

OFFICE OF THE TOWN COMPTROLLER
TOWN OF OYSTER BAY
NASSAU COUNTY, NEW YORK

REQUEST FOR PROPOSALS

FOR

PAYROLL AND HR MANAGEMENT PROCESSING SERVICES

NOTES:

1. ISSUANCE DATE: June 15, 2021

2. THIS RESPONSE IS DUE BY: August 23, 2021, 4:45PM

Note: The dates listed above are estimated goals and may be delayed or extended. The Town reserves the right to make adjustments to the dates as necessary. All inquiries must be in writing and may be mailed or emailed to the Issuing Office.

PROJECT NAME: **PAYROLL AND HR MANAGEMENT PROCESSING SERVICES**



REQUEST FOR PROPOSALS
PAYROLL AND HR MANAGEMENT PROCESSING SERVICES

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INTRODUCTION

In accordance with the General Municipal Law § 104-b and the Town of Oyster Bay’s Procurement Policy, the Office of the Comptroller of the Town of Oyster Bay (the “Town”) is seeking proposals from qualified vendors with significant experience interested in providing payroll processing and HR management needs to the Town. The contract term shall be for a five (5) year period with the option of two additional five (5) year extensions, if mutually agreeable.

The scope of the anticipated services and required experience and knowledge are more fully described below.

AUTHORIZED CONTACT PERSON

Prospective firms are advised that the authorized Town of Oyster Bay contact person for all matters concerning this Request for Proposals (the “Request” or “RFP”) is:

Steven C. Ballas, Comptroller
74 Audrey Avenue
Oyster Bay, NY 11771
Telephone: (516) 624-6440
Email: sballas@oysterbay-ny.gov

FORM OF PROPOSALS

Proposers must submit five (5) copies in a sealed envelope that shall plainly indicate on it the title of the proposal and the date submitted. This shall be delivered to the Office of the Comptroller, 74 Audrey Avenue, Oyster Bay, NY 11771-1592. Attn: Steven C. Ballas, Comptroller.

The following is a list of key dates:

<u>Event</u>	<u>Date</u>
RFP Release	6/15/21
Closing Date for Questions	7/20/21
RFP Due Date to Town	8/23/21
Estimate Contract Award	10/4/21

Request for proposals shall clearly be labeled as RFP for Payroll and HR Management Processing Services.

Proposals received after the hour specified will not be considered.

Provide the name of a contact person at the firm, as well as such individual’s e-mail address and telephone number.

At a minimum, proposing vendors should expansively and thoroughly address the following subjects as a part of their proposal:

1. *Proposer Profile: Organization, Capacity, Staffing, Resumes*

Provide a complete description of the firm's organizational structure, and capacity to provide and support the proposed services; resumes of the proposed personnel (quality/demonstrated skills of proposed personnel); and a clear description of potential resource utilization methods and approach to the transaction.

2. *Related Experience*

Describe any prior public sector experience, project management and implementation qualifications and related experiences of the proposer including references, organizational and technical capacity, and outcome/results of services provided to other similar clients of similar size; comprehensive description of why the proposer can perform the tasks defined in the RFP.

ETHICS AND DISCLOSURE

Pursuant to Town policy, proposers will be required to complete a disclosure questionnaire. That disclosure will be processed through the Town's vendor monitoring system. The questionnaire will be forwarded by e-mail to the principal whose name is provided on the firm's response. **Any firm that does not complete and return the electronic questionnaire will not be considered for an award under this RFP.**

QUALIFICATION BASED SELECTION PROCESS

The Town, after receipt and review of responses to this RFP, reserves the right to reject any or all proposals based upon the information provided by the firm(s) in their proposal(s) and based upon subsequent negotiations between the Town and the firm(s). The review process is based on the qualifications of the firm for the nature of the services solicited under this RFP, as guided by the Town's Procurement Policy, adopted by Town Board Resolution 154-2021, a copy of which is available upon request.

In reviewing the proposals, the following factors will be considered, without limitation:

1. Magnitude, scope, and complexity of the services to be rendered;
2. Experience of the firm in assignments of similar size, scope, and complexity;
3. Special knowledge relevant to the project;
4. Size, staffing, resources, and financial capability of the firm vs. the size of the assignment;

5. Past performance with the Town, if any;
6. Time schedule and costs;
7. Firm's current workload with the Town, if any; and
8. Acceptability and efficacy of proposed analysis, management and implementation methods and procedures and supporting systems for ongoing project management and implementation support, previous engagements of similar scope and quality, description of recommendations and alternative approaches that the Town might use to improve its management process including rationale for the recommendations or alternative approaches.

