



PRINCE GEORGE'S COUNTY  
MEMORIAL LIBRARY SYSTEM  
[www.pgcmls.info](http://www.pgcmls.info)

## REQUEST FOR PROPOSAL

The enclosed REQUEST FOR PROPOSAL (RFP) and accompanying Specifications are for your convenience in submitting an offer for the enclosed referenced products and services:

### **Payroll and Human Capital Management Software**

**CLOSING DAY AND TIME:** Sealed proposals will be received no later than:

**3:00 P.M. EDT, June 23, 2017**

**MARK ENVELOPE:** "RFP Human Capital Management Software"

**RETURN PROPOSAL TO:**

Prince George's County Memorial Library System  
Attn: Jeffrey Naftal, Director of Human Resources  
9601 Capital Lane  
Largo, MD 20774

**THE Prince George's Memorial Library System ( P G C M L S )** appreciates your time and effort in preparing this proposal. Please note that all proposals must be received at the designated location by the above deadline. **Proposals received after the deadline will not be considered for the award of the contract, and will be considered void and unacceptable.**

## SECTION I - INSTRUCTIONS TO RESPONDENTS

1. **PROPOSAL SUBMISSION ADDRESS and DEADLINE:**

Completed proposals will be received in the Department of Human Resources, Prince George's County Memorial Library System, 9601 Capital Lane, Largo, MD 20774 until the bid submission deadline (June 23, 2017, 3:00 pm) as stated on the cover page. Respondents are to mail their responses to this address, Attn: Jeffrey Naftal, Director of Human Resources. Respondents are cautioned to mail proposals early, to allow for proposals to be received before bid submission deadline. Proposal responses received after the closing time and date will be returned to the sender unopened.

***All proposals are required to be signed by an authorized representative of the entity submitting the proposal. Proposals received unsigned will not be considered.***

2. **TAXES:**

PGCMLS is exempt from Federal Excise and State Sales Tax; therefore, tax must not be included in the proposal price.

3. **DEMONSTRATIONS:**

Demonstrations or verifications of the Respondent's ability to provide these services will be required of the top proposals and must be furnished free of cost to PGCMLS.

4. **ALTERING PROPOSALS:**

Proposals cannot be altered, amended or withdrawn by the Respondent (Vendor) after the bid submission deadline. Any interlineations, alteration, or erasure made before this deadline, must be initialed by the signer of the proposal, guaranteeing authenticity.

5. **PROPOSAL WITHDRAWAL OR REJECTION:**

PGCMLS reserves the right to withdraw the request for proposal for any reason or to reject any or all proposals or parts of all or any specific proposal or proposals. PGCMLS further reserves the right to accept part or all of any specific proposals or proposal, and to accept any proposal or proposals with or without trade-in.

6. **PUBLIC INSPECTION:**

Proposals are not available for public inspection until after the contract award. If the proposal contains trade secrets and confidential information, then the proposal is not open to public review even after the proposal award, provided that the Respondent has notified PGCMLS, in writing, of this.

7. **PROPOSALS RECEIVED LATE:**

PGCMLS is not responsible for lateness or non-delivery of mail, carrier, etc. to PGCMLS, and the time and date recorded in the Department of Human Resources shall be the official time of receipt.

8. **INCORRECT INSTALLATION:**

Materials delivered or installed in error shall be removed or corrected at the successful Respondent's expense.

9. **PACKING, CRATING AND CARTAGE:**

The cost of all special packing, boxing, crating, or cartage shall be included in the pricing specified on the response unless otherwise specifically stated at PGCMLS's request. At PGCMLS's option, all packing, crating, or other debris resulting from the delivery or set-up of the commodity purchased shall be removed and properly disposed of by the successful Respondent.

10. **DESTINATION CHARGES:**

The cost of all service and materials used in the original conversion/implementation of the project shall be included in the quote provided by PGCMLS. Subsequent charges for labor or travel or upgrades shall be outlined in the proposal. This includes the delivery and shipping cost of equipment and materials to be installed. PGCMLS does not accept C.O.D. or collect shipments.

11. **TITLE/RISK OF LOSS:**

The title and risk of loss of the equipment or materials shall not pass to PGCMLS until PGCMLS actually receives, takes possession, and accepts the finished installation.

12. **NEGOTIATIONS:**

PGCMLS reserves the right to negotiate all elements which comprise the proposal and to accept or reject part or all of any proposal.

13. **DEVIATION FROM SPECIFICATIONS:**

Any deviations from specifications and alternate proposals must be clearly shown with complete information provided by the Respondent. They may or may not be considered by PGCMLS.

