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.

NOTICE TO BIDDERS

To be considered, one (1) hard copy of the completed proposal and forms must be signed and enclosed in a **SEALED** ENVELOPE. On the envelope, include the RFP number and title, plus your firm's name and address.

Mail or hand deliver proposals to:

City of Joplin
ATTN: Michelle Ducre
Director, HR/Risk Management
602 S. Main Street, 1ST Floor
Joplin, MO 64801

Proposals received after the deadline or that fail to fully comply with RFP requirements expressed herein will be rejected. There is no expressed or implied obligation for the City of Joplin to reimburse firms for any expenses incurred in preparing or delivering proposals in response to this request.

The City reserves the right to:

- Accept or reject any portion of any proposal or waive any irregularities/allow corrections of errors or omissions without cause for liability
- Request additional information or clarification from proposers
- Cancel this RFP if we determine this serves the City's best interests
- Negotiate with selected firms regarding pricing and fee structures and all other aspects of the Proposals.

All information included in a Proposal may be incorporated, at the City's sole option, into the contract to be entered into between the City and the successful Bidder (as hereinafter defined). Any contract from this RFP will be awarded without discrimination based on race, ethnicity, national origin, religion, age, gender, sexual orientation, or veteran status. The City encourages minority and female owned businesses to submit a proposal.

I. INTRODUCTION

The City of Joplin is soliciting proposals from experienced vendors for a full-service, cloud based Human Resources Information System (HRIS) and SAAS software solution, **excluding** Payroll, Timekeeping and Benefits. The scope of functionality for the proposed solution is to include: Talent Acquisition (e.g. Recruiting, Onboarding), Talent Management (e.g. Performance, Training), and other functionality included within the requirements section of this RFP.

II. BACKGROUND

The City's fiscal year is November 1 to October 31, and our annual budget is $179 million. The City currently employs approximately 617 full-time equivalent employees representing a total payroll of about $43.7 million. City employees work in fourteen departments: City Manager's Office, City Clerk's Office, Legal Services, Human Resources, Finance, Information Technology, Municipal Court, Public Health Department, Planning, Development & Neighborhood Services, Convention & Visitor's Bureau, Public Works, Police, Fire, and Parks & Recreation. A fifteenth department (Communications) is proposed for 2024.

Currently, most of HR's workflow is a hybrid of manual paper processes that then have to be manually entered into multiple systems, plus benefits vendor platforms. The City uses:

- **Central Square/Naviline** for general ledger and payroll and intends to implement
- **Time Clock Plus** for time keeping, and
- **Bentek** for benefits enrollment

Your system must successfully interface with these programs. Ideally, it would also serve as a single sign on to all systems (if possible).

III. JOPLIN CONTACT

All communications, including any requests for clarification, concerning this RFP should be addressed in writing with Joplin HCM/HRIS in the subject line, to:

Michelle Ducre
Director, HR/Risk Management
hr@joplinmo.org

PROPOSAL KEY DATES AND TIMELINE

(Dates are subject to change at any time in Joplin's sole discretion)

RFP Activity	Dates
RFP Released	September 22, 2023
Questions Due by Proposers	October 9, 2023 at 2 p.m.
Proposal Due Date	October 24, 2023 at 2 p.m.
Demos/Interviews	October 30 and 31, 2023
Award Notice	November - TBD
Meeting with Successful Vendor to Begin Contract Talks	TBD

SCOPE OF WORK

The scope of work for the HRIS project includes the following functionalities and modules: HR, Talent Acquisition (e.g. Recruiting, Onboarding), Talent Management (e.g. Performance, Training) and any other functionality included herein. *Your system must be able to interface with Central Square/Naviline (the City's payroll system), Time Clock Plus (timekeeping), and Bentek (benefits).*

PROPOSAL OUTLINE

The proposal should include the following items and be organized in the manner specified below.

- A one (1) page letter of transmittal briefly outlining the proposer's understanding of the work and general information regarding the firm and staff to be involved.
- Detailed Description of the HRIS and modules
- Proposed Solution and Interface with Existing programs
- System Security, Updates and Maintenance
- Implementation Schedule and Support
- References (especially municipal clients with 600 employees)
- Costs (may include additional in-kind services)

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

PROPOSAL CONTENT

Company information

Briefly describe your organization's business background, history, and current financial health.

Provide experience/skills of the project and support staff. Is there an account manager?

What is your average client retention rate and tenure?

What are your top competitive advantages as an organization?

When/how do you start billing for your fees?

What kind of long-term support and value-added services do you offer now and what are you developing?

Strategic direction

How will you partner with us to develop and strengthen our HCM strategy into a competitive advantage?

Describe your scalability strategy and how the solution allows for growth.

How are you planning to incorporate artificial intelligence and/or machine learning into your solution?

