REQUEST FOR PROPOSALS
AND PRICE PROPOSALS

PROCESSING SERVICES FOR
PAYROLL SERVICES

April 16, 2024

PROPOSALS DUE:

Monday, April 29, 2024 1:00 p.m.
Late Proposals Cannot Be Accepted

DELIVER COMPLETED SUBMISSIONS TO:

City of Everett
City Hall Procurement Dept.
Attn: Allison Jenkins
484 Broadway
Everett, MA 02149

<p style="text-align: center;">**PROCESSING SERVICES for PAYROLL SERVICES**</p>

INFORMATION FOR PROPOSERS

The City of Everett is seeking the services of a professional vendor to deliver payroll functions. Currently, the Town and School department payroll functions are completed in-house using MUNIS. The City desires to move to a fully integrated, web-based system to manage payroll and have the time and attendance systems interface with the payroll system to eliminate double-entry.

Sealed technical qualifications and sealed priced proposals to provide the City of Everett, MA with Processing Services for Payroll/Human Resources/Time & Attendance will be received at City of Everett, City Hall Procurement Office, 484 Broadway, Everett, MA 02149 on Monday, April 29, 2024 until 1:00 PM., local time, on and will be opened in accordance with MGL Ch. 30B. The City reserves the right to decide which services will be placed into contract.

Pre-Proposal Conference and Site Visit

There is no Pre-Proposal Conference or site visit scheduled.

Materials To Be Furnished

All materials which are required for services under this contract are to be furnished in their entirety by the City.

Bid Security

No bid/proposal security is required.

Form For Proposals

The City may consider informal any proposal not prepared and submitted in accordance with the provisions hereof and may waive any informalities in or reject any and all proposals. Any proposal may be withdrawn prior to the above scheduled time for the opening of proposals or authorized postponement thereof. Any proposal received after the time and date specified shall not be considered. No proposer may withdraw a bid within 30 work days after the actual date of the opening thereof.

Proposals must be submitted on the prescribed forms plus additional materials as appropriate.

All proposals must be submitted in sealed envelopes bearing on the outside the name of the proposer, the address, and the name of the project for which the proposal is submitted. If forwarded by mail, preferably by certified mail, the sealed envelope containing the proposal and marked as directed above must be enclosed in another envelope addressed to the address above.

Sales Tax

The City of Everett is exempt from sales tax. Thus, proposers should not include sales taxes in figuring or in references to any proposal price. Tax exemption number of the City will be provided to the successful proposer upon request.

Award of Contract

Using the rating system prescribed in Chapter 30B of the Massachusetts General Laws (the Uniform Procurement Act), the committee shall assign a rating system to each criterion and base their award decision on the most advantageous proposal taking into consideration the qualifications of the vendor along with the submitted pricing. The best overall proposal is not necessarily the proposal receiving the highest rating for the "Competitive Evaluation Criteria" nor the proposal with the most inexpensive contract terms. The documented results shall then be submitted to the Board of Selectmen for final authorization to award a contract.

The Town may make such investigations as it deems necessary to determine the ability for the bidder to perform the work, and the bidder shall furnish to the Town all such information and data for this purpose. The Town reserves the right to reject any proposal if the evidence submitted by or the investigation of such bidder fails to satisfy the Town that such bidder is properly qualified to carry out the obligations of the Contract.   The Town reserves the right to reject any or all proposals if it would be in the public interest to do so. A bid which includes for an item a unit price or lump sum that is abnormally low or high may be rejected as unbalanced.

The investigation of a proposer will seek to determine whether the organization is adequate in size and experience, and whether available equipment and financial resources are adequate to assure the Town that the work will be completed at a rate and in a manner consistent with that required. The amount of other work to which the proposer is committed will also be a consideration in establishing that a bidder is a "responsible and eligible bidder" in conformity with the requirements of this Contract.

Execute Contract

The party to whom the Contract is awarded will be required to execute the Contract on or before May 16, 2024.

