

Request for Qualifications



CEOGC – RFQ – 2020-001

RFQ released: 03/25/2020

Deadline for Questions: 12:00pm 04/03/2020

Deadline for RFQ: 12:00pm 04/10/2020

CEOGC
1801 Superior Avenue Suite 400
Cleveland, OH 44114

This opportunity

What we need

Council for Economic Opportunities for Greater Cleveland (CEOGC) is seeking one (1) qualified and experienced human resources management information systems vendor to provide a single, robust integrated enterprise Human Resources Information System (HRIS) solution. This solution would cover all key areas such as employee information management, benefits management, talent acquisition, performance management, payroll services, timekeeping, leave management, integration with fiscal systems for payroll, leave & benefit information, and automated benefit payment integration.

Upon review of the submitted Statement of Qualifications, CEOGC will invite a short list of vendors to submit a full comprehensive proposal with cost requirements.

What's important to us

Through prior work performed, firms must be able to show evidence of reliability, capability, experience, and knowledgeable personnel to perform the services. The responder needs to have a demonstrated track record of success in the development, management and implementation of both HRIS and payroll services.

Why should you bid?

This is a unique opportunity to be a part of a complete overhaul and update of the HRIS and payroll services for the largest Community Action agency in the State of Ohio.

A bit about us

The Council for Economic Opportunities in Greater Cleveland, (CEOGC) is a nonprofit organization and the Community Action Agency for Cuyahoga County that assists residents in achieving their full potential and focuses on mitigating poverty in all forms throughout Cuyahoga County. The Council delivers education, personal and professional development programs and support services to residents of Cuyahoga County. Programs include Early Head Start (birth to three), Head Start (three to five years of age); individual assessments for classes and coaching sessions on topics including parenting, anger management and life skills; and professional development; job readiness, customer service training and job placement. The Council also delivers the Home Energy Assistance Program (HEAP).

SECTION 1: KEY INFORMATION



1.1 OUR TIMELINE

- a. Here is our timeline for this RFQ.

Steps in RFQ process:	Date: 03/25/20
Date for posting of RFQ:	
Deadline for questions (Deadline for Questions):	04/03/2020
Deadline for RFQ:	04/10/2020
Selection Date: 05/05/2020	
Anticipated Contract start date:	06/01/2020
All dates and times are EST.	



1.2 HOW TO CONTACT US

- a. All inquiries must be directed to George Phillips-Olivier, Director, Support Services. We will manage all external communications through this Point of Contact.
- b. **Our Point of Contact**
Name: George Phillips-Olivier
Title/role: Director, Support Services – (216) 696-9077 x209
Email address: gpolivier@ceogc.org



1.3 DEVELOPING AND SUBMITTING YOUR QUALIFICATIONS

- a. This is an open, competitive tender process. The RFQ sets out the step-by-step process and conditions that apply.
- b. Take time to read and understand the RFQ. In particular:
- develop a strong understanding of our Requirements detailed in [Section 2](#).
- c. If anything is unclear or you have a question, ask us to explain. Please do so before the Deadline for Questions. Email George Phillips-Olivier at: gpolivier@ceogc.org.
- d. In submitting your Qualifications, you must use the Response Form provided. This is a Microsoft Word document that you can download.
- e. You must also complete and sign the declaration at the end of the Response Form.
- f. You must use the pricing schedule template for your pricing information.
- g. Check you have provided all information requested, and in the format and order asked for.
- h. Having done the work don't be late – please ensure you get your Qualifications to us before the Deadline for Qualifications!



1.4 Address for submitting your Qualifications

- a. Qualifications must be submitted by email.
Please address your cover letter to:

CEOGC HRIS Program – RFQ 2020-001
Attn: George Phillips-Olivier
CEOGC
1801 Superior Avenue Suite 400
Cleveland, OH 44114



1.5 Our RFQ Process, Terms and Conditions

- a. **Offer Validity Period:** In submitting a Qualifications the Respondent agrees that their Qualifications will remain open for acceptance by the Buyer for one (1) calendar month from the Deadline for Qualifications.



1.6 Later changes to the RFQ or RFQ process

- a. If, after publishing the RFQ, we need to change anything about the RFQ, or RFQ process, or want to provide suppliers with additional information we will let all suppliers know by placing a notice on the CEOGC website: www.CEOGC.org.
-

SECTION 2: Scope of Required Services

Overview

Respondents are invited to provide a proposed solution for processing payroll and meeting the organization's HRIS needs. Overall, CEOGC desires a comprehensive and integrated payroll/HRIS solution to manage all aspects of its payroll and human resources functions without the need for duplicate data-entry to enable better management decision making, save time and control costs.

