Request for Information

Human Resources Management System

Wake County, North Carolina

Procurement Services

301 S. McDowell Street

Raleigh, North Carolina 27602

RFI #21-042

Responses are due June 4, 2021 before 4:00pm Eastern

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1.0 Introduction

1.0 Introduction

Wake County Government is issuing this Request for Information to assist in the County's process of completing a comprehensive assessment of its Enterprise Resource Planning (ERP), including the Human Resource Management (HRM) System components. This is an information gathering process to which a Request for Proposal (RFP) may be issued in the future with detailed requirements and instructions. Submitting a response or not submitting a response to this RFI will not dictate your involvement in any future RFP. However, this RFI is your opportunity to present the services, products, and functionality from your firm.

Wake County Government is in Raleigh, North Carolina. We serve a population of over 1.1 million. Our Human Resources Department has 35 staff members and serve approximately 5,000 employees and temporary staff through business processes noted in Section 1.2.

Please note this process is designed solely to understand the spectrum of services and products available, implementation and integration activities, estimated cost for budgeting purposes, and may not result in any further actions in any manner.

1.2 Project Scope

Wake County Human Resources Department is evaluating current business processes and how those business processes can be executed in a HRM System, including but not limited to: full service ERP systems, stand-alone programs and services, or new products and services that can be integrated with existing systems. The County desires systems that are on a hosted or managed service platform, cloud-based, or available as software-as-a-service (SaaS) technical delivery models. The HR Department currently uses or is in the process of implementing solutions that complete the following functions:

- Benefits Administration
- Payroll Administration
- Timekeeping and Scheduling
- Leave Management
- Electronic Personnel and Confidential Files
- Multi-state Tax Reporting
- W2 and ACA functionality
- Workflows (Routing, Notifications, Escalations)
- Integration with Active Directory
- Integration with ERP Solutions for Finance and Budget
- Integration with Learning Management Platforms
- Integration with Job Description Platforms
- Single Sign-On
- Reporting solutions, including the approach for the creation of custom reports and the configuration of standard reports during the implementation process
- Organizational charting or ability to integrate with an Org Chart Tool

- Mobile device functionality and accessibility
- HR Compliance with Federal and State regulations
- Workforce Analytics & Benchmarking

Additionally, the County would like to understand the costs to implement these solutions, including but not limited to: initial implementation costs, annual maintenance and licensing fees.

1.3 General Response Requirements

When responding to this RFI, please follow all instructions carefully. Please submit responses according to the outline specified and submit all hard copy and electronic documents according to the instructions. By virtue of submitting a response, interested parties are acknowledging:

- Responses shall be for informational and budgetary purposes, and for the evaluation of this request.
- Responses will be received by Wake County Government at the time and place so stated in this document. At that point, Wake County will close the receipt of responses and begin the evaluation process. The only information that will be released will be the names of the respondent(s). No other information will be disclosed, except as required by the evaluation process.

Wake County, solely at our option, may disclose the name(s) of any firms or companies being considered or elevated during the process. Realizing the nature of a competitive environment and protecting the integrity of the process, respondents are not to contact any staff or elected official in reference to the process. As information becomes available and is relevant for release, that information will be shared with respondents. All information submitted in conjunction with this RFI, and the evaluation process will not be returned to the respondent.

2.0 General Submittal Requirements

2.1 Response Contact

Responses should be directed to Procurement Services, specifically to the Purchasing Director, as outlined below. In regard to this RFI, vendors shall make NO CONTACTS, either written or verbal, with any Wake County employee, staff member or Board of Commissioner members during the period beginning with the issuance of this document through evaluation unless authorized by the response contact.

Response Contact:
Melissa England
Wake County Finance Dept-Procurement Services
Wake County Justice Center, 2nd Floor-Suite 2900
301 S. McDowell Street
Raleigh, NC 27601
melissa.england@wakegov.com
919-856-6327

2.2 Response Submittal Requirements

To facilitate the analysis of responses to this RFI, responders are required to prepare their responses in accordance with the instructions outlined in this part and elsewhere in this RFI.

