UMOS
Request for Bid (RFB)
HRIS and Payroll System
12/14/2021

For more information, please contact:

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Document Overview

This document details a Request for Bid (RFB) for a HRIS and Payroll system.

It is structured in three parts as follows:

Part 1: RFB Process

This section contains important background information about the RFB process including contact details, key dates and response format.

Part 2: Background Information

This section contains background information about UMOS, the project, and the scope of the RFB

Part 3: Requirements

This section contains detailed requirements that UMOS would like each vendor to respond to.

Instructions to Vendors

Communication Process

The primary point of contact for all RFB responses will be:

Susan St. Amand

Human Resource Director

Susan.StAmand@umos.org

414-389-6010

All questions related to this RFB should be directed to Susan St. Amand using the contact information listed above.

Company Overview

UMOS, an organization founded in 1965, provides services to migrant and seasonal farm workers and other at risk and under-served target populations. The majority of services are provided at sites throughout the state of Wisconsin. There are smaller UMOS operations in Minnesota, Kansas, Missouri, Florida and Texas. UMOS operates approximately 14 permanent offices as well as a number of seasonal Head Start and day care centers during the spring, summer and fall seasons. UMOS is a private non-profit corporation exempt from income taxes under Section 501(c)(3) of the Internal Revenue Code. It is also exempt from Wisconsin franchise or income tax. Important information about UMOS and its services can be found on the corporate website at www.umos.org which is incorporated by reference herein.

Project Scope

UMOS seeks to purchase and implement a human capital management solution (HCM). The new HCM will be used to manage information for 730 regular employees and approximately 186 temporary employees.

RFB Process

Timetable

Activity	Scheduled Completion Date	Activity
RFP distribution	December 21, 2021	RFP distribution
Vendor's proposals response due	January 7, 2022	Vendor's proposals response due
Evaluation of vendor responses	January 10-13, 2022	Evaluation of vendor responses
Vendor finalist and vendor schedule notification	January 14, 2022	Vendor finalist and vendor schedule notification
Vendor presentations	January 17-18, 2022	Vendor presentations
Contract negotiations	January 18-20, 2021	Contract negotiations
Vendor of choice announcement	January 21,2022	Vendor of choice announcement
Live date	Within 6 months of accepted contract	Live date

HR/Payroll information is currently managed using Sage 300

Current solutions in use at UMOS include: (no current HRIS system)

- Benefits — Third party vendor (BSwift)
- Time & Attendance — Custom built system
- Financials — SAGE 300
- Recruiting — N/A
- Onboarding — N/A
- Performance — N/A
- Employee Development & Engagement— N/A
- Compensation Management— N/A
- Reporting — N/A
- Self-Service — N/A
- Third-Party Administrators — N/A

Confidentiality

This document contains confidential and proprietary information intended solely for the use of the individual or entity to which it is sent. The reproduction by photographic, electronic, or other means is permitted only for the sole purpose of preparing a response. If a response is not appropriate, or if the vendor is notified that he/she is not going to be given further consideration in this process, the vendor must properly destroy the original document and all copies (including any electronic copies) in the vendor's possession.

Disclosure

The vendor shall not disclose any information concerning this RFP or the contents contained therein to anyone, other than the vendor's employees, officers, and sub-contractors directly involved in preparing the vendor's response to this RFP document for the benefit of UMOS. Any disclosure of this document or any of its contents to any sub-contractor requires the same or substantially similar obligations of confidentiality to the vendor's organization.

Submission

Format ~ Bidders must respond to all of the Vendor Response Items within this RFB using a font size on 12 point and 1-inch page margins. There is no page limit for bid responses, but vendors are encouraged to include complete and detailed information in as **concise** a manner as possible.

Method and Due Date ~ Proposals must be emailed to Susan St. Amand no later than January 7, 2022 at 3:00 p.m. (CST).

1. **Acceptance or Rejection of Submissions:** UMOS reserves the right to reject any or all proposals, to waive technicalities or irregularities and to accept any proposal it determines to be in the UMOS' best interest. The acceptance of any proposal submission shall not in any way cause UMOS to incur any liability or obligation to vendor, financial or otherwise. UMOS may cancel the RFP in whole or part without making any award at its sole discretion, without any liability being incurred by UMOS to any vendor for any expense, cost, loss or damage incurred or suffered by the vendor as a result of such withdrawal.

2. **Contract Negotiation and Execution:** It is the intent of UMOS that after the successful vendor has been selected, UMOS and the selected vendor will enter into contract negotiations containing all terms and conditions of the proposed service. Any acceptance of a proposal is contingent upon the execution of a written contract and UMOS shall not be contractually bound to any bidder prior to the execution of such written contractual agreement. The contents of the bid submitted shall become part of the contractual obligation and incorporated by reference into the ensuing contract. The contract with a successful vendor will include penalties for non-performance and failure to meet the proposal implementation schedule.

3. **Insurance Requirements:** The acceptance of a bid proposal is contingent on vendor providing satisfactory proof that the vendor has adequate insurance coverage. It is in UMOS' sole discretion the amount of insurance coverage required for the period of work under this contract.

RFB Vendor Question Submissions

All questions concerning the contents of this RFB should be emailed to Susan.StAmand@UMOS.org prior to submission due date.

RFB Response Submission Format

Vendors are requested to provide electronic responses in PDF format to Susan.StAmand@UMOS.org. Format - Bidders must respond to all of the Vendor Response Items within this RFB using a font size on 12 point and 1-inch page margins. There is no page limit for bid responses, but vendors are encouraged to include complete and detailed information **in as concise a manner as possible**.

Vendor Evaluation Criteria

Vendors will be evaluated according to the following criteria:

- Ability to provide a single application for all in-scope modules- 15%
- Timeline and Implementation 15%
- Features and function including scalability and flexibility-25%
- Customer support and service model- 25%
- Pricing- 20%

Vendor Overview

Company Information

Provide a brief overview of your company.