14. **UNIT PRICES AND EXTENSIONS:**

If unit prices and their extensions do not coincide, PGCMLS may accept the lesser amount.

15. **ASSIGNMENT:**

The successful Respondent's rights and duties awarded by the contract may not be assigned to another without written consent of PGCMLS signed by PGCMLS's authorized agent. Such consent shall not relieve the assigner of liability in the event of default by the assignee.

16. **PROPOSAL AMBIGUITY:**

Any ambiguity in the proposal as a result of omission, error, lack of clarity or non-compliance by the Respondent with specifications, instructions and all conditions shall be construed in the favor of PGCMLS.

17. **CHANGE ORDERS:**

No oral statement of any person shall modify or otherwise change, or affect the terms, conditions or specifications stated in the resulting contract. All change orders to the contract will be made in writing and shall not be effective unless signed by an authorized representative of PGCMLS.

18. **MODIFICATIONS AND AMENDMENTS:**

PGCMLS shall have the right to modify this order subject to an adjustment in the price in accordance with the applicable provisions of the Purchase Order, if any, or pursuant to mutual agreements. No agreement or understanding to modify this order shall be binding on PGCMLS unless it is in writing and signed by an authorized representative of PGCMLS.

19. **LIENS:**

The successful Respondent agrees to and shall indemnify and save harmless PGCMLS against any and all liens and encumbrances for all labor, goods and services which may be provided under PGCMLS's request, by seller or seller's vendor(s). Should PGCMLS request, a proper release of all liens or satisfactory evidence of freedom from liens shall be delivered to PGCMLS.

20. **PATENT INDEMNITY:**

The successful Respondent hereby warrants that the use of the products and materials in this agreement will not infringe on the rights of any patent, copyright, or registered trademark, covering such materials. The successful Respondent agrees to indemnify and hold harmless PGCMLS for any and all costs, expenses, judgments and damages which PGCMLS may have to pay or incur relative to this section.

21. **GRATUITIES/BRIBES:**

PGCMLS may, by written notice to the successful Respondent, cancel this contract without liability to the Respondent if it is determined by PGCMLS that gratuities or bribes in the form of entertainment, gifts, or otherwise, were offered or given by the successful Respondent, or its agent or representative to any PGCMLS officer, employee or elected representative with respect to the performance of the contract.

22. **HIGH TECHNOLOGY PROPOSAL:**

Proposals are not available for public inspection until after the contract award. If the proposal contains trade secrets and confidential information, then the proposal is not open to public review even after the proposal award, provided that the respondent has notified PGCMLS, in writing, that the proposal contains trade secrets and confidential information. All confidential information in the proposal must be clearly indicated.

- A. Although intended to be functional in nature, the requirements outlined in this request for proposal represent PGCMLS's desired specifications and performance level. Respondents are invited to take exception to any of the specifications; however, these must be noted and supported with written documentation. When exceptions are taken, the Respondents are encouraged to offer alternative solutions and/or additional features in their proposals.
- B. PGCMLS invites proposals from any qualified Respondent to ensure PGCMLS the best available products and system.

23. **OPERATING MANUALS:**

If requested by PGCMLS, the Respondent shall provide a complete set of operational instructions and descriptive literature for proper evaluation of the product proposed.

24. **SPECIAL TOOLS:**

In the event that special tools are required to operate or maintain the equipment installed, the successful Respondent shall furnish these tools at no cost to PGCMLS.

25. **GUARANTEES AND WARRANTIES:**

Each Respondent shall submit a complete breakdown of any warranties or guarantees provided by the manufacturer or Respondent with the quote submitted.

26. **EMPLOYEE TRAINING:**

The successful Respondent shall provide on-site (or classroom, if applicable) instruction to designated PGCMLS employees as required to operate the equipment purchased. Online training for some employees may also be accepted. PGCMLS will determine the appropriate amount and time of training needed for both types of training.

27. **INQUIRIES FROM RESPONDENTS:**

Questions related to this RFP must be made in writing and directed to:

Jeffrey Naftal, Director of Human Resources  
Department of Human Resources  
Prince George's County Memorial Library System  
[jeffrey.naftal@pgcmls.info](mailto:jeffrey.naftal@pgcmls.info)  
9601 Capital Lane  
Largo, MD 20774  
Telephone #: 301-699-3500

28. **PURCHASE ORDER:**

A purchase order may be generated by PGCMLS to the successful Respondent to initiate this project. If so, the purchase order number must appear on all billing documents.

