request for proposal (RFP) to select and implement a new HRMS software to address current and future Human Resource and Payroll needs. The EIA is seeking a HRMS which will provide the best solution to support our business processes, streamline current processes, minimize manual activity and improve reporting and analytics.

## **BACKGROUND**

The EIA is a Joint Powers Authority (JPA) established under Article I, Chapter 5, Division 7, Title 1 of the California Government Code (Section 6500 at seq.). The JPA has been in operation as a public risk pool since 1979. Because of this designation, the EIA is classified as a public entity.

The EIA has a staff of 62 employees which includes a Chief Executive Officer who is supported by Administration, Finance, Claims, Information Technology, Loss Prevention, and Employee Benefits Departments. The EIA's Human Resources department is responsible for processing payroll, maintaining employee demographics and files, tracking attendance, leave administration, recruiting and hiring, benefit administration and performance management. The HR Manager is responsible for all functions listed above and the Senior Accountant is the main backup for all payroll functions. Currently, the HR Department utilizes Sage Abra v9.2 and the Accounting department utilizes Abila MIP Fund Accounting.

## **PROJECT PARAMETERS**

1. The EIA would initially need 3 concurrent user licenses with 1 executive view license.
2. The EIA needs to migrate all historical data currently held in the HRMS system into the new system and expects the selected vendor to help with that migration. Data is currently stored in Foxpro.

3. The EIA would need assistance in setting up initial payroll reporting for the system, including CalPERS retirement contributions (both employee and employer) and attendance transactions and balances. We will also need assistance in setting up quarterly/yearly tax documents as well as Affordable Care Act (ACA) reporting.
4. Our goal is to select a vendor by July 1<sup>st</sup>. Once a vendor is selected, we would like to implement by August/September 2016.

## **REQUIRED FEATURES**

1. Personnel Management
  - Record basic demographics
  - Organizational structuring
  - Track performance, training, skills and education
  - Accommodate 100 employees with option to grow
2. Payroll
  - Ability to process payroll with various salaries, bonuses, taxes and several deductions/earning codes
  - Maintain job codes and salary ranges
  - Generate manual/off cycle checks
  - Ability for direct deposit and live checks in same payroll cycle
  - Interface with Abila MIP Fund Accounting system
3. Attendance
  - Track multiple accrual levels
  - Automate attendance transactions
  - Have ability to manually enter in transactions
  - Forward accrued balances
4. Leave Administration
  - Ability to track leaves of absence following State or Federal Leave Laws
  - Notifies user when leaves are close to expiring
5. Job and Pay History
  - Ability to track historical data for employee pay and job histories
6. Benefit Administration
  - Ability to administer and track employees participating in medical, dental and vision programs
  - Ability to administer and track participation in life insurance, CalPERS retirement (i.e. formula), supplemental insurance programs, flexible benefit plans
  - ACA tracking
  - Update benefit yearly rates prior to the new year
  - Track compensation limits for CalPERS retirement at all levels
7. Employee Self Service
  - Ability for employee to query data

- Print and view paystubs and W2s
  - Ability to make Open Enrollment changes
    - Add/delete dependents
    - Change medical plans
  - Ability for employee to make changes
    - Address/phone
    - Emergency contact
    - Direct deposit
    - W4 withholding
8. Reporting
- Robust reporting system that is intuitive to the user and easy to create
    - Basic employee information (i.e. phone number, birthday, years of service)
    - Benefit related reports on employees
    - Benefit summaries by employee
    - CalPERS and 457b contribution reports
    - Attendance transactions and balances
    - FMLA/CFRA tracking
    - ACA reporting
    - Quarterly and Year End tax reports with ability to submit online
    - COBRA required notifications
  - Ability to export information into Word and Excel documents (i.e. merit/bonus letters)
  - Creation of Ad Hoc reports
9. Integration with MIP
- Ability to interface with Abila MIP Fund Accounting system

## **OPTIONAL FEATURES**

- Pay third party vendors (i.e. Liberty Mutual, Nationwide)
- Pay support payments to recipient through payroll
- Mobile access options for Employee Self Service
  - If yes, what devices and operating systems are supported?
- Creation of Positive Pay export file
- Track disciplinary items/steps
- Performance management module

## **TECHNICAL REQUIREMENTS**

1. Is the system hosted (SAS) or on premise?
  - a. If hosted, then
    - i. What do you use for hosting (cloud, internal server, etc.)?
    - ii. What technology do you utilize?