Please describe your customer base and target market.

What is the average size of your customers?

How many HRIS/Payroll clients do you have?

Are there any outstanding lawsuits against your company? If so, please explain.

Describe the values that guide your organization and give us some examples of how they are reflected in the actions you take and the impact you make.

How does your organization support non-profit businesses in your procurement practices?

Please describe your company vision for the next 3 years.

Proposed Solution

Please specify if the vendor is proposing a single application for all in-scope modules or if the vendor will be providing a portal based integrated solution that relies on interfaces between separate applications.

Provide a high-level technical architecture graphic of the proposed solution.

What differentiates your product from others in the marketplace?

Please provide a brief description of the key features/benefits that your solution offers for all in-scope modules, as it pertains to your understanding of [CLIENT NAME]'s needs.

Please indicate whether the in-scope modules were developed in-house, or if they were acquired.

Please describe how your solution supports multiple languages. Provide a list of languages currently supported.

User Experience

How is your application accessed (i.e. web browser, mobile, etc.)? Please list all available platforms.

Please provide an overview of how your user experience helps drive user adoption, even among non-technical users. What are any unique aspects?

Requirements

The following section lists the detailed functional requirements that [Client Name] is seeking for the various modules in scope.

Please use the following matrix as a key for responding to the functionality tables in the RFB.

Response Code	Description
Y - Existing	Feature is delivered as standard functionality in the proposed version of the software and can be demonstrated by the vendor.
F - Future	Feature is not currently included but will be available in a future release. Please indicate time frame (e.g., 12 months).
C - Customer Customization	Not included. Tools are provided for customization at no additional cost.
V - Vendor Customization	Not included. Vendor provides customization at an additional cost.
T - Third Party	Feature is provided by a third-party partnering arrangement. Indicate any preferred partner agreements.
N - Not Available	Requirement cannot be met.

Human Resources (HR)

Hiring

How is an employee hired within the system? Is the Recruiting system integrated with the main HRIS database?

Requirement	Code	Comments
Provides configurable approval workflow for hiring candidates.		
Automatically creates user accounts for new hires.		
Employee data is available throughout entire application upon approval with no need for duplicate data entry.		
Automatically generates employee numbers for new hires based on client defined numbering rules.		
Ability to enter new hire with a future dated start date.		

Administration

What is the process of providing a new user with log-in information?

What audits or reports are available for system administrators to review access and activity?

What visibility will managers and administrators have into employee information?

Describe the employee profile available to managers and employee?

How does the solution support quick and secure access to all relevant employee data?

Requirement	Code	Comments
All client specific requirements can be supported through configuration – not customization.		
Allows an administrator to easily lockout, inactivate, and reactivate user accounts.		

Requirement	Code	Comments
Uses role-based security for determining user privileges throughout the application.		
Allows for the configuration of an unlimited number of security profiles using role security.		
Provides configurable rules for specifying global password policy including: • **Require strong password using combination of alpha, numeric, and special character combination of upper and lower case** • **Password expiration based on configurable number of days** • **Requires employee resets password on 1st login** • **Lockout user after configurable number of maximum login attempts** • **Ability to specify minimum amount of time before a previously used password can be reused**		
Provides tools for administrators to easily reset passwords.		
Enables employees to change their password through self-service.		
All HR records are effective dated.		

Requirement	Code	Comments
Maintains employee demographic data for all employee related details in a single system of record including but not limited to: • **Birth date** • **Employee number** • **Gender** • **Hire date** • **Contact information** • **Address** • **Marital status** • **Dependents** • **Emergency contacts** • **Ethnicity** • **Veteran status** • **Disabled status** • **Social Security Number/Social Insurance Number** • **Citizenship** • **Language** • **Tax definitions**		
Ability to maintain multiple rates per employee per job and/or work assignment.		
Maintain employee training/certification data.		
Maintains data for all job-related details including but not limited to: • **Pay grade** • **FLSA status** • **EEO code** • **WC code** • **Job** • **Executive/Officer** • **Full Time Equivalent**		
Tracks and reports on disciplinary actions.		

Requirement	Code	Comments
Allows for employees to be seamlessly transferred between departments, job or work location.		
System automatically transfers employees across FEINs based on work location without the need for user intervention.		
Provides tool for creating mass updates to multiple employee records.		
Supports an unlimited number of client defined fields for employee record keeping.		
Supports future dated and retroactive changes to employee records using effective dating.		
For all changes to employee records, the application tracks what was changed, who made the change, and when the change was made.		
Employee audit information is visible both in-application and through a standard report.		

Letter Management

Please describe any letter management capabilities.

How does your solution support acknowledgements and electronic signatures?

Requirement	Code	Comments
Enables users to create a set of templates that can be used for different types of letters.		
Ability to include attachments in letters.		
Captures employee and candidate letter response.		
Users can define the number of days a letter is valid for after being sent.		
Letters can enter a workflow with one or more levels of approval before being sent.		

Organizational Structure

Please describe any organizational charting capabilities.

How are employee-manager relationships defined and maintained?

Requirement	Code	Comments
Supports unlimited number of FEINs in a single database and instance of the application.		
Provides for client defined organizational levels.		
Allows clients to easily manage the organizational hierarchy including the ability to: • **Add new locations** • **Close locations** • **Perform realignments**		
Provides ability to import organizational information from a third-party application.		

Requirement	Code	Comments
Provides ability to export organizational information to a third-party application.		
Supports management structures derived by the organizational hierarchy.		
Supports direct employee to manager reporting relationships.		
Supports management structures derived by organizational hierarchy and direct employee to manager reporting relationships in the same instance.		
Are open positions shown on the organization chart?		
Supports an unlimited number of client locations.		
Supports an unlimited number of departments.		
Supports an unlimited number of jobs.		
Uses effective dating for all changes made to the organizational hierarchy.		