29. **COMPETITIVE SELECTION/EVALUATION FACTORS:**

The successful Respondent will be selected on a rational basis. Evaluation factors outlined below shall be applied to all eligible, responsible and responsive Respondents in comparing proposals and selecting the successful Respondent. Award of a contract may be made without discussion with Respondents after responses are received. Proposals should, therefore, be submitted on the most favorable terms. PGCMLS reserves the right to void the purchase order if the successful Respondent has not performed within the date specified by the Respondent's submittal.

30. **PROPOSAL EVALUATION FACTORS:**

*Proposal evaluation factors include:*

- A. 55% Features, intuitiveness, quality of software, warranty, compatibility, flexibility, and durability of the proposed product, including responsiveness to the attached questionnaire, completeness and thoroughness of the software and supporting technology.
- B. 15% Demonstrated Respondent's experience and technical support, including training staff, with the type of software and peripherals offered.
- C. 20% Total evaluated cost.
- D. 10% Proposed product recommendations from third parties.

31. **REVIEW COMMITTEE:**

Responses to this RFP will be reviewed and evaluated by PGCMLS staff in two review teams from the following areas:

- Team 1: Public Services, Support Services, IT
- Team 2: Human Resources Staff

32. **NEGOTIATIONS:**

PGCMLS reserves the right to require additional technical and pricing information and negotiate all elements which comprise the Vendor's proposal to ensure that the best possible consideration be afforded to all concerned.

***\*\*\* PGCMLS reserves the right to accept all or part of any proposal, to reject any or all proposals, and to re-solicit for proposals. \*\*\****

33. **RELEASE OF INFORMATION:**

Only the name of the Respondents responding to this proposal shall be released after the proposal deadline. Other information submitted by the Respondent shall not be released by PGCMLS during the proposal evaluation process or prior to contract award.

34. **PAYMENT:**

Payment to the successful Respondent for implementation costs will be as a lump sum payment after satisfactory implementation, as determined by PGCMLS, and receipt of an invoice or other billing instrument used by the successful bidder. Ongoing service payments will be made monthly.

35. **SERVICE AGREEMENT:**

A separate agreement for ongoing services will be negotiated by PGCMLS when the Respondent's proposal is accepted.

36. **BRANDS or MANUFACTURER's REFERENCE:**

PGCMLS has determined that the manufacturer's brand, if any, listed in the specifications meets these specifications. This manufacturer's reference is not intended to be restrictive, but descriptive of the type and quality PGCMLS desires to purchase. Quotes for similar manufactured equipment of like quality will be considered if the proposal is fully noted with the manufacturer's brand name and model. PGCMLS reserves the right to determine products of equal value. Respondents will not be allowed to make unauthorized substitutions after award is made.

37. **COMPLETION TIME AND DATE:**

The proposal must show the number of days required to convert existing data, train employees and go live with the software at PGCMLS's designated locations under normal conditions.

38. **RESPONSE INSTRUCTIONS:**

PGCMLS requests one (1) original, six (6) copies, and one (1) electronic copy of your proposal. Your proposal may be mailed or hand delivered to the address listed on the cover page of this Request for Proposal. Proposals will not be accepted or considered if delivered via email.

39. **FIRM QUOTES:**

All proposals must include a statement that they are valid for a minimum period of one hundred eighty (180) days from the RFP closing date.

40. **DURATION OF CONTRACT:**

The successful Respondent will be awarded a contract effective the date of award, through the completion of implementation. All pricing must not increase throughout this period. At PGCMLS's option, the contract may be renewed for one (1) additional six (6) month period.

41. **TERMINATION OF AGREEMENT:**

PGCMLS may terminate the contract by giving the Respondent written notice. Upon delivery of such notice by the PGCMLS to the Respondent, the Respondent shall discontinue all services in connection with the performance of this agreement and shall proceed to cancel promptly all existing orders and contracts insofar as such orders or contracts are chargeable to this agreement. As soon as practicable after receipt of notice of termination, the Respondent shall submit a statement, showing in detail the goods satisfactorily delivered and accepted by PGCMLS under this agreement to the date of termination. Any data stored off-site with the Respondent shall be returned in the most efficient means possible for PGCMLS. PGCMLS shall then pay the Respondent that portion of the prescribed charges.

## SECTION II - PROPOSAL FORMAT

### REQUIRED SECTIONS

#### 1. COVER LETTER:

***This section should contain:*** The name and address of the proposing firm and the names and telephone numbers of the individuals authorized to answer technical, price, and/or contract questions. The cover letter must also be signed by an officer authorized to bind the company.