Addenda and Interpretation

All questions by prospective proposer as to the interpretation of the Information for Proposers, form of proposal, form of contract, specifications, or bond must be submitted in writing to Emily Surette via email at surettee@middleborough.com at least seven (7) days before the date herein set for the opening of proposals. An interpretation of all questions so raised which in their opinion require interpretations will be emailed to all plan holders of record at the addresses given by them on or about three days before the date of the opening of bids.

KEY DATES FOR THIS PROPOSAL

April 16, 2024   RFP Issued
April 29, 2024   Proposals Due, by 1:00 pm
May 2, 2024   Notification of Award (tentative)

CITY OF EVERETT, MASSACHUSETTS

REQUEST FOR PROPOSALS AND PRICE PROPOSALS

PAYROLL PROCESSING SERVICES

Competitive sealed proposals are invited in accordance with the provisions of Massachusetts General Laws c. 30B. Procedures under this invitation require separate submission of technical qualifications and price proposals. Technical qualifications will be evaluated without knowledge of prices by a committee appointed by the Treasurer/Collector. The committee will determine the most advantageous proposal after taking into consideration the evaluation of technical qualifications made by the review team together with a consideration of prices.

Any questions pertaining to this request for proposals are to be directed to Allison Jenkins at Allison.jenkins@ci.everett.ma.us or 617-394-2331.   .

PROPOSAL SUBMISSION PROCEDURE

Proposals are to be sent to:

City of Everett
City Hall Procurement Office
Attn: Allison Jenkins
484 Broadway
Everett, MA 02149

By Monday, April 29, 2024 at 1:00 pm, at which time they will be opened in accordance with MGL Chapter 30B. Proposals received after that date and time will not be accepted.

NOTE: Price proposals must be kept **entirely separate** from technical proposals.

One (1) copy of each proposal and an unbound original shall be submitted as follows:

Technical Qualifications shall be submitted on the form furnished and sealed in an envelope marked:

Proposal Envelope A – Technical Qualifications

Payroll Processing Services
Bidder's Name_____

Price proposals shall be submitted on the form furnished and sealed in an envelope marked:

Proposal Envelope B – Price Proposal Payroll Processing Services
Bidder's Name_____

Prices must be submitted for each year of the contract on the form provided.

CONTRACT PERIOD

The contract period is anticipated to be from May 6, 2024-May 6, 2025 with an option to renew for two (2) additional years at the sole option of the Town for a total of five (5) years.

Vendors should provide a detailed timeline for implementation that shows complete payroll services in place by September 1, 2024.

Award will be made within ten (10) days from the proposal submission date unless the time is extended by consent of all parties concerned.

The City reserves the right to amend the contract to meet changing requirements and/or to cancel the contract resulting from this RFQ upon thirty (30) days written notice.

Award, payment, and performance obligations in the present and succeeding fiscal years shall depend on availability and appropriation of funds.

EVALUATION OF PROPOSALS

1. MINIMUM EVALUATION CRITERIA

Each technical proposal shall first be reviewed to ascertain whether or not the following minimum evaluation criteria have been met:

M-1   The proposing firm has been providing payroll / human resources processing services to at least 10 municipalities for a continuous period of not less than five years.

M-2   The proposing firm has successfully provided payroll services to at least 10 public school systems in the Commonwealth of Massachusetts for a continuous period of not less than five years.

M-3   The proposing firm has successfully provided payroll services to at least 4 Cities/Towns and schools of a similar size to Middleborough (population of 25,000 and some 550+ employees).

M-4   The proposing firm must be an established business, corporation, partnership, firm or individuals who normally furnish such services as the principal business for which the corporation or firm is formed. A description of the business including a list of clients (does not have to be complete list; sample is acceptable) and number of employees is required. The proposal shall provide the name, address, and telephone number of at least two financial references if the firm is less than 7 years old.

M-5   The proposing firm must not be debarred under M.G.L., chapter 149, section 44C or disqualified under M.G.L., chapter 7, section 38D, as applicable.