COST PROPOSAL

The Cost Proposal must provide a detailed fee schedule including itemized services including (but should not be limited to) the following:

1. Monthly rates for regularly scheduled activities and help desk support.
2. Labor costs, administrative costs, equipment and materials, and sub-consultant or consultant team costs.
3. Town staff training and implementation costs.
4. A fee schedule for emergency and/or after hours service calls.
5. Cost proposal must refer/reference specific Scope of Work items.
6. Specify price structure breakdown (e.g., 1–50 employees, 51– 100 employees, 101–200 employees, etc.) as well as the cost per employee.
7. If a specific requested service, function, or option is not offered/available please indicate.
8. Indicate the frequency of cost (e.g., per payroll process, monthly, annually, as required).
9. Provide any one-time costs or costs that are not based on the number of employees.
10. Include any general comments on pricing, or different levels of service.
11. List licensing fees (per workstation/location) for product processing if applicable.
12. List charges for “special payroll reports” created by the vendor if applicable.
13. It is expected that all proposers responding to this RFP will offer government or comparable most favorable rates. Any and all discounts offers must be clearly delineated.

Cost proposal shall list each module/function separately and should include all purchase and implementation costs. The Town may choose to implement all modules, one module, or any combination thereof. While the proposer may choose to offer additional discounts or cost savings for the initial purchase of all modules/functions combined, the Town reserves the right to purchase modules/functions individually.

In addition, all prices must be firm and fixed for at least one (1) year following the notice of award. If the purchase/implementation of a module/function occurs after such period of time, proposer shall indicate the manner in which future pricing is calculated and/or price increases are applied.

The separate modules/functions are:

- Human Resources Information Systems (HRIS)
- Payroll Processing
- Time and Attendance

SCOPE OF SERVICES AND OTHER REQUIREMENTS

The Town seeks the services of a qualified Payroll and HR Management Processing Services provider with expertise in outsourced payroll processing and related payroll services to successfully provide these services to meet the payroll, human resource, time and attendance and general ledger needs of the Town in the most cost-effective and efficient manner possible.

The payroll services described in this Scope of Services are intended to serve as a general guideline for the types of services which may be required by the Town. It is expected that respondents will have knowledge of regulations pertaining to the Town and the State of New York. The following Service Areas are a fair representation of the services that may be required by the Town; however, they are not meant to limit the scope of work requested by the Town.

Time is of the essence in the implementation of the Town's payroll services processing/solution. It is anticipated that the solution will be completely installed, integrated with the Town's financial software (Dynamics AX), and Town staff trained before the end of the second quarter of 2022. Proposer shall demonstrate in the response to the RFP that this timeline can be met or exceeded.

Human Resource Management Requirements

The Town manages a staff of approximately 1500 full time, part time and seasonal employees. The Human Resource department is responsible for maintenance of all employee records as well as compensation and benefits administration. Requirements include the following:

Human Resource Management

- a. Ability to maintain data on employee status, such as re-hire, new hire, and whether position is a replacement, newly created position, and indicate if position was created by organizational change
- b. Provide position control including requisition and job code tracking.
- c. Provide applicant tracking; track applicants by requisition number, print batch reject letters, sort by education/skills, etc.
- d. Maintain Organizational Charting by department, division and company.
- e. Maintain employee education background, education level completed, schools attended, degrees received, certification, etc.
- f. Maintain drug testing information and history; test dates, results, dates of suspension, return to work, date of termination, etc., with secured access.

- g. Set up and maintain different non-productive time algorithms and provide the ability to track accrual, usage, and balance of leave allotments.
- h. Provide FMLA leave eligibility and use tracking with related reporting; will have the ability to track intermittent leave as well as blocks of time.
- i. Ability to flag employees by leave type (i.e. unpaid time off, or FMLA eligibility) for reporting and audit.
- j. Support EEO/AA information, planning, tracking and reporting.
- k. Standard reporting for EEO, Affirmative Action, Worker's Comp, Employee Development, Training Administration, Position Control, Leave and Vacation Tracking etc.

Compensation

- a. Provide salary analysis and the ability to review salaried employees by projected hours for salary survey.
- b. Provide compensation structure support and report salaries by position, grade, and quartiles for each employee.
- c. Support a merit increase program based on category of performance rating.
- d. Provide the ability to enter multiple increases on a date with different reasons coded and maintain history.
- e. 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.