***Describe, in this letter, the technical experience level and any relevant certifications earned by the staff that will be providing PGCMLS's HCM software conversion/implementation service.***

#### 2. SUMMARY:

Include a summary which gives in brief, concise terms an overview of your proposal.

#### 3. FIRM BACKGROUND, PRINCIPAL OFFICERS, and PRIOR EXPERIENCE:

***This section should state:***

- The full name and address of the respondents' organization and identify the parent company if the respondent is a subsidiary. Specify the branch office or other subordinate element which will perform, or assist in performing this work. Indicate whether the respondent operates as a corporation, partnership, or individual. Include the State in which the respondent is incorporated and/or licensed to operate, the date of incorporation or licensing.
- Provide a listing of the principal officers of the company to include name, title, and length of experience with the respondent organization. Provide prior year profit and loss, if available. Provide the same information for any entity which will participate in this project through a joint venture or subcontract arrangement.
- ***This section should also:***  
Describe the proposed project organization and the position that the project personnel will occupy within the organization. It should identify project personnel by name and provide a detailed resume outlining his/her appropriate experience on other similar projects. PGCMLS reserves the right to terminate the contract due to the removal of any key project staff which PGCMLS believes would negatively impact the successful completion of the project.

#### 4. REFERENCES:

This section shall be used by the respondent to list a minimum of five (5) references using the software proposed. The respondent should include the following minimum information for each reference ("Attachment I" may be used for this purpose):



- Name of the company;
- Contact individual & telephone number;
- Major differences between the service provided to the reference and the service proposed to PGCMLS; and
- Length of time your firm has provided service to the reference.

**5. CONCLUDING REMARKS:**

This section shall contain any Respondent elaboration regarding software philosophy, hardware architecture, or other items of information which the Respondent feels important to a clear understanding of the proposed system and services and/or the Respondent's capabilities.

**6. WARRANTIES AND BUYER'S REMEDIES:**

The Respondent shall provide specific descriptions of the warranties and of the remedies available to PGCMLS and the circumstances under which the warranties and remedies shall be available.

**7. TESTING AND ACCEPTANCE:**

The Respondent shall outline intended testing procedures (addressing PGCMLS participation) and terms for acceptance.

**8. COST PROPOSAL:**

Please provide the cost structure for the first three (3) years of use and detail all costs PGCMLS is likely to incur during that time period. If Respondent offers alternatives to purchasing the Software as a Service (SaaS), i.e. maintaining in-house servers, please lay out the cost proposal for each option. Costs may include:

- A. Software license fees
- B. Hosting fees
- C. Transaction fees
- D. Implementation fees
- E. Training fees
- F. Documentation fees
- G. Hardware costs
- H. Support fees
- I. Additional third-party software costs
- J. Maintenance costs
- K. Customization costs

## SECTION III - SPECIFICATIONS

*Unless otherwise stated, all specifications listed are minimum requirements.*

### BACKGROUND:

PGCMLS is currently seeking proposals for Payroll and Human Capital Management software. PGCMLS is the public library for over 840,000 citizens, with @400 full-time and part-time employees. PGCMLS has used its current software since 2015. PGCMLS is looking at payroll and human capital management software that better fits the organization and better meets the needs of Human Resources staff and all employees. Items highlighted throughout these specifications are deemed mandatory for the purposes of consideration.

### Please complete the request for proposal:

*Answer each element in as much detail as necessary to deepen our understanding of the services provided. To eliminate misunderstandings, use complete sentences and avoid "understood" subjects and objects.*

<b>I. General Requirements</b>	<b>Response:</b> <i>(Provide information or affirmative or negative and optionally discuss.)</i>
How many concurrent users are permitted by the software?	
Respondent is a stable company with 8-10 years of experience in HCM/Payroll software and services.	
Software provides automated transaction processing based on effective date and user rules.	
Software provides rules-based system logic.	
Software provides real-time paycheck generation for manual checks.	
Software will support document scanning.	
Can users cancel pending workflows?	
Do you offer W-2 print services? Paycheck print services?	
Is there any limit to the number of approvals that a workflow can go through?	
Does the system alert managers to items that require their attention or approval? (Job changes, credential compliance, late timesheets)	
The software workflow design will be event-triggered or date specific or rules based.	
<b>II. Software Vendor Information</b>	<b>Response:</b> <i>(Provide information or affirmative or negative and optionally discuss.)</i>
Provide vendor contact (Name, title, address, phone, tax, email address).	
Provide the company website.	
Provide a Revenue/Income statement.	
Total number of employees.	
Who are your target customers?	