2. Please describe security features.
  - a. Is there role-based user configuration?
  - b. Is the data encrypted?
  - c. Are there password management features?
3. Please describe the system capacity for expansion (adding user licenses, adding additional employees, etc.)
4. Does the system require any other computer software of a specific type or from a specific provider?
5. What are your recommended and minimum requirements for end users and server configuration?
  - a. Client side requirements
    - i. Browser type
    - ii. Operating system
  - b. Server side requirements
    - i. Processor/Memory/Storage requirements
    - ii. Please describe database type and version
6. Any known conflicts/issues with VMWare or server virtualization? If so, please describe.
7. Support for multiple storage device types, including hard drive, RAID, NAS, SAN and optical?
8. Does your software allow for custom report development? Which software product is used (proprietary, Microsoft Reporting Services, Crystal Reports, etc.)?
9. How often are updates released? How are updates to be administered? Are updates directly into the production environment or to a test environment?
10. Please describe the implementation process, including length of time.
  - a. How long will the system be down from the conversion to go-live?
11. How is backup/recovery accomplished? Please describe recommended strategies.
12. How is licensing managed? Is software sold based on HR users or based on managed payroll size?
13. Please describe any and all customizations that are required to meet the specifications outlined in this RFP.

## **PROPOSAL REQUIREMENTS**

Provide a response that addresses each of the items noted in the following sections as well as addressing how the system meets the requirements in the previously listed sections of *Required Features*, *Optional Features*, *Technical Requirements*, *Proposal Requirements* and *Costs*.

### **1. Vendor Information**

Please provide your company name, including any other company names you may use (DBA). If your company is owned wholly or in part by any other

company, please explain that relationship, including number of years the relationship has existed and how the relationship came into being. What is the size of your organization, number of employees, and your parent organization (if one)? How long have you specialized in this field? Provide the location of main office and other offices that may work with us.

**2. Identification of Prospective Team**

Please provide the names and contact information for the prospective team that will be working with us, including the account representative, the implementation team and the lead contact person.

**3. Experience**

Please describe your experience in implementing HR and Payroll systems. How many organizations are you working with currently, and how many of these are public agencies?

**4. Subcontracts**

If any subcontractors are going to be used, please provide details as to when and how they will be used and their qualifications. Do they work with your organization frequently or only during certain times or on certain projects?

**5. Methodology**

Please describe your organization's culture and methodology in adding new business. How do you approach implementation? What is most important to you during an implementation? Are there any specific techniques that you use that would set you apart from others?

**6. Financial Information**

The EIA has a vested interest in verifying the financial stability of the partner selected. Therefore, as part of this proposal, the bidder is asked to provide information regarding length of time the company has been in business and an indicator of financial strength (such as number of installations and annual revenue).

**7. Service Level Agreements**

Can you explain the service level agreements that you include in your contracts? How much down time does your system experience on average?

**8. System Requirements**

Please indicate hardware and software operating requirements, especially the Internet browser requirements.

**9. Training**

Please describe initial and on-going training offerings. When will training occur, how will it be conducted, are there any additional fees associated with training? Is a user guide or training manual provided?

## **10. References**

Please supply a list of five (5) references we may contact about their experience working with you, including contact names, emails, and phone numbers.

If you have worked with public entities, please include them in your references. We'd also like to talk with one or more references for whom you have provided customized development (i.e. customized reporting).

## **11. Insurance – Indemnification**

### Indemnification

Bidder will indicate their agreement to provide indemnification to the EIA, its members, employees, and agents from any claims or liabilities which arise out of the use of Bidder's work/system. Appropriate language for such indemnity shall be included in the service contract to be signed after the award of the proposal.

### Insurance

Bidder will agree to provide evidence of the following insurance coverage if selected as the winning bidder:

Workers' Compensation – Statutory limits, to include Employer's Liability.

General Liability – Minimum of \$1,000,000 in coverage, with the EIA named as additional insured.

Automobile Liability - Minimum of \$1,000,000 in coverage, with the EIA named as additional insured.

Cyber Liability – Evidence of coverage

## **12. Conflicts of Interest**

Bidder will agree to disclose any conflicts of interest which may arise from the awarding of this contract.

Additionally, Bidder will agree to disclose any business for which they have a financial interest. If such financial interest results in income stemming from a contract or other working relationship with the EIA, Bidder must agree to provide periodic reports of such income in full disclosure of any financial gain realized directly or indirectly from the EIA. (Note, such income is not prohibited, but it must be disclosed).

## **13. Disaster Recovery and Backup**

Please provide your disaster recovery and daily backup plan. Include what data center you use, if you use one. Please describe in detail how you would handle a breach to your hosted systems? What security is in place to avoid such breaches?



#### **14. Interfaces/Integration**

The EIA currently conducts day-to-day business with the help of these additional systems. Do you have experience working with any of them? If so, which one(s), and what was done?

- Sage Abra v.9.2
- Laserfiche (document repository)
- Abila MIP Fund (accounting system)
- ACA Works

#### **15. Software Support and Maintenance**

Please describe your software support and maintenance. How are software support and maintenance costs calculated? Are upgrades included in this price? If the EIA needs telephone support installing an upgrade, is that included in the price of support?

