REQUEST FOR PROPOSALS:

JOPLIN HCM/HRIS SOLUTION

REQUEST FOR PROPOSAL #2023-RFP-10

Issue Date: September 22, 2023

Due Date: October 24, 2023 at 2 p.m.

ADDENDUM – QUESTIONS FROM BIDDERS

1. **Proposal Outline (page 3) and Content (starting on page 5)** – page 3 are the broad categories to include in the proposal and the content starting on page 5 is more specific to what we'd like you to include in your proposal response. If you respond to the content questions, your proposal will meet the information we're seeking.

   COSTS – There is not a form for costs, please include a chart of ALL itemized costs that we can evaluate, including software, implementation, any discounts, and annual fees.

   REFERENCES – List

   Municipality or Firm Name
   Location
   Number of Employees
   Contact Person
   Phone Number
   Email

2. **The City's financial and other systems that the HRIS will need to interface:**
   - Central Square (payroll)
   - Time clock plus (time keeping)
   - Bentek (benefits enrollment)

3. **What are the city's pain points? What problem(s)/ issue(s) are you looking to improve?**

   Currently, HR's workflow is a hybrid of manual paper processes that then have to be manually entered into multiple systems, plus benefits vendor platforms. We are unsure how the HRIS can integrate/overlay with the other systems to make a single point of entry and user-friendly experience for HR, Finance, supervisors, and employees.

   We'll provide a big picture of our pain points; however, keep in mind that your RFP must address the HRIS/HCM components and integrate with the Time clock plus (time keeping), Bentek (benefits), and Central Square (payroll) systems. Only Central Square is in operation and the other systems will be added on along with the HR system.

We do understand that HRIS/HCMs can stand alone and accomplish all of the above; however, it has been determined that the other two systems already interface with Central Square, and the selected HR system needs to also interface with these systems.

Pre-Employment

Is there a user-friendly mobile app?

Our HR department does not have a system to manage applications, applicant tracking, and candidate skills or experience evaluation compared to the job description or to correspond with candidates or for hiring managers to review candidate information and stages in the hiring process (except email, spreadsheets, and phone calls). It would be helpful to have a way to store applications and related interview questions/documents.

There are two separate systems for pre-employment information – either receiving faxes or going online to another vendor to get drug screening results; going online to another site to view background check results. Notification to hiring managers is very manual – emails or phone calls or pop in visits from managers to check the status of their hire. New hires take anywhere from a few weeks or longer at times.

Onboarding/Culture/Offboarding

While HR reaches out to welcome candidates before they start, there isn't a simple one stop shop to onboard them (seeing the org chart and location of their department, parking lots, view photos, titles, and video content and first day/first week schedule from their team, benefits guides, etc.), or share other information, complete paperwork electronically, complete handbook acknowledgments, etc. prior to starting work. There isn't a system to message employees (at sign in, instant messaging or texting, emergency notifications – if there was a tornado or active shooter - or to share events and celebrations).

Employee satisfaction or pulse surveys and results reporting would be super helpful.

A new hire and termination wizard would be beneficial, with checklists to ensure compliance and automation would be helpful.

Compliance

The system must maintain all legal compliance requirements and reporting/data.

Manual Workflows

The City has over 600 FTES, and 70 regular, full-time vacant positions plus a high volume of over 150 seasonal employees. All the paperwork has to be done manually then scanned into another system (Docuware) for storage, and sent to finance (tax, direct deposit, retirement/benefits enrollment forms). In one year, the system shows that

we processed over 300 people through our organization: new hires, rehires, terminations, retirees… everything is manually entered on paper forms (job requisitions, position status sheets, IT computer use forms, city issued equipment and cards (by department), driver's licenses and renewal reminders, probation release or termination notices, I-9 forms, EEO-4 self-identification forms, paper time sheets, benefits enrollment forms, and more)

Offers - On occasion, we've created adobe pdf fillable forms, but an employee might not be able to complete them. One of our team member's adobe crashed and won't work to send offer letters for multiple signatures. Now, we're back to signing letters and routing to department directors, and asking candidates to come by HR in person to sign offers.

Some limited data can be entered in Central Square, and benefits are entered into at least 5 additional benefit vendor portals (there is no file feed upload functionality available).