Self-Service

Please provide an overview of your self-service functionality. Does this span across all modules/applications?

Is Self-Service an add on module or part of your Core HR? If it is an add on module, can it be added at a later date?

How would your solution allow for better communication between employees, managers, and administrators?

Please describe your built-in alerting capabilities.

Requirement	Code	Comments
Employees can upload a photo of themselves to display in their HR record.		

Requirement	Code	Comments
Employees can view a "snapshot" of their HR record through self-service.		
Provides configurable forms and workflows for employees to: • **Add/update address** • **Add/update phone number** • **Add/update email address** • **Add/update emergency contacts** • **Update name** • **Add/update marital status**		
Add/update confidential information including birth date, gender, disabled status, ethnicity and veteran status.		
Employees must specify an effective date for all changes to their personal information.		
Employees can list multiple address types.		
Employees can only have one primary residence at a time.		
Application automatically end-dates previous primary residence based on start date of new primary residence if no end-date is provided.		
Employees can list multiple phone numbers and email addresses.		
Client can configure marital status types.		
Application automatically end-dates previous marital status based on start date of new marital status if no end-date is provided.		
Employees can provide electronic signature for client specific HR policies (i.e. dress code).		

Requirement	Code	Comments
Client can configure which HR forms employees have access to by role.		
Employees can select preferred language to display the application.		
Employees can update their password.		
Employees can delegate their features to another user while they are away.		
Delegation of features uses effective dating.		
Application provides built-in messaging capabilities to facilitate communication across the organization. This includes the ability to: • **Review messages** • **Send new messages** • **Reply to messages** • **Broadcast messages to multiple users** • **Forward messages**		
Application allows users to create distribution lists for messaging based on HR and organizational properties (e.g. all full-time employees at Site A).		
Messaging distribution lists are automatically updated as employees HR records are updated.		
Managers receive alerts of employee requests.		
Managers can choose to receive alerts by SMS or email.		
Managers can act on employee requests directly from email.		

Workflow

How are workflows defined and maintained within the system?

What visibility do users have into active workflows?

Describe how administrators can intervene in active workflows.

Requirement	Code	Comments
Application offers built-in and configurable workflows.		
Client can configure an unlimited number of workflows for updating employee HR information.		
Application provides a user-friendly tool for configuring workflows without the need for vendor support or services.		
Forms submitted through workflow and routed to the appropriate approver(s).		
Workflow engine can accommodate unlimited levels of approval.		
Workflow engine can support conditional workflows (e.g. salary increase less than 5% does not require approval but salary increase over 5% requires approval from HR).		
Workflow engine can send different notifications to various users at any stage during the workflow (e.g. notify IT that new hire requires laptop on approval).		
Workflows for the same type of data can differ by role (e.g. new hire submitted by manager requires approval but new hire submitted by administrator does not require approval).		

Requirement	Code	Comments
Data updated across all functional areas upon approval (i.e. does not require interface to run to update payroll).		
Administrators can view a complete history of completed and in process workflows.		

Termination

How is an employee terminated within the system?

What automation does the solution provide?

Once terminated, is the employee's HR record maintained?

Requirement	Code	Comments
Allows for configurable termination workflows.		
Supports an unlimited number of Termination reasons and flags those who may not be rehired		
Flags applicants who are previous employees or are listed as ineligible for rehire		
Users can view terminated employees' HR records.		
User accounts can be automatically disabled upon termination.		

Payroll

Payroll Processing

Please provide an overview of your payroll functionality.

How does your solution streamline the payroll process for administrators?

Does your solution include on-demand pay functionality for employees to access their earned wages before the end of the pay period?

Please describe your year-end services including additional fees.

Please describe any in-application audit reports for identifying potential issues.

Please describe how the application supports retro pay calculations.

Requirement	Code	Comments
Single application for payroll and time and attendance.		
Calculates zero-to-gross and gross-to-net pay using the same rule engine.		
Application does not require time data to be transmitted into payroll using an interface.		
Administrators can immediately view the complete zero-to-net impact of changes made to time records.		
Administrators can view a preview of their entire payroll at any point during the pay cycle.		
Audit reports are updated as adjustments/corrections are made to time and attendance records, HR data, or payroll without the need to wait for interfaces or regenerate reports.		
Allows for manual checks to be printed onsite.		
Adjustments can be imported directly into the application from an XLS or CSV file.		

Requirement	Code	Comments
System does not require adjustments be entered in batches.		
System can calculate pay for a single employee without the need to recalculate the entire payroll.		
Voids payroll checks by selecting the appropriate check.		
Allows for payroll adjustments to correct taxes to be posted to current or prior quarter.		
Audit trail of employee payroll election details?		
Supports an unlimited number of employees in a single pay group for payroll processing.		
Supports an unlimited number of FEINs in a single pay group for payroll processing.		
Client can perform additional (off-cycle) pay runs at no additional cost.		
Ability to recalculate pay for a subset of employees?		
Please specify the average amount of time your application requires to calculate payroll per employee.		
Supports exception based/auto pay for salaried for fixed hourly employees.		
Supports mid pay period adjustments to employee salary or hourly rate.		
Supports generation of pay checks and/or direct deposit.		
Handles direct deposit to multiple financial institutions.		
Creates an ACH file for direct deposit.		

Requirement	Code	Comments
System calculates retro pay.		
Offers a payroll card service for non-bankable employees.		

Earnings

Requirement	Code	Comments
Supports an unlimited number of earning definitions.		
Clients can configure earning codes without the need for vendor support/services.		
Client can specify taxability for each earning code.		
Supports the calculation of taxable benefits.		
Supports the calculation of non-taxable reimbursements.		
Tracks YTD, QTD, MTD and last payroll amounts by earning type, by employee, by legal entity.		
Handles employees with multiple rates of pay.		
Allows clients to set-up limits/goals by earning definition.		