Four (4) hard copies and an electronic copy on USB flash drive (.docx, .xlsx and .pdf versions) must be submitted containing the entire contents of your response to the address shown below.

Mailing Address:
Melissa England
Wake County Finance Dept - Procurement Services
Wake County Justice Center, 2nd Floor-Suite 2900
301 S. McDowell Street
Raleigh, NC 27601

The County must receive responses BEFORE 4:00 PM June 4, 2021. *The responder's name, RFI number, and response closing time and date must be marked clearly on the response submission.* The time of receipt shall be determined by the time clock in the Wake County Procurement Services office. Late responses will not be accepted. The County will not be held responsible for the failure of any mail or delivery service to deliver a response prior to the stated due date and time. It is solely the responder's responsibility to:

(1) ascertain that they have all required and necessary information, documents, and addenda, prior to submitting a response; (2) ensure that the response is received at the correct location and time. Late responses, regardless of delivery means, will not be reviewed.

2.3 Responder Expenses

The County will not be responsible for any expenses incurred by any responder in the development of a response to this Request for Information or any other activities associated with this request that are not included in the response.

2.4 Interpretations, Discrepancies, and Omissions

All questions submitted must be in writing. Being a Request For Information, specific data and details may not be available during this phase. More specific information would be available should the county decide to proceed with an RFP (Request For Proposals)

The deadline for submitting questions is May 17, 2021. All questions will be answered to the extent possible in the form of addenda to the specifications and shared with known interested parties. All written requests for clarification should be addressed to the attention of Melissa England.

Failure to request an interpretation will be considered evidence that the Responder understands the provision of the RFI.

The issuance of a written addendum is the only official method by which interpretation, clarification or additional information will be given by the County. Only questions answered by formal written addenda will be binding. Oral and other interpretations or clarification will be without legal effect.

2.5 Schedule

ACTION	APPLICABLE DATES
RFI Release	**May 5, 2021**
RFI Question Deadline	**May 17, 2021**
RFI Responses Due before 4pm	**June 4, 2021**
Product Demonstrations	**June 14 – 25, 2021**

Product Demonstrations will be scheduled upon notification during the June 14th – 25th timeframe.

2.6 Non-disclosure of County Information

All data and information gathered by the responder and its agents, including this RFI and all reports, recommendations, specifications, and data shall be treated by the responder and its agents as confidential. The responder and its agents shall not disclose or communicate the aforesaid matters to a third party or use them in advertising, propaganda, and/or in another job or jobs, unless written consent is obtained from the County.

2.7 Retention of Responder Material

The County reserves the right to retain all responses. No responses will be returned to responder.

2.8 Confidential Information/Public Records Law

INFORMATION SUBMITTED IN RESPONSE TO REQUESTS FOR BIDS, PROPOSALS, AND OTHER PROCUREMENT METHODS SUBJECT TO PUBLIC RECORDS LAW

Wake County is subject to North Carolina's Public Records Act located in Chapter 132 of the North Carolina General Statutes. As a result, information submitted to and received by Wake County in response to a Request for Proposal/Request For Bid/Request For Quote/Request for Qualifications, or any other procurement method (collectively "Procurement Process"), is considered public record and may be released for public inspection after the contract award, or as otherwise permitted under NCGS § 143, without further notice to the proposer. The County does not intend to elicit confidential or trade secret information in response to a Procurement Process and assumes no responsibility for the submission of such information. Wake County reserves the right to share any information submitted in response to a Procurement Process with any person(s) or firm(s) involved in the review and evaluation phase of the Procurement Process.