M-6   All proposals must meet the following six minimum technical and systems criteria:

1. *The Vendor shall host services at its location and provide services inside and outside of City Hall (i.e., cloud based);*
2. *The system must be web enabled and support multiple web based browser applications, such as the current versions of Internet Explorer, Chrome, and Firefox for both desktops, laptops, tablets, and handheld devices;*
3. *The system must support Windows 7 Professional or higher operating systems;*
4. *The system must be a single application or comprehensive integrated solution;*
5. *The system must be an open system, support seamless integration of data with and from other*

applications, and provide systems integration.
   6.   *The system must have the ability to fully interface with Springbrook (Softright) financial software.*

M-7   The proposed product solution submittal must meet the following requirements:

a.   Stable product that uses advanced technology and is expandable.
b.   It must be a proven outsourced solution that has been successfully implemented.
c.   It must have a powerful rules engine that allows end-users to develop complex rules with minimal assistance from technical staff and minimal use of customized programs.
d.   The product must adapt to varying employee schedules and the complex policies and practices of the municipality and its unions.
e.   The product must interface with SoftRight General Ledger and Accounts Payable software.

The evaluation process will include each proposal being reviewed by an evaluation committee appointed by the Treasurer/Collector. Those proposals that meet all of the minimum requirements as outlined in this RFP, and are determined to be both responsive (those that offer all of the services requested in the RFP and contain all of the required information and forms properly completed) and those that are responsible (those with the capability, integrity, and reliability to perform under the contract) will be further reviewed using the comparative criteria outlined in this below.

The committee will use the comparative criterion for each separate rating area, and based upon these criteria, will assign an overall rating to each proposal. Each of the criterions may contain ratings of

Unacceptable
Non Advantageous
Advantageous
Highly Advantageous

An "Unacceptable" rating in any one of the criterions will eliminate the proposal from further consideration.

The Town reserves the right to award the contract to the responsive and responsible proposal which best meets the Town's needs, taking into account proposal quality and proposal price. If the lowest priced proposal is not selected and has received at minimum a rating of advantageous, the evaluation committee shall explain the reasons for the award in writing, specifying in reasonable detail the basis for determining that the Town should award the contract to a different proposal.

Minimum Evaluation Criteria -- Failure to meet the following minimum evaluation criteria will result in immediate rejection of the proposal.

1.   Minimum Requirements: Vendors must meet the minimum requirements as specified above (M-1 through M-7)

Comparative Evaluation Criteria

2. Experience in providing a successful payroll and personnel data processing software solutions (Documentation is required. Information should include phone numbers and contacts)
   Unacceptable – No experience.
   Not Advantageous – Experience with less than 10 similarly sized organizations.
   Advantageous - The provision of similar payroll and personnel data processing software solutions with successful implementations in at least 10 similarly sized organizations.
   Highly Advantageous - The provision of similar payroll and personnel data processing software solutions at more than 10 similarly sized organizations, with at least 10 being Massachusetts municipalities.

3. Response to Technical Scope of Services (Note EXHIBIT I)
   Unacceptable - Proposal did not adequately address the items in Exhibit I.
   Not Advantageous – Proposal minimally addressed the full scope of service
   Advantageous - Proposal was adequate, appeared consistent with project intent, and responded to needs expressed by the documents in all areas.
   Highly Advantageous - Proposal was very thorough, appeared consistent with project intent, and responded to needs expressed by the documents in all areas.

4. Staffing Requirements. (see below, page 10)
   Unacceptable - Proposal did not adequately meet requirements.
   Not Advantageous - The Staffing information provided may meet the Town's needs, but the plan provided is not clear enough to make a determination.
   Advantageous - The Staffing information provided will adequately meet the needs of the Town.
   Highly Advantageous - The Staffing information provided shows the vendors commitment to putting their best staff and resources into this project and a willingness to exceed the needs set forth by the Town.

5. Response to project timeline/implementation schedule:
   Unacceptable - Proposal did not address timeline of project.
   Not Advantageous - Proposal is vague; Evaluation Committee is unable to determine if it is consistent with time frame requirements.
   Advantageous - Proposal was adequate, appeared consistent with project intent, and responded to needs expressed by the documents in regards to timeline for completion of project.
   Highly Advantageous - Proposal was very thorough, appeared consistent with and elaborated upon project intent regarding time line, and responded extensively to needs expressed by the documents in all areas in regards to impact on timeline.