Describe your strategic alliances and partnerships and how you use them to benefit clients.

How can your solution help us reduce cost and increase efficiency?

Human Capital Management (HCM) solution overview

Provide an overview of your HR solution, including how it can meet current and future needs.

Provide a detailed overview of your solution's architecture and hosting. Is it cloud-based, Software as a Service (SaaS)? How is data backed up and secured from breaches?

How do you integrate third-party applications with your solution? Is there a cost associated with this?

Please describe any advisory or consulting services that your organization offers to optimize your HCM solution. Is there an additional cost for those services?

What are your long-term development plans to enhance your solution?

Human Resources (HR)

Provide a brief overview of your HR solution among multiple departments and divisions.

Explain how your solution can help HR throughout the new hire, rehire and termination processes.

Describe onboarding capabilities and the ability to notify new hires of activities to complete.

Describe how your solution supports employees working in multiple concurrent positions.

Outline the process to transfer employees from one entity or pay group to another.

How does your solution accommodate FMLA and worker's compensation tracking and/or administration?

Talent acquisition

Provide an overview of your solution's key recruiting activities, reports, applicant tracking and communication with applicants, dashboards, and how it interacts with the HCM solution.

Describe how your solution can positively impact workflow and communications between the candidate, recruiter and hiring manager.

How does your solution leverage HCM data to create requisitions, total compensation offers?

Describe the ease of posting openings to an unlimited number of corporate talent sites, commercial job boards and external job aggregators.

Detail your candidate pre-screening or qualification process.

Talent activation

Describe your talent activation solution: hiring wizards, onboarding videos and communication, ability for employees to complete and submit forms and documents in the portal.

What coaching tools are made available to managers when interacting with their teams? What coaching tools are made available to individual employees?

Describe the employee-to-manager and manager-to-employee communication and feedback mechanisms associated with your solution.

Explain how your solution supports engagement surveys, including any tools that will help managers understand and improve employee engagement.

What tools or communications support engagement on an ongoing basis?

Performance management

Provide a brief overview of your performance solution.

How can your solution help align goals across the organization?

Describe your ability to configure an end-to-end performance process, including varying review cycles, workflows, evaluation types, rating requirements, etc.

Compensation management

Provide a brief overview of your compensation solution.

How can we apply rules and metrics to align compensation with our overall strategic initiatives?

Describe how budgets are allocated and allow for real-time tracking of budget dollars.

How can the solution help managers make effective compensation decisions?

Succession planning

Provide a brief overview of your succession solution.

How are succession plans created?

How does your solution help managers identify potential successors and assess their readiness?

Explain how the solution can assist employees in career development planning.

Learning

Provide a brief overview of your learning solution.

Describe how learning content is assigned to individuals or groups. Can it be set up to be assigned automatically?

Describe how the solution supports learning paths to improve employee development.

How does the solution help employees understand what learning is needed to help close competency or skill gaps?

User experience

How does your solution enhance the employee experience and improve employee engagement?

Describe employee, manager, and practitioner self-service capabilities.

Describe the benefits of your solution's mobile capabilities.

How can your solution accommodate the changing workforce and allow us to meet the rise of temporary and contract-based employees?

Reporting and analytics

Describe standard and ad hoc reporting functionality. Please provide a list of available pre-built reports and metrics. Are reports customizable and do they seamlessly export into excel?

Describe your workforce analytics and benchmarking capabilities.

What kind of predictive analytics are available for managers and administrators?

What kind of modeling and forecasting are available now, and what can we expect in the future?

Describe your electronic/digital employee document management capabilities, document search and related reporting capabilities.

Describe your solution's import and export data tools and capabilities, including mass data loads and bulk changes.

Compliance/Security

Describe your system's ongoing updates/compliance with current employment laws?

Explain how your solution's security protocols keep our data and users safe.

How does your solution allow for user security? Describe your application's security model.

Explain the different permission and security levels that can be assigned within the solution. How can these permissions be customized?

Does the analytics and reporting system use its own security, or can it leverage the HCM solution's security settings?

Implementation

Describe your implementation process (file uploads, system interface) and key timeline.

Describe the tenure and experience of your implementation team resources.

Do you leverage third parties to implement your solution? If so, please provide a list of approved third parties.

How would you handle a phased implementation approach? Would additional fees apply?

When are clients able to test solution features using their own data?

Describe your approach to initial virtual client training and user adoption.

Service

Once the solution has been implemented, who provides the service? Is it handled internally or by a third party?

What is your approach to customer success? How do you measure client satisfaction?

Describe your service delivery team. What are their operating hours and availability? Will a specific service contact be assigned? What's the turnaround response time?

How can clients contact your support staff and how are client inquiries managed until resolution?

What online tools and support do you offer clients?