CONFIDENTIAL OR TRADE SECRET INFORMATION
If a proposer nonetheless submits information in a bid proposal or other response to a Procurement Process and it considers such information to be confidential, then all four requirements of NCGS 132-1.2 "Confidential Information" must be met for the County to consider withholding the information from public inspection in response to a public records request. **Among other legal requirements, information deemed to be "confidential" or "trade secret" by proposer must be clearly marked as such on the face of the document(s) at the time of the initial disclosure/submittal of RFI.** In addition, although not required by law, Wake County requests that any proposer who submits a proposal or response containing any such designation of confidentiality also submit a second copy of the proposal or response with the respective page(s) or section(s) redacted. The County will not agree to withhold an entire proposal or response from public inspection; thus, proposers should refrain from including blanket restrictions on disclosure or all-encompassing claims of confidentiality.

When a public records request is made for information contained in or attached to a proposal or response that has been clearly marked as "trade secret" or "confidential" upon its submission, Wake County may, in its discretion and without further notice, release the redacted copy of the proposal or response to the requester if one has been previously submitted. Otherwise, the proposer will be notified of the request and given an opportunity to provide within a reasonable period a written explanation of the basis for claiming protection under N.C.G.S. 66-152 and

N.C.G.S. 132-1 and/or a redacted proposal or response. The County shall make the final determination on release of the information. Should any civil action be brought against the County in an effort to compel or prevent the disclosure of information contained in a proposal or response that is deemed confidential by a proposer, the proposer may participate at its own expense; and by deeming any information in a proposal or response confidential, proposer further agrees to indemnify and hold harmless the County for and against any costs incurred by the County as a result of such litigation, including but not limited to fees or expenses arising out of N.C.G.S. 66-153 and N.C.G.S. 132-9.

3.0 Detailed Submittal Requirements

3.1 Response Format

Responders shall prepare their responses in accordance with the instructions outlined in this section. Responses should be prepared as simply as possible and provide a straightforward, concise description of the responder's capabilities to satisfy the requirements of the RFI. Utmost attention should be given to accuracy, completeness, and clarity of content. All parts, pages, figures, and tables should be numbered and clearly labeled. The response should be organized into the following major sections:

Response SECTION	**TITLE**
	Title Page
	Letter of Transmittal
	Table of Contents
	1.0 Executive Summary
	2.0 Company Background
	3.0 Scope of Services Offered

Instructions relative to each part of the response to this RFI are defined in the remainder of this section. Response information should be limited to pertinent information only. Marketing and sales type information is not to be included.

3.2 Executive Summary

This part of the response to the RFI should be limited to a brief narrative summarizing the response. The summary should be oriented toward the business personnel who would use the solution or services and should include technical information and language only to the extent required to describe the solution.

Please note that the executive summary should identify the primary engagement contact for the responder. Contact information should include a valid e-mail address, fax number, and a toll-free telephone number.

3.3 Company Background

Each response must provide the following information about the responder’s company. The County, at its option, may require a responder to provide additional support or clarify requested information.

Background information shall include:
1. Brief description of your organizational structure, business background and history.
2. How long has the company been in business?
3. Describe your third-party tools or third-party integrators that are used for implementation services.
4. What is your average client retention rate and tenure?
5. What awards and industry accreditations/recognition have you received in recent years?
6. Company locations.
7. How long the company has been selling the solution or service to clients comparable to the County.
8. Listing of at least three (3) clients with successfully completed contracts of similar scope and size to the County’s by name and state.

3.4 Scope of Services Offered

This section of the response should include a detailed discussion of the responder’s overall understanding of the project and the solutions and services that can be provided to support Wake County.

Human Capital Management

1. Provide a brief overview of your Human Resource Management (HRM) solution
2. Provide an overview of your system’s architecture and how it benefits clients
3. Describe employee, manager, and practitioner self-service

Document Management, Reporting, and Analytics

4. Describe electronic content management, notification, and workflow capabilities
5. Describe reporting, workforce analytics, benchmarking, and artificial intelligence capabilities

Data Management and Interfacing

6. Is your solution an ERP System?
7. Describe how your solution integrates with ERP Systems?
8. Describe how your solution supports integration with third-party service providers
9. Describe data import/export tools and capabilities. Can the system handle mass uploads of data?
10. Describe the application security model and single sign-on capabilities
11. Describe your scalability and how the solution allows for growth
12. Please list briefly other solutions your company provides.