6. Ability to integrate with Avenu Insights financial software
   Unacceptable – Proposed solutions do not integrate with Avenu Insights
   Not Advantageous – Proposed solutions integrate with Avenu Insights with considerable modification to software package.
   Advantageous – Proposed solutions integrate with Avenu Insights with minor modification to software package.
   Highly Advantageous – Proposed solutions integrate with Avenu Insights with no modification to software package.

7. Response to Additional Narrative Information and Miscellaneous requirements
   Unacceptable - Proposal did not adequately respond to requirements as requested.
   Not Advantageous – Proposal had a minimal response to requirements as requested.

   Advantageous - Proposal was responsive, adequately responded to requirements requested, appeared consistent with project intent, and responded to needs expressed by the documents in all areas.

Highly Advantageous - Proposal was very responsive, thorough, appeared consistent with project intent, and responded to needs expressed by the documents in all areas.

8.   General impression of proposal
Unacceptable - The proposal was not responsive to the written questions in an acceptable manner.
Not Advantageous – The proposal exhibited a minimal response to the requests.
Advantageous - Response is informative, meets criteria for responsiveness. Reviewer feels proposal reflects that provider is able to perform in a manner acceptable to the Town but was not overly impressed by proposals expression of ability.
Highly Advantageous - Response is concise, informative, and highly detailed. Proposal reflects that provider is able to perform in a manner acceptable to the Town. Evaluation team is completely convinced about the provider's ability to provide and administer the plan as required by the Town.

PROPOSAL REQUIREMENTS

One (1) copy of each proposal and an unbound original.

A.   TECHNICAL QUALIFICATIONS SHOULD RESPOND TO THE FOLLOWING IN A WELL CRAFTED NARRATIVE. The Technical Qualifications submittal must also include Exhibit 1 filled out as completely as possible.

1.   The date the company was started and the number of consecutive years the proposer has been providing payroll / human resources processing service.

2.   Evidence of financial stability: If the company is less than 7 years old, proposal shall provide the name, address, and telephone number of at least two financial references.

3.   The name and address of all municipalities and public schools to which the proposer is providing payroll / human resource processing services in the Commonwealth of Massachusetts and any significant municipal or school clients located elsewhere in New England.

4.   Samples of input - output forms, reports, journals, and data entry instructions.

5.   Training to be provided. Include a statement of the type of training to be provided together with the resume(s) of the trainers to be assigned to the Town of Middleborough. Provide specifics of hours and type of training (in person, web, phone, etc.)

6.   Company organization, number, and type of personnel. An organization chart must be submitted showing the organization structure, number, and type of personnel directly involved with payroll, human resource and time and attendance processing services.

7.   Any exception, deviation, or alternate to any requirements listed in the following sections. If no exception, deviation, or alternate to any specified requirement is stated, it is conclusively understood that the specification will be met.

8.   Data conversion – The vendor shall describe in detail the planning, execution and validation of the data conversion from the existing systems to the new system. Error free conversion and a seamless transition to the new system are of the highest priority. Considerable attention should be given to how the vendor will accomplish this. How much history will be converted as part of the proposal? If additional history is desired, please list the additional cost?

9.   Support – The vendor shall present a plan that describes ongoing support services. Support services of the highest quality are desired. After implementation, the vendor shall meet the following requirements for maintenance and software support:
- ✓ Support is provided by individual or group of individuals dedicated to Middleborough or a common pool of resources which may or may not have specific knowledge of Middleborough implementation.
- ✓ Maintenance provided to the Town will include all new releases, fixes, patches and telephone support.
- ✓ Any upgrades to software will be accompanied by documentation of all changes, additions, deletions, etc.
- ✓ Vendor must ensure timely updates of product features and options, upgrades, etc. Explain in the proposal submittal how this information will be delivered to the Town.

10.   Reporting and transmittal of data – Vendor shall provide samples of existing and custom reports, as well as reports required to be transmitted to the State and Federal government. Please include reports for 403B's, Mass Teacher's Retirement, New Hire Report for DOR, OBRA, and deferred compensation. Explain how reports will be transmitted.