Deductions

Requirement	Code	Comments
Supports an unlimited number of deduction definitions.		
Clients can configure deduction codes without the need for vendor support/services.		

Requirement	Code	Comments
Supports the calculation pre-tax and post-tax deductions.		
Tracks YTD, QTD, MTD and last payroll amounts by deduction type, by employee, by legal entity.		
Allows clients to set-up limits/goals by deduction definition.		
Allows deduction amount to be set at the pay group level and/or at the individual employee level.		
Allows deduction frequency to be set up at the pay group level and/or at the individual employee level.		
Provides an expression builder for creating company specific deduction calculations.		
Supports start and stop dates for deductions (effective dating).		
Deduction cost uses effective dating.		
Allows client defined prioritization of deductions.		
Deduction amounts can be adjusted or overridden for an employee for a particular pay run.		
Supports calculation of garnishments.		
Calculates garnishments based on various state and federal calculation rulings.		
Provides logic to properly calculate multiple garnishments according to levels of authority and rules of pay.		

Taxes

What tax resources and services do you provide? How are remittances and filings handled?

What tax reporting is provided?

Describe your global taxation and compliance support.

Requirement	Code	Comments
Automatically updates employee tax definitions based on changes to primary residence.		
Automatically updates employee tax definitions based on changes to work location.		
Automatically applies the correct taxes for employees working in multiple tax jurisdictions during a pay period.		
Provides for all federal, state and local taxing jurisdictions for the United States.		
Supports state and local reciprocity agreements.		
Supports the outsourcing of payroll tax deposits and filings.		
Provides all relevant end of year payroll processing reports including W-2, 941, 1099s State, SUI, and worksite reporting.		
Provides partnership/integration with Intuit TurboTax®?		
Vendor can provide a print service for W-2s.		
Maintains tax rates within the proposed system and provides automatic updates without the need for client intervention.		
Tracks YTD, QTD, and MTD taxes by tax type, by employee, by legal entity.		

Requirement	Code	Comments
Supports one-time additional tax amounts and/or overrides.		
Accommodates separate tax-exempt controls for federal, state and local taxes.		
Provides additional withholding fields for federal, state, and local taxes.		

Self-Service

Please describe what pay information employees can access within the solution.

Does your solution support total compensation statements?

Requirement	Code	Comments
Employees can provide add/update direct deposit information.		
Employees can list multiple accounts for direct deposit.		
Employees can specify percentage of pay to be allocated to each direct deposit account.		
Employees can complete Federal and State W4s online and submit for approval according to configurable workflow.		
Employees can complete Federal and Provincial TD1s W4s online and submit for approval according to configurable workflow.		
Employees can view online earning statement.		
Online earning statement displays both current and YTD values broken out by earning definition, deduction definition and tax definition.		

Requirement	Code	Comments
Employees can print earning statement directly from the application.		
Employees can access unlimited number of historical earning statements.		
Application provides online access to W-2s and T4s.		
Employees can print W-2s and T4s directly from the application.		
Employees can access unlimited number of historical W-2s and T4s.		

General Ledger

Describe your general ledger process

Requirement	Code	Comments
Maps GL account numbers within your application.		
GL setup tables are accessible by users to change at any time.		
Accommodates exceptions to the GL mapping down to the employee level.		
Creates GL accruals.		
Adjustments are automatically posted to GL.		
Supports unlimited length for GL codes.		

Time and Attendance

Please provide an overview of your application's time and attendance functionality.

How is time approved? What workflows and levels of approval are supported?

Please explain how the application includes all Federal, State, and Provincial zero-to-gross pay rules out-of-the-box.

Please describe how the application supports configurable rules for defining complex client specific shift differentials and other premiums.

Please explain how the application allows managers to easily identify and resolve exceptions.

Please describe the options available for employee time capture.

Requirement	Code	Comments
Provides an intuitive interface for configuring gross pay rules without the need for vendor support/services.		
Gross pay rules are effective dated.		
Supports complex FLSA average overtime calculations.		
Ability to dynamically recalculate weekly and daily overtime rate based on changes made at any point during the week. For example, if an employee earns daily overtime on Thursday, and a bonus is applied on Monday, application should automatically recalculate Thursday's overtime rate without the need for user intervention.		
Provides a comprehensive audit trail of all changes made to time records.		
Provides a user-friendly interface for reviewing employee time and attendance records.		
Managers/supervisors can view all their employees' time and attendance records on a single screen for the entire pay period without the need to scroll between days of the week and/or employee.		

Requirement	Code	Comments
Provides filtering options to highlight specific time and attendance records (i.e. show only absences, or time cards with exceptions).		
Supports an unlimited number of pay codes and pay categories for tracking employee time.		
Supports multiple levels of labor allocation including: • **Location** • **Department** • **Job** • **Pay code** • **Pay category** • **Project**		
Employees can clock in and out using a mobile device.		
Provides configurable rounding rules by punch type.		
Provides configurable rounding rules by employee group.		
Provides configurable grace and tardy rules by punch type.		
Provides configurable grace and tardy rules by employee group.		
Allows managers to approve/authorize time cards.		
Supports employee sign-off of time cards.		
Allows for multiple levels of approval for time data.		
Supports automatic approvals within company rules/limits.		
Time records can be locked from further edits.		

Paid Time Off/Leave Administration

How does an employee request PTO?

How do managers review PTO requests?

Does the software support complex rules for accruing leave balances? If so, please describe.

Please describe the user friendly interface for submission and approval of time off.