At a high level, we are looking for a vendor that will deliver a smooth, pain-free implementation of a solution that provides:

General Features and Capabilities

1. Please provide a brief description of each:
 - a. Position Control
 - b. Payroll
 - c. Time and attendance
 - d. Absence Management
 - e. Performance Management
 - f. Recruiting / Applicant Tracking
 - g. Onboarding
 - h. Compensation Management
 - i. Benefit Administration
 - j. Integrated Benefits Payment system with 3rd party plan administrator
 - k. Integrated Leave and Benefits accounting with fiscal management system
 - l. Compliance
 - m. Discipline Tracking
 - n. OSHA
 - o. Learning Management

Payroll Processing Services

- Semi-monthly, quarterly, and annual reports on payroll information in an electronic format.
- Preparation of direct deposit files and checks each payroll.
- Check services (e.g., signing, sealing, and delivery).
- Ability to print checks on site (e.g. non-standard payments).
- Submission of tax payments on behalf of the organization.
- Completion of all quarterly tax returns on behalf of the organization.
- Preparation of W-2s, 1099s and 1095's on behalf of the organization.
- Online employee access to pay statements, w-2's and 1095's.
- Ad-hoc report capability without the need to pay for report development.
- 24/7 access to payroll data and reports.
- Deductions and remittances (e.g., benefits and garnishments).
- Interface with Abila.
- Ability to allocate costs to grants
- Ability to allow for premium pay
- Ability to calculate retro payments
- Audit trail capabilities

Time & Attendance

- Integrated time and attendance capability.
- Flexible data collection (e.g., electronic timesheets, time clocks, badges, biometrics, and geofenced reporting).
- Ability to track by multiple cost control codes.
- Approval and reporting capabilities for supervisors.

- Leave accounting and reporting (e.g., vacation, sick, holiday, FMLA, disability).
- Automatic notifications and alerts (exception reporting).
- Phone App availability to check deposit, access news, request/approve time off.
- Mobile access

HRIS Functionality

- Maintenance of employee information.
- Online recruiting and applicant tracking.
- Automated placement and on-boarding.
- Ability to transfer employment applications into employee records.
- Position management and control.
- Salary/Compensation and forecasting tools.
- Benefits/Open-Enrollment.
- Maintenance of benefits information.
- Dependent verification.
- Legal Compliance (e.g., Healthcare Reform, ADA, EEO-4, COBRA, FMLA, EEO-1 ACA1095).
- Employee and manager self-service.
- Maintenance of discipline and grievance information.
- Automated implementation of mass changes to employee information and/or benefits (e.g., health insurance premium changes, across-the-board pay increases).
- Automatic notifications and alerts.
- Work history, performance management.
- Performance management including self-evaluation and 360.
- Ability to interface with benefits providers
- OSHA Reporting
- Vacancy Reporting
- Document management

SECTION 3: SUBMISSION REQUIREMENTS

Please provide responses to the following information request. You may provide additional materials if you believe that these will be useful in assisting us in our selection process.

- A. **Title Page** - Show the RFQ number title, the name of the firm, address, telephone number(s), name and title of contact person, telephone number(s), email address, facsimile number and date.

Letter of Transmittal - The letter should be addressed to:

Mr. George Phillips-Olivier
CEOGC
1801 Superior Avenue Suite 400
Cleveland, OH 44114

and signed by a corporate officer with authority to bind the firm. The letter must contain the following: a.) Identification of proposing firm(s); b.) Name, title, address, telephone number and email address of the contact person for the project; and c.) Briefly state the firm's understanding of the services to be performed and make a positive commitment to provide the services as specified.

- B. **Experience and Qualifications of Firm and Key Personnel** - Provide a brief synopsis of the firm, including when and where incorporated, major business activities, and a listing of officers of the company. State whether the firm is local, regional, or national and how long the firm has been in

existence. This section should demonstrate the Proposer's experience, skills and qualifications of the key personnel in the area of HR

- C. and payroll business solutions as requested in this RFQ.
- D. **Provide examples** of HR and payroll business solutions that the Proposer has provided and implemented for clients that: (1) Saved money; (2) Increased efficiencies; (3) Included union payroll and/or extensive payroll code requirements; (4) Transformed legacy payroll systems; and (5) Successfully drove change to automate, standardized and modernize payroll.
- E. **The offeror shall provide three (3) contract references.** The following information shall be included for each contract: (1) Name and address of contracting entity, state or local governments agency or commercial customer; (2) Contract type; (3) Contract value; (4) Brief description of services required under the contract, including performance location(s) and performance period; (5) Name, telephone number, and e-mail address of individual able to provide information about offeror's past performance.