11.   Staffing Requirements - The Proposer must set forth the staffing to be utilized for this service. Include anticipated hours to be dedicated in performing this contract. The costs for such services should be incorporated into the price proposal.

Each individual, their duties, the number of days each will spend providing this service must be broken down into the following categories:
- ✓ Name
- ✓ Relevant experience and credentials
- ✓ Work Assignment
- ✓ Responsibilities

Contractors must be prepared to contractually commit all individuals as submitted in their proposal, to this service. Any deviation from the proposed individuals will constitute a breach of agreement to any contractual agreement, which may result from this Request for Proposals.

Should it become impossible for a contractually committed individual to complete his duties, for a reason such as termination of employment, any change in the vendor's staffing as outlined in the proposal will be subject to the approval of the City. The Project Manager shall notify the vendor within fifteen (15) business days of the acceptance or rejection of any such staff substitutions. Any substituted person must be of an experience level equal to or greater than the person being replaced unless approved by the City.

B.   PRICE PROPOSAL

Costs should be quoted on the form supplied by the City. Any potential or alternate costs not listed on the City's form should be separately listed by the proposer and attached to the Town form.

The price proposal should include:
1.   All one-time implementation and conversion costs.
2.   All continuing costs.

PAYROLL SYSTEM

1.   The Payroll System must be able to satisfy the responsibility of the City for analyzing and processing employee earnings and all supplemental earnings in accordance with union contracts and City pay plans. It must also support the responsibility for maintaining the official employee pay status records, administering all payroll deductions and preparing state and federal tax returns. The system must provide functionality necessary to maintain compliance with applicable Federal and State law now and in the future. The system should have provisions to ensure that the Treasurer has the ability to certify that sufficient funds required for each distribution account are available prior to the issuance of checks. The

payroll system must be capable of producing reports in full compliance with all applicable state and federal laws, rules, and regulations.

2.   Two subgroups, one for the School Department and one for non-school departments, must be maintained under one federal identification number and the filing of taxes, reports, etc for the two subgroups combined. Inquiry and update access must be available at the subgroup level.

3.   The City and School systems process at least eight types of pay including:

- ✓ Bi-Weekly
- ✓ Weekly
- ✓ Hourly or Salary
- ✓ 21 or 26 Payments with balloon payment
- ✓ 52 Payments for school year employees
- ✓ Monthly
- ✓ Annually
- ✓ On request
- ✓ Overtime and Other Earnings with proper coding
- ✓ Police/Fire Private detail
- ✓ Voids

4.   The Payroll Attendance/Time Entry input function should be decentralized to allow designated department personnel to enter, verify and submit data at their own location into payroll software. This data is then consolidated and reviewed at a central control point by the Treasurer and Auditor.

5.   Provide payroll register prior to processing for purposes of reviewing data entry, with security to restrict employee deductions.

6.   All data entry programs must contain password and field protection for security assurance.

5.   Input data and materials will be accepted by the vendor for the Town and School bi-weekly payroll, by Tuesday at 2 PM. Vendor will provide all reports electronically by Wednesday at 12:00 P.M. and any pay checks by 4:00 P.M. on Wednesday of that week.

6.   The payroll journal must be able to be uploaded or for direct posting of labor distribution and payroll cash disbursement to the general ledger on the Town's financial software (currently Softright).

7.   The Vendor's system shall have input and output controls, acceptable to the City of Everett, to prove that balancing, control totals, and related measures are incorporated into programs and associated manual procedures.

PAYROLL INTERFACES

The system should be able to accept data from Time & Attendance systems from other vendors.

All Payments and deductions are to be passed directly to Softright for posting.

All personnel changes (rates, addresses, event dates) should be passed between the HR System and Payroll without "double entry".

Transfer in payment data to our payroll bank Easton Bank for payroll checks, direct deposit, and positive pay.