Requirement	Code	Comments
Client can configure an unlimited number of paid and unpaid time off reasons.		
Provides configurable rules for how to carry over leave balances.		
Provides option to pay out remaining balance at end of year.		
Provides users with onscreen alerting if a time off request exceeds the employee's available balance prior to submission.		
Provides configurable rules for minimum balance allowed.		
Supports configuration of blackout periods for time off requests.		
Provides configurable workflow for time off approvals.		
Tracks submission date of all time off requests.		
Tracks approved date of all time off requests.		
Approved time off requests are visually displayed on both employee and manager view of the schedule.		

Requirement	Code	Comments
Application can prevent managers from scheduling employees during approved time off.		
Employee balances are automatically deducted upon approval of time off.		
Timesheet is instantly and automatically updated upon approval of time off without the need for user intervention.		
Provides alerting capabilities to notify approver of pending time off requests.		
Provides workflow for cancelling pending and approved time off requests.		
Vacation bidding and bidding schedules can be configured.		

Self Service

What functionality do employees have within the system, with regards to their schedules and attendance?

Describe the mobile capabilities of the application specific to Time and Attendance functions, including which mobile devices are supported.

Please describe how employees can request time off.

Requirement	Code	Comments
Provides employees with online access to current, past and future schedules.		
Schedules can be hidden from employees until they are posted or published.		
Employees can initiate shift trades directly from their schedule.		
Employees can view approved time off request on their schedule.		

Requirement	Code	Comments
Employees can view company and statutory holidays on their schedule.		
Employees can provide sign-off on timecards.		
Employees can view shift details for each day worked including: • **Scheduled time for each punch** • **Actual time for each punch** • **Net Hours**		
Allows for multiple methods of entering time.		
Employees can view any changes made to their timecard.		
Employees can provide comments on time cards for managers to see.		
Employees can view all accrued balances.		
Application displays all accrued balances while requesting time off.		
Application displays balances as of the dates of the request.		
Employees are provided with onscreen alerts if time off requests violate one or more configured rules (i.e. minimum balance or blackout dates).		
Employees can manage their availability online.		
Employees can view full attendance history online.		

Benefits

Benefit Administration

Please provide an overview of your benefits administration functionality.

Requirement	Code	Comments
Provides a single application for benefits, payroll and HR with no interfaces.		
Benefit plans are effective dated.		
Employee benefit enrollments are effective dated.		
Benefit plan rates are effective dated.		
Allows for configuration of eligibility rules based on employee demographic data and employee information.		
Allows for clients to configurable reusable eligibility rules.		
Provides configuration options for determining benefit plan waiting periods (i.e. immediately on hire date, next pay period, 1st of following month, next 1st of year, etc.).		
Supports different waiting periods for different types of employees (i.e. begin coverage for executives immediately but require that non-executives wait 60 days.		
Provides configuration options for determining when to end coverage if employee is no longer eligible.		
Limit the number of dependents that can be listed the employee for each option offered.		
Specify maximum age of dependents for each option offered.		

Requirement	Code	Comments
Multiple benefit plans and options can use the same payroll deduction.		
Calculates imputed income.		
Supports multiple types of life insurance, long term disability and short-term disability.		
Supports an unlimited number of benefit plans and options.		
Supports flexible spending accounts (FSA).		
Supports deferred compensation plans such as 401(k).		
Enforces employee and employer contribution limits for deferred compensation plans.		
Includes an expression builder for determining coverage amount (e.g. life insurance covers 2X annual salary up to a maximum of $120,000).		
Provides configurable life events to automatically trigger re-enrollment.		
Provides a user-friendly interface for configuring benefit plans and enrollments without the need for vendor support/services.		
Provides a single screen that shows employee benefits data at a glance with drill down capabilities.		
Supports unlimited number of carrier feeds.		
Ability to configure age reduction rules for life and disability plans based on a spouse or legal partner's age.		
Supports proactive alerts for dependents aging out?		

Requirement	Code	Comments
Health and Life & Disability plans support the configuration of tier levels.		
The application automatically recognizes and moves employees between tiers as their listed dependents change or age out of coverage.		

Open Enrollment

How do employees perform open enrollments?

Requirement	Code	Comments
Provides intuitive, online self-service tool for employees to perform enrollments that can be accessed from home.		
Employees can view current benefits and related information during enrollment.		
Client can specify a list of profile forms to be updated during enrollment (e.g. address, marital status, dependents).		
Employee can only see options that they are eligible for.		
Employee eligibility is dynamically updated based on information entered on profile forms during enrollment (i.e. if employee changes marital status from married to single during enrollment, employee does not see any benefit options that require the employee to be married).		
Client can configure unlimited number of comparison points between options for employee to view during enrollment.		

Requirement	Code	Comments
Employee can choose to keep existing elections with no changes if eligible.		
Employee can select to waive or decline benefits.		
Client can configure whether to hide or display employer cost per election set.		
Employee can view total per pay and annual cost of elections as they make their selection.		
Employee enrollments can be made subject to a configurable approval workflow.		
Client can use rich text editing options to configure text to appear throughout the enrollment wizard.		
Client can provide hyperlink to benefit provider website.		
Ability to re-enroll employees in benefits when rehired within a defined period?		

Benefits Intelligence

What tools are available as part of your Benefits Intelligence offering?

Describe the value of your Benefits Intelligence offering.

Please describe any decision support features supported by the application.

What are some unique differentiators of your decision support feature(s) compared to competitors?

How long does the decision support process take?

Requirement	Code	Comments
Helps organizations analyze past enrollment trends and associated costs to inform plan design for future enrollment periods.		

Requirement	Code	Comments
Provides user-friendly dashboards and tools for modelling changes to benefits plans and rates.		
Provides tools to help employees make informed enrollment decisions and select plans based on their specific needs.		
Decision automatically sent to carrier?		
Supports multiple "what-if" scenarios?		
Ranks options for employees?		