We administer **reimbursements** for gym memberships, tuition reimbursement, sick leave buy back and these, too, are manual paper processes that are reviewed and then sent to finance.

We **process claims** (employees workers' comp and external liability claims from non-employees) – all paper documents. There's a lot of coordination to compile and store this data and manage correspondence and manual check requests.

Our employee **training** materials and tracking are through Power DMS and Ed App.

Performance evaluations are emailed electronically to department directors with a list of employee's names and anniversary dates. They are returned as hard copies or electronic copies and scores are entered into an excel spreadsheet, keyed into a system, and sent to finance to process merit increases. The evaluations are either scanned or transferred to Docuware for storage. It would be invaluable to have this be 100% electronic and have a secure section for supervisor notes and a lasting record of evaluations in one central place for each employee. It would be easier to research past evaluations.

Disciplinary and commendation actions would be better stored in one central system.

Our **employee handbook** is stored in a shared drive, but only employees with a city issued email can access those documents. A HRIS/HCM that could house this would be useful for all employees.

Reporting and Analytics

There are no HR dashboards to quickly see or provide information to our City Manager. This is time consuming to get open records requests completed or to quickly capture data needed for HR related reports prepared for City Council presentations (new hires,

turnover/terminations, time, and cost to hire, training certifications and skill levels, performance evaluation scores, etc.).

The biggest pain point is that reports do not exclude unnecessary information nor convert correctly in excel. It would be really nice to have a month/day format for anniversaries alongside the full anniversary month/day/year and number of years of service. There are formatting misalignments and reports can't be sorted to filter out or exclude information.

There's another report system – Cognos – where our team can "customize" reports by dragging boxes to build the reports. Data contained in reports is sometimes inaccurate. There isn't a known way to filter out/exclude terminated employees and elected officials or certain departments from our reports prior to running them, so lots of time is spent cleaning up data.

Our position control report is managed by Finance and updated a few times per year, so we have to manually track the number of positions and vacancies manually in excel. Monthly we receive an employee headcount report from Finance to enter on the State of Missouri's workers' comp/unemployment reporting system. There is an additional employee wages payroll report that HR runs and submits to the state.

There is nothing to track leave requests, absenteeism/tardiness, FMLA, Worker's Comp. in real time to see absences or time used, or to flag when a qualifying life event notice needs to be sent. A portal where employees can upload vital records (birth, death, marriage, divorce, adoption records) and notify HR of QLEs would be highly beneficial. Employees requesting employment verifications cannot reprint a copy of pay stubs, so our team has to extract data from the system to provide a VOE letter to the employee.

We can't easily track and print reports on our veterans to celebrate them on Veterans' Day, or to create/update/print an org chart by department, or a report of supervisors and those who report to them and what shift/days/times they are assigned to work.

A succession report to quickly view which employees are retirement eligible would be extremely beneficial, especially alongside the org chart for that employee's department, AND the skill sets and certifications of all peers in the department who might be great candidates to groom for promotion or a different role.

4. **How will the prospect evaluate the proposals it receives from vendors? (i.e. weighted scale / point system, and what are those scale points, etc.?) Who will be evaluating the proposals? (internal (i.e. title of reviewer)) / external (i.e. third-party consultant or broker))**

A committee from HR, Finance, and two departments will review and score proposals to determine which firms will advance to the interviews. Upon completion of interviews, the committee will review the responses to determine the firm they believe can best address the needs of our HR team.

The City Manager will be kept abreast throughout the process. The firm selected by the committee (and all firms) will be notified in writing (email) and the City Council will be advised of the committee's recommendation at their December Council meeting. The Council will have discussion and vote on the proposal. The selected firm will be asked to present their proposed solution to the City Council. Once the Council approves the firm, our City Attorney will draw up the contract to present to the firm, and we will confer to review and finalize terms and execute a contract between the City and firm.

Proposal Evaluation Scale from page 4 in the RFP:

PROPOSAL EVALUATION

By use of numerical and narrative scoring techniques, proposals will be evaluated by Joplin against the factors specified below on a 100-point scale.

Criteria	Points
1. Company/Staff Expertise/References	15
2. Product Functionality: Variety and degree of integration across functions/modules, Data Security	20
3. Implementation/End-User Experience/ Training/Ongoing Support	15
4. Costs / expenses	50