Human Resources

13. Provide an overview of your recruiting system and the transitioning of candidates to new hires.
14. How does your system handle organizational charting?
15. Describe position control including lifecycle functionality from position creation through payroll
16. How does your system accommodate FMLA tracking and administration? How does it integrate leave tracking with leave accruals and timekeeping?
17. Describe your talent management solution
18. Provide a brief overview of your employee performance solution including goal management, peer reviews, and 360 performance review features
19. What benefits will our organization realize by using your HRM solution?

Benefits

20. Describe the benefit enrollment/termination process and the how your solution applies business rules and logic to determine benefits eligibility
21. Describe how your solution supports interfaces to third-party benefit providers/carriers.
22. Describe how your solution handles retroactive benefit plan premiums that are due from/due to an employee
23. Describe how your solution handles mass changes to multiple employees/dependents.
24. Describe how your solution supports annual open enrollment.

Workforce Management and Payroll

25. Describe the capabilities and benefits of your timekeeping solution. Include how to process a correction to a timesheet and any notifications/alerts to the employee or supervisor
26. Describe your scheduling and complex scheduling capabilities
27. Describe how your system handles 24hr shifts and varying FLSA schedules
28. How does your solution handle complex pay policies?
29. How does your system handle overtime, shift and job premiums?
30. Does your solution provide an audit trail of all entries and changes? If so, what information is logged and reported?
31. Provide an overview of your payroll solution and turnaround time for processing
32. Describe how the system handles multiple tax jurisdictions for employees who work in more than one state or outside the home state of a client
33. Does the system provide a billing platform when deductions are not covered by the employee's pay and they are on continuous leave?
34. Does your solution produce tax forms: W-2 and ACA?
35. How will you assist us in maintaining compliance with regulatory requirements for payroll and tax reporting?
36. How does your solution manage wage garnishment orders?
37. Describe the process of generating employment and income verification through your solution

Implementation and Services

38. Describe the solutions flexibility in making changes to accommodate business process needs.
39. Provide a brief overview of your implementation methodology phases and your approach to initial client training and user adoption.
40. Summarize your information security policy and how you ensure the integrity of information.
41. How will you assist us in maintaining compliance with regulatory requirements?

42. Describe your company's disaster recovery and business resiliency processes with examples.
43. Describe your service delivery team and your service approach for client support. Will a specific service contact be assigned? Please provide details of your support service level agreements.
44. What change management services do you offer?
45. How will you work with us to develop a cost-benefit analysis as part of this evaluation?
46. Describe your approach and the team devoted to implementation. When are implementation fees due?
47. How can your solution help us reduce cost and increase efficiency?
48. What kind of software and implementation warranties do you offer?
49. Please provide a preliminary project schedule for implementation and provide a description of project roles/positions that would typically be expected.
50. Describe the process for successful conversion of historical data from existing systems and migration to the proposed solution.

Cost Section/Schedule – Responses to this section should be provided in Excel format

51. Software Costs: Provide the expected capital and operating costs of your solutions using the template below. Include the typical payment terms and the method of determining future cost adjustments on a year over year basis (e.g., general price increases, changes in user counts). Should include initial license costs, ongoing subscription fees and/or ongoing maintenance costs.
52. Implementation Services Costs: Provide the total approximate cost of implementation services.
53. Integration Services Costs: Provide any estimates of integration services with 3rd party software.
54. Training/travel costs: Provide cost of training and travel for all services

Project and Cost Schedule					
Deliverable	***Timeframe/Duration***	***Initial One-Time Cost***	***Payment Date***	***Recuring Costs***	***Payment Dates***
Maintenance/License Fees					
Product/Service	***Unit Cost***	***# of Users***	***Total Cost***		