Affordable Care Act (ACA) Administration

What visibility does your solution provide into ACA-related information? How does this streamline ACA administration?

Describe the year-end process for ACA administration.

If the system has the ability to meet the employer notices of exchanges requirement under the ACA, please describe how this is accomplished.

Requirement	Code	Comments
Allows clients to easily define dates for measurement, administrative, and stability periods for ongoing employees.		
Allows clients to easily define dates for initial measurement, administrative and stability periods for new hires.		
Automatically transitions employees from initial periods to ongoing periods with no manual intervention.		
Automatically determines benefit eligibility based on average service hours over defined measurement periods.		

Requirement	Code	Comments
Allows for different period dates to be configured for different groups of employee populations (i.e. 6-month measurement period for seasonal workers, 12-month measurement period for non-seasonal).		
Automatically distinguishes between service and non-service hours for average hour calculations.		
Provides benefits administrators with a dashboard view that tracks which employees have maintained, gained, or lost eligibility over the course of a measurement period.		
Provides benefits administrators with visibility into average hours per employee over the course of a measurement period.		
Allows benefits administrators to override employees that lost coverage due to not meeting hours threshold into benefits eligible state (i.e. if an employee's weekly average hours were 29.9).		
System requires administrators to select from a list of defined reason codes when overriding eligibility.		
Overrides are tracked and can be reported on.		
System has the ability to automatically push enrollments out to eligible employees.		
Eligible employees can enroll at any time during the administrative period.		
Enrollments are automatically made effective as of the start of the stability period.		

Requirement	Code	Comments
System has the ability to automatically end coverage for employees losing coverage at the end of the current stability period.		
Application automatically updates employee payroll information based on ACA benefit enrollments with correct effective dates.		
Administrators can track and report on which employees have been offered coverage.		
Administrators can track and report on enrollment status by employee.		
System will produce all required government reporting under the ACA.		

Talent Management

Recruiting

Please provide an overview of your recruiting/applicant tracking functionality.

Describe how users can complete job requisitions with minimal data entry.

How are jobs posted internally and externally?

What job boards are supported? Does your system push out to job boards?

Describe how background checks are initiated

How do external applicants apply for a position?

How do internal applicants apply for a position?

How can candidates be added to talent pools?

Please describe offer/turn down letter functionality.

Describe mobile functionality for applicants, recruiters, and hiring managers.

Does your recruiting/applicant tracking functionality leverage artificial intelligence (AI)?

Requirement	Code	Comments
Hiring Managers have access to submit job requisitions.		
Recruiters can submit job requisitions on hiring managers' behalf.		
Approval process can vary by job requisition (i.e. different approval process for new headcount vs. replacement).		
Job descriptions and details are pre-populated based on position.		
Application supports tagging job postings as virtual.		
Provides a single point of contact for reviewing open job requisitions.		
Hiring managers have visibility into only their own open requisitions.		
Requisition details can be modified after creation.		

Requirement	Code	Comments
Integrates with background screening services.		
Provides consistent profile view for all candidates.		
Users can download original copy of a candidate's resume.		
Allows for an unlimited number of statuses for candidates (i.e. new, in-process, offered, declined, hired, etc.		
Users can easily change candidate's status, either one by one or en masse.		
Distinguishes between internal and external candidates.		
Screening assessments can be disabled for internal candidates.		
Integrates and communicates automatically with job boards.		
Job posting details can differ by job board.		
Allows for configurable job application templates.		
Allows administrators to define qualifying (knockout) questions to automatically reject ineligible candidates.		
Provides candidate portals for both internal and external candidates.		
Applicants can find jobs using keyword or location-based searching.		
Can applicants receive notifications on new open positions?		

Requirement	Code	Comments
Provides multiple options for completing application including: • **Upload resume** • **Apply with LinkedIn** • **Manual entry** • **Apply with Indeed**		
Applicants are immediately visible after submitting job application.		
Prevents applicants from applying for the same job twice.		
Provides recruiters with visibility into prior and current candidates.		
Provides intelligent search and filtering capabilities to find candidates.		
Ability to schedule candidates for interviews using outlook.		
Provides configurable candidate email templates.		
Ability to define and manage candidate shortlists.		
Sorts candidates based on match with search criteria.		
Allows recruiters to move candidates across job requisitions.		
Candidates can manage their own profiles.		
Import from candidates from third-party recruiting applications.		
Hiring/onboarding form is pre-populated with data captured during recruitment process.		
Supports offer letter generation, approval, and tracking.		

Requirement	Code	Comments
Automatically creates employee record upon hiring.		
Are marital status options presented on employee forms configurable by country?		
Does the application capture country-specific national identifiers, such as a passport number?		
Automatically begins the onboarding process upon hiring.		

Onboarding

Please provide an overview of your onboarding solution/functionality.

Can new hires and employees create and share personal biographies that can be shared with their colleagues?

Requirement	Code	Comments
Can the onboarding site have company logos?		
Ability for new hire to access the system and start the onboarding process prior to their first day.		
Ability to embed videos and welcome messaged in the onboarding process.		
Assign an onboarding partner to the new hire.		
Ability to automatically populate last record for rehires by entering SSN or SIN number.		
Ability to support a paperless onboarding process with W-4, I-9 documents, electronic signatures, and the generation of the ongoing unique employee identification number?		

Requirement	Code	Comments
Ability to interface employee's I-9 to e-verify for United States.		
Ability to provide a wizard-based checklist of activities that employees need to perform to complete the onboarding process (e.g. update marital status, update address, submit W4/T1, etc.).		
Ability to perform onboarding activities in the mobile app.		
Ability to send employees a reminder if tasks are not completed in a timely manner.		
Ability for new hires to return and update or correct their information after the initial submission.		
Ability for onboarding employees to provide personal and professional details to support team socialization.		
Ability for HR and manager new hire/rehire to create/access checklist, by position, with check-off ability as tasks are completed (e.g., offer letter has been sent and received, provisioning complete, etc.).		
Ability to vary the onboarding workflow and process according to multiple associate and position factors — employee type, business unit, job function, country and state, etc.		
Ability to enroll in benefits during onboarding.		
Ability to monitor the overall status of the onboarding process, providing a clear indication of "new hire readiness".		
Ability to measure the performance of the onboarding process.		