Benefits Administration

- a. Provide employee leave tracking, reporting by leave type (vacation, sick, jury duty, FMLA, Military leave, bereavement, etc.)
- b. Provide ability to produce a monthly letter to each employee (system-generated) showing previous leave balance, time accrued, time used and new balance for vacation and sick leave or other balances.
- c. Generate benefits statements.
- d. Support worker's compensation tracking.
- e. Track dependents and dependent coverage eligibility.
- f. Facilitate bill reconciliation with the insurance carriers.

g. Electronically report eligibility to third party administrators and carriers.

h. Track and administer COBRA

Payroll Requirements

The Town processes payroll and prints checks on site. Strict audit and control processes are in place to secure the printing and reconciliation of checks and accounts. There are 26 regular payroll cycles per year which are run regularly every other week. There are multiple payrolls run each week including full time, part time, seasonal, disability and overtime. Special runs are also done as needed during the course of the year. Check stock is blank and account details, stub information and other related details are printed – both front and back - based upon the type of payroll being run.

Payroll

a. Regular payroll is run on a bi-weekly basis.

b. Ability to run a trial payroll by individual, group, or entire employee base.

c. Ability to run an employee inquiry search by alpha-numeric character, SSN, ID number, location, division, department, etc.

d. Ability to run deduction ceilings based on dollar amount, maximum limit, fixed percentages, or effective dating with user-defined rules per employee.

e. Support flexible wage calculations including shift differentials, upgrade pay, step-up pay, etc.

f. Support multiple overtime rules; this, in addition to the standard overtime rule of hours worked more than 40 in a week are eligible for overtime.

g. Ability to deduct and send child support and/or other payroll deduction information to the appropriate agency.

h. Provide for retirement plan calculations including 457(b) and 401(a) plans, by effective dates, percent of participation by location, special deferral before retirement, including minimum and maximum amounts, and maximum participation.

i. Ability to have deductions or pay increases automatically applied based on starting and ending dates rather than pay period.

j. Ability to handle base units, i.e. for each hour worked; get a simultaneously supporting incremental amount added to base pay.

- k. Ability to handle standard Employee and Township paid deductions with ceilings on retirement plans, catch-up contributions, Section 125, and other areas.
- l. Ability to track special executive benefits, auto allowance, etc.
- m. Allow for pre or post-tax wage earnings or deductions.
- n. Automatic pay processing for selected employees of earning types.
- o. Allow ACH deductions for a minimum of ten accounts.
- p. Allow overrides on scheduled deductions, taxes, earnings, at employee or pay group levels.
- q. Provide for election of paper check or direct deposit.

Time and Attendance

An electronic time and attendance module must be provided that will allow the daily posting of time by each employee and the certification of correctness by a member of the supervisory chain of command. This includes all categories of work time and leave time as specified by the Town and current Collective Bargaining Agreement. The ability to assign employee work schedules through this system is preferable. This module must be separately quoted on the response as an optional item separate from the remainder of the response.

USE OF SUB-CONSULTANTS AND OTHER SUBORDINATE ENTITIES

The Prospective firm agrees that the resulting contract may not be assigned, transferred, conveyed or subcontracted without the express prior written authorization of the Town, Office of the Comptroller.

PAYMENT AND CLAIMS

Payment for services rendered is made on a monthly basis, following submission of an invoice, timesheets and Town claim form, which is subject to review and audit by Town personnel.

Note: The Town makes no representation of the actual value of the work under this RFP. Further, as part of the award process, a maximum dollar amount may be determined and may be incorporated into the agreement that is awarded pursuant to this Request for Proposal. The Town further states that it also makes no representation that actual services required will be for the full maximum dollar amount incorporated into the agreement.

PROPOSAL SUBMISSION INSTRUCTIONS

Each proposal shall be prepared simply and economically avoiding the use of elaborate promotional materials beyond those sufficient to provide a complete, accurate, and reliable presentation.

The proposal must be signed by an individual who is authorized to bind the Firm to all commitments made in the proposal. Responses will be accepted by e-mail to the Authorized Contact Person, provided that hard copy submissions are postmarked by the deadline established herein. Copies of e-mailed proposals should also be copied to Christine M. Wiss (cwiss@oysterbay-ny.gov) and Richard Principe (rprincipe@oysterbay-ny.gov). Proposals received and/or postmarked after the above date and time will not be considered. The Town is under no obligation to return proposals.