#### **16. Cancellation Terms**

Please describe your cancellation terms.

#### **17. Public Records Act**

Occasionally, we will receive a public records request due to the fact that we are a public agency. If any information contained within your proposal is deemed confidential due to "Trade Secrets" pursuant to CPRA section 6254(k) then mark those areas as "confidential material". This will remove these documents from those needed to be provided in response to a public records act request.

### **COSTS**

Provide a listing of all costs associated with this proposal. If possible, the costs should be listed both as an all-inclusive, flat cost proposal, and separately by cost category. Where possible, categories should indicate costs as "not to exceed" a fixed amount.

The cost proposal should be certain to address all of the following areas, anticipating an initial contract agreement for three (3) years.

#### **Services**

What services are expected and therefore included in the basic contract? Are maintenance, support, hosting fees, or other customization included in the basic contract? How is additional service and time addressed and billed? Are you willing to work based on a partnership (retainer) agreement?

#### **Version/Upgrading**

How often are system upgrades applied? What is your philosophy on version and upgrades of the system? What are the costs associated with upgrades?

## **Custom Work**

The EIA is a unique entity, with unique system needs. If Bidder develops custom applications for EIA, will these be made available to other Bidder clients? How will such customization costs be calculated and billed? Clarify if there is a difference between unique EIA needs and items which can be used by other existing or future clients of Bidder.

## **Training**

What training time and staff will be provided under the basic contract to introduce EIA staff to the Bidder's system? What training is available on an ongoing basis? How will the cost for such training be calculated and billed? What is the cost of ongoing training, if needed?

The proposal should also identify any "one-time" fees related to initial system implementation and/or conversion as well as any annual fees.

## **SUBMITTAL OF PROPOSALS**

### **RFP Schedule**

RFP Issue Date:	May 16, 2016
Bidder's Q&A conference (via Web Ex)	May 26, 2016, 10:00 – 11:00 a.m. PST
Proposals Due:	June 16, 2016, by 2:00 p.m. PST
Notice of Intent to Award:	Week of June 27, 2016
Effective Date of Contract:	July 1, 2016

The EIA reserves the right to modify these dates as necessary. One electronic copy (submitted by e-mail) should be sent to:

Allison Bateman  
CSAC EIA  
75 Iron Point Circle, Suite 200  
Folsom, CA 95630  
(916) 850-7300  
abateman@csac-eia.org

Proposals received after 2:00 p.m. PST on June 16, 2015 will be considered late. Any and all late proposals will be rejected. Failure to properly address all of the items set forth in this Request for Proposal may disqualify the Bidder.

### **Bidder's Q&A Conference**

There will be a pre-bid conference on Thursday, May 26<sup>th</sup>, from 10:00 to 11:00 am PST, via WebEx. Call-in instructions will be sent out at least 24-hours prior to the conference. Any questions regarding this Request for Proposal should be presented at that time. No questions or inquiries will be accepted by phone or mail, other than at the pre-bid conference.

## **AWARD OF CONTRACT**

The EIA reserves the right to reject any and all proposals submitted. Award of the contract will be made to the Bidder, in the sole opinion of EIA's interview group selected by the EIA. The award will be given to whomever can provide the best service and best meet the unique needs of the EIA.

The EIA thanks you for your time and effort in responding to this RFP. We have attached the EIA's Pool Service Providers' Bill of Rights as Exhibit A for your reference.

## **ADDITIONAL INFORMATION**

### **Exhibit A**

#### **CSAC EXCESS INSURANCE AUTHORITY Pool Service Providers' Bill of Rights**

The CSAC Excess Insurance Authority (Authority) recognizes its place as one of the premier organizations in the public entity pooling industry. We are constantly striving to achieve the goals of excellence in governance and management by conducting our official business with social responsibility that will encourage public trust.

The Authority has established standards that our business partners – pool service providers (PSP's) – should expect in serving the Authority and its members. The basic rights that PSP's should expect while providing services to the Authority, include the following:

1. PSP's should expect to be treated consistently with dignity, respect, and professionalism.
2. PSP's should not be expected to provide gifts, perks or other benefits to members of the Board of Directors or Committees, or staff members (or any person or organization associated with them) as a condition of doing business with the pool.
3. PSP's should expect fair and equitable treatment in the procurement process. Every competitive bidding process should be open, well defined and transparent. The Authority recognizes that there is a direct cost to the PSP in preparing every service proposal.
4. PSP's should expect to have a written service agreement with the Authority specifying all terms and conditions of the contractual relationship.
5. PSP's should only be expected to provide services contained within the scope of the service agreement.
6. PSP's should be paid in a timely manner for services rendered in accordance with the provisions of the service agreement.