Requirement	Code	Comments
Ability to survey employees about the onboarding process effectiveness.		
Ability to manage OnDemand Pay program during onboarding.		

Learning Management

Please provide an overview of your learning management functionality. Include details on the employee, manager and administrator learning experience.

Describe how the system supports social and informal learning?

Describe the reporting and analytics available to end users.

Does your learning management system integrate with Outlook or Google Calendar?

Requirement	Code	Comments
Simple, easy-to-use tool for building and administering courses.		
Support blended learning (e.g., sequencing, ILT, self-paced learning, and webinars)?		
Allow for the repeatable creation of events based on a standard course template (number of days, min/max seats, title, description)?		
Include a calendar display?		
Support waitlists?		
Create notifications, reminders and alerts to learners/managers via email.		
Administrators can tailor notification messaging.		
Allow learners to review their learning profile.		

Requirement	Code	Comments
Learners can view and select their own courses?		
Learners are enrolled in courses after approval through workflow.		
Support learner transcripts (viewable by learners)?		
Allow for customizable enrollment deadlines?		
Allow learners to download course material?		
Allow learners to access SCORM objects offline?		
Allow instructors to manage attendance for classroom and webinar courses?		
Support the ability to batch manage ILT classroom courses/sessions?		
The implementation of contests, incentives, points, and rewards (including badges and awards)?		
Allow administrators to add recordings of webinars to webinar sessions?		
Allow learners to locate and ask the expert during on-the-job learning?		
Allow users to receive and rate answers?		
Allow for easy linking of experts and topics/area of expertise?		
Allow learners to subscribe to Q&A threads?		
Allow for the creation of thematic channels?		

Requirement	Code	Comments
Allow for easy capturing and uploading of content (i.e., a video) for evaluation and sharing?		
Supports peer reviewing?		
Supports knowledge libraries?		
Support social learning and collaborative capabilities tied to specific courses?		
Support a user blog?		
Allows learners to rank/rate content?		
Supports learner comments (comment on content, etc.)?		
Allows for the creation of communities tied to a specific course?		
Allows learners to share files in a course?		
Includes a built-in assessment/survey tool?		
Allows quizzes to be audio/video/image based?		
Allows for the implementation of a quiz bank?		
Allows automated responses when a learner answers correctly or incorrectly?		
Limits the number of times learners can launch an assessment.		
Provides the ability to weigh and grade individual questions within an assessment?		
Allows for timed questions/assessments?		

Requirement	Code	Comments
Supports surveys?		
Skill gap analysis.		
Provides a career development framework and match competencies, skills, job level, and job role to available courses?		
Tracks skills/competencies taught by courses?		
Ability for managers to assess an employee's existing skills?		
Supports custom reports?		
Ability to report on question level data from surveys and assessments/tests?		
Add filters to view reports on screen?		
Includes a Certification report?		
System alerts users when they have been enrolled in a course?		
System alerts users when the details of their course have been changed or updated?		

Performance Development

Please provide an overview of your performance management functionality.

How does your solution enable managers to effectively communicate with and provide feedback to their employees?

Can your performance management features and functions be deployed to global employees?

Can managers create development plans as part of your performance management feature?

Requirement	Code	Comments
System provides a central dashboard view of all performance-related activities.		
Employees and managers can create, monitor, and update progress for goals that are Specific, Measurable, Achievable, Realistic, and Timely in an intuitive user interface.		
System provides the ability to cascade organizational and team goals down to employee level and align employee contributions to the success of those goals.		
Provides users with goal risk calculations status.		
Managers can delegate performance reviews to another manager.		
Configurable review forms, rating scales, and approval paths to mirror client-specific HR processes.		
Provides eligibility process to create review process.		
Supports multiple review cycles?		
Configurable workflows to support goals and performance conversations.		
Inclusion of peers, colleagues and other leaders in the review and development process.		
Employees can access and update goals using the mobile app.		
Allows for the creation of action plans to keep goals on track.		

Requirement	Code	Comments
Provides for goal approval process.		
System facilitates continuous, year-round feedback to aid in development.		
System provides the ability to identify and develop core strengths and proficiencies to drive business outcomes.		
Provides competency gap analysis.		
Integrates with LMS to support development plans.		
System can track development plan activities?		
Can development plans be tied to performance goals and reviews?		
Comes with a standard library of core competencies.		

Compensation Management

Please describe your compensation management/salary planning functionality.

Provides decision support tools for managers allocating their compensation budget.

Supports multiple currencies for a global employee population

How does compensation management integrate with HR, payroll, and performance?

Requirement	Code	Comments
Ability to create comprehensive compensation plans with multiple budget types.		

Requirement	Code	Comments
Supports the creation and maintenance of salary grades/ranges.		
Supports the administration bonuses and incentive pay.		
Allows for incentive pay driven by performance results.		
Provides manager with employee talent profile.		
Supports comparison metrics (market, geography, etc.).		
Provides configurable workflows and auditing for any changes.		
Real-time access to budget vs. spend data.		
Provides insight into gender pay equity.		
Provides a clear view of the entire organization with rule exceptions and required actions.		
Provides warnings when managers give awards outside of defined guidelines.		
Provides individual Total Compensation Statements.		
Effective dated updates to Payroll and HR.		
Ability to exclude employees from the compensation posting process.		
Ability to edit bonus factor payouts before compensation cycle approval.		
Allow bonus factors with weight less than or greater than 100%.		
Can bonus targets be defined as a flat amount on a compensation plan?		