List any library customers you might have. (List agency, contact person, phone #, email)	
Provide other company highlights. (Awards, highlights, outstanding accomplishments, etc.)	

<b>III. Security and Back-Up</b>	<b>Response:</b> <i>(Provide information or affirmative or negative and optionally discuss.)</i>
The software will provide flexible user-defined security down to the field level, or at a minimum to the module and screen level.	
The software will have at least 10 years of data and System Rules retention. The history should show the rules applicable at the time a particular payroll was run and logic behind them for audit purposes.	
The software will provide real time updating of data with audit trail (user maintained documentation) without being locked out if other transactions are occurring (i.e. payroll being processed).	
Software will provide validation edits for required input fields.	
Software will provide user-definable archive/purge capabilities.	

<b>IV. Technology</b>	<b>Response:</b> <i>(Provide information or affirmative or negative and optionally discuss.)</i>
Provide information regarding your software's recommended or required platform: PGCMLS is currently SaaS and prefers to remain that way.	
Provide information regarding your Internet Browser interfaces.	
Is your system "open architecture?" Does it use APIs?	
Software will provide real-time processing and reporting as well as batch (flexibility to have either process as requested by user).	
Software will provide PGCMLS staff the ability to see attempted breaches of security via report or online alert to selected operators.	
Is integration with map functionality provided?	
Is the system developed internally, leased, or purchased from another provider? If another provider, who is the vendor?	
The software will be ODBC Compliant	
The vendor will offer turnkey Installation – software will be furnished and supported.	
Software will feature "drill down" in all modules. PGCMLS would prefer this to be directly from the application rather than through a 3 <sup>rd</sup> party.	

<b>VI. Modules to Include:</b> <i>(Need to be fully integrated)</i>	<b>Response:</b> <i>(Provide information or affirmative or negative and optionally discuss.)</i>
All modules are fully integrated. If not, please explain how the integration is accomplished.	
Payroll	
Software will have many reports built into system and provide for additional easy report writing.	
Reports will include: EEO, Affirmative Action, Worker’s Comp, Employee Development, Training Administration, Position Control, FMLA, Leave Tracking etc.	
Software will include a Compensation module.	
Software can be set for payroll to run on a bi-weekly basis.	
Benefits Administration. (Cobra, Retirement, FMLA, etc.)	
Recruitment Management	
Leave Accruals.	
Position Control File – What information associated with the employee is controlled by the position? (Allocations, reporting structure, job information, FLSA status, union status, employment status, tracked by position rather than employee?)	
System will track performance management cycles.	
Software system will allow PGCMLS staff the ability to run a trial payroll by individual, group, or entire employee base.	
Software system will provide PGCMLS staff the ability to run an employee inquiry search by alpha-numeric character, SSN, ID number, location, division, department,	
Software system will allow PGCMLS staff the ability to run deduction ceilings based on dollar amount, maximum limit, fixed percentages, or effective dating with user-defined rules per employee.	
Software will support flexible wage calculations including shift and other differentials, upgrade pay, step-up pay, etc.	
System can process supplemental payrolls at any time.	
Software will support multiple overtime rules in addition to the standard overtime rule of hours worked more than 40 in a week are eligible for overtime.	
Does the system support automatic FLSA calculations and compliance? Can it handle middle of the week pay changes and prorated workweeks?	
Software system will allow the ability to deduct and send child support and/or other payroll deduction information to the appropriate agency.	

Software system will provide for retirement plan calculations including 403(b) and plans, by effective dates, percent of participation by location, special deferral before retirement, and maximum participation.	
Software system will allow for the calculation of pension deductions using either Per Pay Salary or Gross Pay.	
Software system will allow PGCMLS staff the ability to have deductions or pay increases automatically applied based on starting and ending dates rather than pay period.	
Software system will allow PGCMLS staff the ability to handle base units, i.e. for each hour worked; get a simultaneously supporting incremental amount added to base pay.	
Software system will allow PGCMLS staff the ability to handle standard Employee and PGCMLS paid deductions with ceilings on retirement plans, catch-up contributions,	
Software system will have the capability to track special executive benefits, auto allowance, etc.	
Software will allow pre- or post-tax wage earnings or deductions.	
Software system will allow PGCMLS staff automatic pay processing for selected employees in different earning	
Software system will allow direct deposits for a minimum of six (6) accounts.	
Software will be flexible enough to allow overrides on scheduled deductions, taxes, earnings, at employee or pay group levels.	