It is each Proposer's responsibility to carefully review all requirements of the RFP, including the scope of work, the specification and terms and conditions. It is further the proposer's responsibility to ask questions, request clarifications, or otherwise advise the Town if any language, specifications or requirements of this RFP appear to be ambiguous, contradictory, or vague. Any questions must be submitted by e-mail only by July 20, 2021 at 12:00 p.m.

Although the Town will make best efforts to respond to any question(s) received by the deadline established above, the Town is under no obligation to respond to such questions, inquiries or assertions. Note that all questions, and all corresponding answers, if any, will be shared with all prospective firms that have expressed an interest in responding to this RFP.

Proposers will submit all proposals and direct all responses, questions and any other communications to the following contact person:

Steve C. Ballas, Comptroller sballas@oysterbay-ny.gov
with copies to
Christine M. Wiss, Deputy Comptroller cwiss@oysterbay-ny.gov and
Richard P. Principe, Administrative Officer rprincipe@oysterbay-ny.gov

Please indicate in the subject line of any email "Payroll and HR Management Processing Services RFP."

No contact with any other Town personnel other than as outlined in this RFP is permitted until such time as an award has been made by the Town Board.

INSURANCE

The Successful Proposer, at the time of execution of the contract, shall also furnish the Town with insurance certificates of adequate limits, as later indicated to protect the Town, its agents, and employees from any litigation involving Worker's Compensation, Public Liability and Property Damage, involved in the work. All subcontractors must also furnish copies of their liability insurance and Worker's Compensation Insurance certificates to the Town. The Town shall be named as an additional insured under each policy, as evidenced by an endorsement to the policy, which endorsement shall be furnished to the Town prior to performing any services.

OTHER GENERAL INFORMATION

1. **Incurred Costs.** The Town shall not be liable for any costs incurred in the preparation and production of a proposal in response to this RFP or for any work performed prior to the issuance of a contract.

2. **Rejection of Proposals.** This RFP does not commit the Town to award a contract, or to procure, or to contract for services or supplies. The Town reserves the right to award this contract to the proposer(s) that best meet the requirements of the RFP. The Town reserves the right to accept or reject any or all proposals received as a result of this request; to negotiate with all qualified sources, or to cancel in part or in its entirety this RFP if it is in the interests of the Town to do so. The Town may require the Proposer selected to participate in negotiation and to submit any price, technical, or other revisions, or their proposals as may result from negotiations.

3. **Addenda to Request for Proposals.** Amendments to this RFP may be necessary prior to closing date and will be posted on the Town website: <http://oysterbaytown.com/doing-business-with-the-town>. It is the sole responsibility of proposers to review that website for addenda prior to making any proposal; the Town will not directly contact interested firms to advise of any amendments to this Request.

4. **Contract Negotiations.** The Town intends to enter into contract negotiations with the firm selected by the Town Board, who shall be required to enter into a written contract with the Town in a form approved by legal counsel for the Town.

5. **Disclosure of Proposal Contents.** The Town will withhold proposals submitted under this RFP from disclosure, unless otherwise required by law, including, but not limited to, the Freedom of Information Law.

6. **Ownership of Information.** All material submitted in response to this RFP will become the property of the Town.

7. **Examination of Records:** In submitting a proposal, the successful Proposer agrees that the Town shall have access to and the right to examine all pertinent documents, papers and records of the Proposer and/or any sub-proposer as related to any contract and/or subcontract resulting from this RFP until six years after final payment has been made pursuant to any contract awarded as a result of the Town's acceptance of proposal.

8. **Disclaimer** The Town and its respective officers, directors, agents, members and employees make no representation or warranty and assume no responsibility for the accuracy of the information set forth in this RFP. Further, the Town does not warrant nor make any representations as to the quality, content, accuracy or completeness of the information, text graphics, links or other facets of this RFP once it has been downloaded or printed from this or any server, and hereby disclaims any liability for technical errors or difficulties of any nature that may

arise in connection with the Website on which this RFP is posted, or in connection with any electronic medium utilized by respondents or potential respondents in connection with or otherwise related to the RFP.

9. **Negotiated Changes.** In the event that negotiated changes occur after the awarding of the contract, the same pricing policies called for in the original contract will remain in effect.

10. **Certain Termination Provisions.** The contract shall provide that in the event of any material misrepresentation by the Proposer contained in its proposal, the Town shall have the right to immediately terminate the agreement. It shall also provide that in the event the Proposer or any of its principals are convicted of a misdemeanor or felony during the term of the agreement, that the Town shall have the right to terminate the agreement.

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