Requirement	Code	Comments
Allow bonus targets to be overridden.		
Provides the option to apply funding to employees' bonus payouts.		
Funding can be set to a default value.		
Default funding value can be overridden via an existing import.		
Allow for administrators to establish multiple employee qualifier sets for a compensation cycle.		

Mobile

Please provide an overview of your mobile capabilities.

Mobile Assistant

Please describe your mobile assistant capabilities.

What other technology is required to use your mobile assistant?

Requirement	Code	Comments
Provides contextual help?		
Responds to voice commands?		
Compatible with iOS and Android?		
Applies organizational rules and policies?		

Reporting and Analytics

Standard Reports

Please describe how users can generate a standard report. What options do they have for filtering? Format?

Describe how reporting works for a global workforce.

Do you provide currency conversion for global payroll reporting?

Requirement	Code	Comments
Provides a library of standard reports across functional areas.		
Standard reports include parameters that allow users to control the report output.		
Users can continue to use the application while reports generate.		
Application performance is not impacted by report generation.		
Reports can be downloaded to users' PCs in XLS or PDF format.		
Reports can be generated on demand.		
All reporting and analytics data are real-time across all functional areas.		
Reporting and analytics data visibility respects the configured security model.		
Is there the ability to cancel a long-running report?		

Custom Reports

How can users create custom reports? Is technical knowledge required?

Requirement	Code	Comments
System provides a built-in ad-hoc report writing tool.		
Ad-hoc reports can be created by any user – regardless of technical background.		
Ad-hoc reports can be saved for reuse and edited if needed.		
Users can run ad-hoc reports with just one click.		

Dashboards and Analytics

Please provide an overview of your dashboards and analytics functionality.

How can users create custom dashboards or analytics?

Describe the application's predictive analytic capabilities.

Requirement	Code	Comments
Provides in-application, configurable dashboards for viewing summary analytics.		
Users can access multiple configurable dashboards.		
Access to dashboards is controlled by role-based security.		
Dashboards provides access to data from all areas of HCM in a single database.		
Analytics solution uses data from across the application to provide actionable insight to managers and administrators.		

Document Management

Please describe your document management capabilities.

Requirement	Code	Comments
Ability to store and manage documents for and about their employees in a single system.		
Ability to remain compliant with Generally Accepted Privacy Principles.		
Provides access to a central repository of documents with flexible search options.		
Employees can upload and access their own documents at any time.		
Ability to specify acceptable file extensions (i.e. .jpg, .pdf, .doc), and set security permissions, that can be assigned to each user role.		
Employee documents are attached to the same record used to capture all employee information, providing a single source of data.		
System provides safe, virus-free storage of documents.		
PII compliance - HR departments can identify documents which contain PII information and apply enhanced security and access controls to this sensitive information.		
Maintain PII (Personally Identifiable Information) compliance by identifying which documents contain sensitive information and applying enhanced security and access controls.		
Are there any size limitations?		

Implementation

Please describe your implementation methodology.

Describe the typical implementation project team.

What are the typical client roles and responsibilities?

What are the keys to a successful implementation? Please share any best practices.

How long is a typical implementation?

What documentation is made available during and after implementation?

How do you coordinate the transition from implementation to ongoing customer support?

Education

Please describe your available training offerings.

Do you have suggested learning tracks for employees, managers, administrators?

How is training delivered? On-site? Webinar?

Support

Please describe your account governance model.

Please describe your support model.

Where are your support offices located?

What are your support hours of operation?

How do clients submit incidents?

What is your response time for incidents?

How can clients track the status of support incidents?

How are support issues escalated?

Do you offer in-application online help? Please describe.

Technology

Please describe the key principles that influence your solution's design.

Please describe the key advantages of your technology.

Please describe the basic system architecture of your application. Provide a diagram if available.

Describe your software development cycle including frequency of releases, patches/hotfixes.

What are the minimum requirements to run your application?

What are the primary drivers that influence your product roadmap?

How many concurrent users can your application support? Please provide performance benchmarks if available.

Please describe how your application is able to interface with our existing third-party applications.

Can provide single sign-on using Windows Authentication?

Does your company undergo SSAE 18 Type II audits?

Security

Please describe your security architecture.

Describe in detail your process for protecting your environment from ransomware attacks and other potential breaches.

Please describe the security features of your hosting center(s).

How is data encrypted in the application?

What third party testing in performed to ensure the integrity of the application's security?

Provide a description of your company's disaster recovery plan.

In the event that a customer needs to perform a full recovery, what is the expected recovery time objective?

Hosting

Please describe your hosting model (i.e. SaaS, on premise, vendor hosted).

Where is your data center located?

Please describe the security features of your data center.

Is your hosting center SSAE 18 Type II Compliant?

Are regular database backups performed? Please explain.

Do you provide clients with additional environments in addition to the production environment (i.e. testing, training, configuration, etc.)?

How are upgrades of the application performed?

What is the cost to perform upgrades?

What are the client's responsibilities with regards to upgrades?

Explain how all client specific configurations will be retained during upgrades.

What documentation is provided with each new release of the application?

Pricing

Please provide a pricing proposal for your solution (per employee, per month when applicable). This must include all costs for product, implementation, and servicing. Be sure to include:

- **License Fee**
- **Annual Maintenance**
- **Implementation costs**
- **Training costs**
- **Customization costs**
- **Interface/feed development costs**
- **Monthly hosting fees**
- **Monthly processing fees**
- **Monthly service fees**
- **Are there additional feed for "premium" service or after hours support?**
- **Other monthly fees:**
- **All third-party costs:**

- **Modules included (Core Modules)**

- **Cost per Module**

Provide copies of all contracts used for this solution.