<b>VII. Human Capital Management</b>	<b>Response:</b> <i>(Provide information or affirmative or negative and optionally discuss.)</i>
Enable HR to generate multiple varied reports easily within the system, and provide the ability to easily create custom reports using description fields and previews.	
Software will maintain data on employee status, such as re-hire, new hire, and whether position is a replacement, newly created position, and indicate why the position was created.	
System will provide unlimited optional fields for future use.	
System will provide position control, position requisition tracking and job code tracking.	
System will provide applicant tracking; track applicants by requisition number, print batch reject letters, sort by education/skills, etc.	
Does the system provide vacancy reporting for administrators and managers with the ability to calculate daily lost revenue for open positions?	
Does the system provide a dashboard (or similar view) for hiring managers to see the status of their job requisitions?	

System will provide the ability to create an Organizational Chart by department, division and company.	
System will maintain employee education background, education level completed, schools attended, degrees received, certification, etc.	
System will track disciplinary actions and outcomes.	
System will record drug testing information and history; test dates, results, dates of suspension, return to work, date of termination, etc., with secured access.	
Does the system include a performance management module? If so, can users view performance history?	
System will support a merit increase program based on category of performance rating.	
Does the system include a talent management module? If so, does it allow for uploading and tracking of credential compliance information for education, skills, fitness, licenses, and registrations?	
Does the system include a learning management module? If so, does it facilitate the sign up, attendance tracking, and grading of required and optional courses?	
System will set up different non-productive time algorithms and provide the ability to track accrual, usage, and balance of leave allotments.	
System will provide FMLA leave eligibility and use tracking with related reporting; will have the ability to track intermittent leave as well as blocks of time.	
System will provide PGCMLS staff the ability to flag employees by leave type (i.e. unpaid time off, or FMLA eligibility) for reporting and audit.	
System will provide EEO/AA information, planning, tracking and reporting.	
<b>VIII. Compensation</b>	<b>Response:</b> <i>(Provide information or affirmative or negative and optionally discuss.)</i>
System will provide a salary planning tool capable of running scenarios for budget forecasting.	
System will provide salary analysis and provide the ability to review salaried employees by projected hours for salary survey.	
Does the system validate minimum and maximum salary (of grade) when pay is changed, and provide warning messages as needed?	
System will provide compensation structure support and report salaries by position, grade, and quartiles for each employee.	
System will support a merit increase program based on category of performance rating.	
System will provide PGCMLS staff the ability to enter multiple increases on a date with different reasons coded and maintain history.	

System will provide PGCMLS staff the ability to track changes in job code and title, identify reasons for merit and promotional pay increases, identify demotions due to economic adjustments (salary reductions), and voluntary personnel requests for lower grade/step job classifications.	
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<b>IX. Benefits Administration</b>	<b>Response:</b> <i>(Provide information or affirmative or negative and optionally discuss.)</i>
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<p><b>System will support the following benefits:</b></p> <ol style="list-style-type: none"> <li>1. Basic Life</li> <li>2. Accidental Death and Dismemberment</li> <li>3. Paid Time Off (including annual, sick, jury, bereavement, and military).</li> <li>4. Flexible Spending Account (FSA)</li> <li>5. Medical Plan</li> <li>6. Dental Plan</li> <li>7. Cobra Administration</li> <li>8. Affordable Care Act Administration</li> <li>9. HIPPA Administration (Cert of Coverage)</li> <li>10. Retirement Plans (403b)</li> <li>10. Vision Plan</li> <li>11. Voluntary Life Insurance</li> <li>12. Voluntary AD&amp;D Insurance</li> <li>13. Short Term Disability</li> <li>14. Long Term Disability</li> <li>15. Dependent Group Life Insurance</li> <li>16. Tuition Reimbursement</li> </ol>	
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System will provide user-defined rules tables to establish plan parameters, eligibility and other rules.	
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System will provide flexible reporting on all aspects of employee benefits and status; retirement, disabled employee benefits, length of benefit/time used, reason, return to work dates, cause for separation,	
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System will provide employee leave tracking, reporting by leave type.	
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System allows for pre-taxed and post-taxed benefits.	
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System will provide PGCMLS staff the ability to generate Annual Benefit Statements.	
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System will provide worker's compensation tracking.	
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System will provide PGCMLS staff the ability to track dependents and dependent coverage eligibility.	
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Does the system display employer costs per plan as well as employee costs? Is this configurable?	
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System will provide PGCMLS staff the tools to facilitate bill reconciliation and payment with the insurance carriers.	
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Does the system maintain active carrier connectivity?	
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Does the system charge extra for benefits administration or carrier integration?	
System will allow PGCMLS staff the ability to track and administer COBRA.	