Financial data
The Payroll System must have the ability to interface with the Town's Internally hosted Accounting System (currently Softright) in real time in the areas of budget (including adjustments and transfers), general ledger account numbers, and vendor numbers. The Town's Accounting System must serve as the source for the information. Budget, general ledger account numbers, vendor numbers, accounts payable invoices, journal entries, fixed assets (under GASB 34) and cash receipts will be maintained on the City's Accounting System and data should be interfaced in real time to the Payroll System, so that the Accounting System retains robust data integrity and an audit trail, while precluding the necessity of double data entry onto the Payroll System. The Payroll System should generate reports in financial system account format for auditing to the general ledger.

Please detail the method in which the two dissimilar systems will synch data. I.E. using a utility, exporting data, with the methods used to secure and encrypt that data transaction.

The Payroll System should provide (at least monthly but preferably also bi-weekly) a transaction analysis report by financial system fund-department-object code that would be reviewed and approved by the appropriate Payroll System user/manager(s) and provided to the Cty Accountant's Office and/or the School Business Office for audit against the general ledger.

Conformity is required with MA Department of Elementary and Secondary Education account code and reporting requirements

Tax, W-2, garnishment, unemployment and new hire information must be furnished electronically to federal and state entities as well as applicable payments.

HUMAN RESOURCE SYSTEM

The Human Resource System should maintain information on full-time, part-time, seasonal, and temporary employees of all City and School Departments as well as retirees and spouses who maintain a relationship with the City. These relationships include returning to work for the City part-time or receiving insurance through City sponsored group plans. The information maintained would be all the information necessary to manage and develop/evaluate and retain our human capital. Maintaining information on applicants for employment to be disseminated to City or School Departments would be a plus.

HUMAN RESOURCE INTERFACE REQUIREMENTS

1.   Access payroll information for inquiry and reporting purposes only; access absence information; access insurance coverage for claims processing.

2.   Retirement Tracking of personnel salary information is provided in order to maintain the three/five highest salary levels for determining retirement benefits.

1)   All information collected should be available to the payroll system to process payroll.

OPERATION AND TRAINING REQUIREMENTS

1.   The Vendor shall have a written plan to assist recovery or have contingent operations in the event of a disaster such as labor strike, civil disturbance, severe weather, equipment failure or destruction. The Vendor shall have copies of current operating programs, job control and documentation stored off -premises and readily available in case the regular operation is disrupted, and a current agreement in force to use a back-up computer.

2.   The Vendor's data center shall have adequate security measures to insure protection of the City's data, files and documentation. These measures shall also provide for access to be restricted to authorized personnel and have procedures to protect the Town's files and data in the event that an unauthorized intrusion or civil disturbance occurs.

3.   The Vendor's data center will have safety and fire prevention measures in conformance with local fire codes. In addition, it will have emergency procedures covering equipment cut-off, and the securing of files, data, and other items needed to assure uninterrupted processing of the Town's payroll and human resources data.

4.   The Vendor will prepare an implementation schedule showing, in detail, all pertinent events with the associated time requirements, due dates, and responsibilities required to achieve the specified commencement date.

5.   The City will provide a copy of existing payroll master records to the Vendor.

6.   The Vendor shall assist in running the new payroll system through two "dry run" payrolls to make sure that the system is functioning correctly and that all individual data and all quarterly and year to date data is correct. Cost, if any, for these trial runs are assumed to be part of the initial set-up costs.

7.   The Vendor shall provide training documentation and in-person at a City of Everett location. City personnel must have "hands on" training for data entry on personal computers.

The Price Proposal shall allow for a minimum of eight days of seven hours each of training time (fifty six hours total). The training schedule may be spread over several days and in two "sections" – school department and non-school departments.

The cost quoted for training is to include all expenses of the Vendor's personnel including travel, meals, hotel costs, etc. The City will not pay for such expenses as a separate item.

PROPOSAL SUBMISSION REQUIREMENTS

Two <u>separate</u> sealed envelopes, one containing an unbound original and one (1) copy of the non-price technical proposal marked "**Payroll Outsourcing – Technical Qualifications**" and one containing an original and one copy of the price proposal marked "**Payroll Outsourcing – Price Proposal**" must be received per the time frame outlined. It is the sole responsibility of the proposer to insure that the proposal arrives on time and at the designated place.