<b>X. Self-Service Module</b>	<b>Response:</b> <i>(Provide information or affirmative or negative and optionally discuss.)</i>
The system will allow employees and managers to access certain information without approval from Human Resources.	
The system will allow managers to run departmental reports.	
The system will allow employees to change their address, tax withholding, direct deposit, and other demographic information.	
The system will allow employees to model their paycheck based on changing tax status, salary, benefits,	
The system will provide automated completion and tracking of onboarding forms electronically.	
The Self Service Module will be integrated into the HRM software (same log-in, different security)	
The module will allow employees to access their paystubs and W-2 information online.	

<b>XI. Timekeeping</b>	<b>Response:</b> <i>(Provide information or affirmative or negative and optionally discuss.)</i>
The system will be user-friendly (intuitive) and allow employees to easily track their work-time and off-time, and allow managers to approve their timesheets easily.	
The system will be web-based and fully integrated into the HRM software. (same log-in, different security)	
The system will be highly adaptable – support web clocking and time clocks, support different time off accruals, etc.	
Will the system provide alerts to managers for missing punches, no punches, off schedule, etc.?	
The system will have reporting capabilities that can be exported into Excel – for example, managers should be able to run reports showing when their employees are scheduled off for a given month.	
The system will be able to support a multitude of flexible schedules and easily allow modifications to employee schedules.	
The system will allow employees to track time by duration, by exception, and by actual time in/out.	
Does the system maintain an audit trail or reports of all punch data changes?	
Can the system require comments or reason codes for punch data changes?	



Does the system allow for temporary delegation of manager responsibilities for vacation coverage or other similar situations?	
The system will allow several levels of supervisors to access employee timesheets: (example – Supervisor, Manager and Director)	

<b>XII. Report Writer</b>	<b>Response:</b> <i>(Provide information or affirmative or negative and optionally discuss.)</i>
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The report writer will be a user intuitive tool with import and export capabilities to Excel, Word, or .pdf documents.	
The report writer will use description fields and allow previews of reports.	
The writer will allow PGCMLS staff the ability to run reports either online or batch mode. Staff will be able to schedule batch reports based on date and time parameters.	
The report writer should be fully integrated into the HRM software.	
The report writer needs to accommodate varying skill levels of end-users.	
The report writer will have a large number of standard reports (which are customizable) within the built-in report writer.	
The report writer will have “ad-hoc” query capabilities by field, such as department, employee status, EEO code, or workman’s compensation code.	
The report writer will allow for custom written report templates to be shared among users.	

<b>XIII. Implementation</b>	<b>Response:</b> <i>(Provide information or affirmative or negative and optionally discuss.)</i>
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The vendor will assign an experienced Project Manager to the client.	
Transfer of knowledge to the client throughout the process is a basic tenet (and requirement) of the vendor.	
Vendor must be able to tailor methodology to meet client’s audit requirements.	
During the implementation process, do you assist with process improvement and/or best practices?	
Vendor will be experienced with doing integrations from legacy systems.	
How many hours of training are needed to implement the HRM software?	
Vendor will provide in-house training support.	

<b>XIV. Miscellaneous</b>	<b>Response:</b> <i>(Provide information or affirmative or negative and optionally discuss.)</i>
Will Vendor provide a dedicated service representative to PGCMLS?	
What is the service call response time? PGCMLS requires a response time of two (2) hours or less.	
In reference to upgrades, improvements, etc., what can we expect in the next year?	
In reference to upgrades, improvements, etc. what can we expect in the next 3-5 years?	
Does the system have a password complexity policy?	
Is there a User Group for the company? If so, how do they meet and what is their role?	

**SECTION IV - AUTHORITY TO QUOTE**

**PRICING INFORMATION:**

***"I agree to meet the stated minimum requirements as set forth in these specifications and any documents attached for the total price listed."***

- **If you have multiple service options available, please outline and price each option.**
  - Materials (software, hardware, peripherals, etc.)
  
- **Please attach itemized price list and identify any payment options, if any:**

<u>ITEM</u>	<u>YEAR 1</u>	<u>YEAR 2</u>	<u>YEAR 3</u>
Estimated Number of Hours of Training Needed			
Installation, Implementation and Training Costs – Include Mileage and Travel			
Annual Support/Maintenance Costs – Include for Payroll, Applicant Tracking, Etc.			
Hardware Costs (If Any)			
Other Applicable Expenses			

Estimated Time Frame for Implementation: \_\_\_\_\_

Respondent/Company Name:  
\_\_\_\_\_

Authorized Representative:  
\_\_\_\_\_

Signed:  
\_\_\_\_\_

Title: \_\_\_\_\_

***Please provide the following:***

Address: \_\_\_\_\_

City, State & Zip: \_\_\_\_\_

Telephone: \_\_\_\_\_

Fax Number: \_\_\_\_\_

Est. Response Time After Receipt of Order: \_\_\_\_\_

Date: \_\_\_\_\_

Warranty, if applicable: *(Please describe):*

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

# ATTACHMENT I

**REFERENCE:**

Company Name:

Address:

Contact Person:

Telephone Number: (     )     )

Products/services Purchased by

Reference:

Differences in Reference (product/service) and that Proposed to PGCMLS:

Date Purchased: \_\_\_\_\_

**REFERENCE:**

Company Name:

Address:

Contact Person:

Telephone Number: (     )     )

Products/services Purchased by

Reference:

Differences in Reference (product/service) and that Proposed to PGCMLS:

Date Purchased: \_\_\_\_\_

## **Addendum**

### **General Information**

PGCMLS's evaluation process will utilize two teams. The first team will consist of employees from the Public Services and Support Services Divisions as well as IT. Three (3) employees from each Division will participate plus one person from IT. The second team will consist of Department of Human Resources staff. Including the Director there are seven (7) employees in the Department. We anticipate up to three (3) administrative users of the Payroll portion of the system in Human Resources and all seven (7) staff members will have administrative use of the rest of the system. PGCMLS is a union environment and the first evaluation team will have union members on it.

PGCMLS's federal identification number is 52-6001858. We are a 501(C)(3) and as such are tax exempt. Our fiscal year runs from July 1<sup>st</sup> through June 30<sup>th</sup> of each year. PGCMLS currently runs twenty-six (26) pay periods. We process between 350 and 400 checks bi-weekly and approximately 450 to 500 W-2 forms are generated each year.

PGCMLS has leave policies for annual leave, and sick leave, and personal leave which should be calculated automatically when an employee begins or terminates employment. All leaves must be earned before being taken but we would expect the system to allow for overrides if necessary. The system should also reduce leave balances automatically based on the time and attendance module.

PGCMLS allows multiple direct deposit options with the current system allowing for up to 6 different banks. PGCMLS runs bi-weekly time and attendance and ACH to banks.

#### **PGCMLS offers the following benefits to employees:**

*Accident Insurance	*Basic AD&D	*Basic Life Insurance
*Critical Illness Insurance	*Dental Insurance	*Legal Insurance
*Term Life Insurance	*Long Term Disability	*Health Insurance
*Prescription Coverage	*Short Term Disability	*Vision Insurance
*Whole Life Insurance	*MD State Pension	*403(b) Plans

#### **PGCMLS utilizes the following earnings codes currently:**

*Regular	*Salary	*Overtime	*Sunday Hours – Flat Rate
*Holiday	*Vacation	*Sick Leave	*Sunday Hours – 1.5 Rate
*Personal Day	*Bereavement	*Bonus	*Military Leave
*Severance Pay	*Emergency OT	*Reimbursement	*Leave Without Pay
*Payouts (3)	*Retroactive Pay	*Injury on the Job	

In addition to the above, we have a number of extra codes that are probably not necessary including: 14 administrative leave codes; FMLA codes; individual earnings codes for each type of hourly employee; and codes that should be handled as Additional Pays and will be referenced below.

**PGCMLS utilizes the following deduction codes currently:**

- |                    |                    |                                 |
|--------------------|--------------------|---------------------------------|
| *Overpaid Funds    | *Service Fees      | *Credit Union                   |
| *United Way        | *Credit Union      | *Reimbursement                  |
| *Miscellaneous     | *Travel            | *Company Car (For Tax Purposes) |
| *Union Dues        | *Union Initial Fee | *Union Service                  |
| *Union Reduced Fee | *Union Political   | *Travel Reimbursement           |

**PGCMLS has the following additional pays that are not coded as such in the current software:**

- \*Person in Charge Differential    \*Bi-Lingual Pay Differential    \*Car Allowance

In addition, it is likely that the Sunday hours shown as earnings codes above would be better classified as an additional pay.