Within your Proposal, please supply each of the following items and clearly structure and label your Proposal:

    a.   Cover Letter including name of Agency/Firm, address and telephone number, signed in ink by someone authorized to sign such documents.

    b.   An expanded narrative of services for all work required addressing items 1-13 on pages 9-10.

    c.   A listing of current and past public projects of a similar nature with name and telephone number of reference person to contact.

    d.   A general company/firm profile or brochure and list of key personnel who will participate on this project with resumes included;

    e.   The identification of any and all consultants who will work with the proposer with resumes attached; please identify the individual who will be have the primary responsibility for this project;

    f.   Work plan and schedule, which reflects timetable for completion of project;

    g.   Appropriate certificates of insurance;

    h.   Evidence of financial stability;

    i.   Any other information that the proposer considers relevant for the purpose of evaluating its qualification for the project.

    j.   All requested forms completed and signed.

REQUEST FOR PROPOSALS AND PRICE PROPOSAL

PAYROLL / HUMAN RESOURCES / TIME & ATTENDANCE

PROCESSING SERVICES

Technical Qualifications

TO BE SUBMITTED IN ENVELOPE A

Marked as Follows:

Technical Qualifications - Payroll Processing Services Bidder's Name

The following are to be attached to this proposal form. (Responses should be detailed in accordance with the specific requests for information under "Technical Qualifications" in the RFP document)

1.   The date the company was started and the number of consecutive years the proposer has been providing payroll / human resources processing service.

2.   Evidence of financial stability: Proposal shall provide the name, address, and telephone number of at least two financial references.

3.   The name and address of all municipalities and public schools to which the proposer is providing payroll / human resource processing services in the Commonwealth of Massachusetts and any significant municipal or school clients located elsewhere in New England.

4.   The name and address of former municipalities and public school clients to which the proposer has provided payroll / human resource processing services in the Commonwealth of Massachusetts and any significant municipal or school clients located elsewhere in New England

5.   Samples of input - output forms, reports, journals, and data entry instructions.

6.   Training to be provided. Include a statement of the type of training to be provided together with the resume(s) of the trainers to be assigned to the Town of Middleborough. Please note that Non-School Departments will be going live approximately three months before the School Department and that two separate trainings will be required.

7.   Company organization, number, and type of personnel. An organization chart must be submitted showing the organization structure, number, and type of personnel directly involved with payroll, human resource and time and attendance processing services.

8.   Any exception, deviation, or alternate to any requirements listed in the following sections. If no exception, deviation, or alternate to any specified requirement is stated, it is conclusively understood that the specification will be met.

9.   Data conversion – The vendor shall describe in detail the planning, execution and validation of the data conversion from the existing systems to the new system. Error free conversion and a seamless transition to the new system are of the highest priority. Considerable attention should be given to how the vendor will accomplish this.

10.   Support – The vendor shall present a plan that describes ongoing support services. Support services of the highest quality are desired. After implementation, the vendor shall meet the following requirements for maintenance and software support:

- Maintenance provided to the Town will include all new releases, fixes, patches and telephone support.
- Any upgrades to software will be accompanied by documentation of all changes, additions, deletions, etc.
- Vendor must ensure timely updates of product features and options, upgrades, etc. Explain in the proposal submittal how this information will be delivered to the Town.

11.   Reporting and transmittal of data – Vendor shall provide samples of existing and custom reports, as well as reports required to be transmitted to the State and Federal government. Please include reports for 403B's, Mass Teacher's Retirement, Plymouth Country Retirement, New Hire Report for DOR, OBRA, and deferred compensation. Explain how reports will be transmitted.

12.   Staffing Requirements - The Proposer must set forth the staffing to be utilized for this service. Include anticipated hours to be dedicated in performing this contract. The costs for such services should be incorporated in to the price proposal.

Each individual, their duties, the number of days each will spend providing this service must be broken down into the following categories:

Name
Relevant experience and credentials Work Assignment
Responsibilities

Contractors must be prepared to contractually commit all individuals as submitted in their proposal, to this service. Any deviation from the proposed individuals will constitute a breach of agreement to any contractual agreement, which may result from this Request for Proposals.

Should it become impossible for a contractually committed individual to complete his duties, for a reason such as termination of employment, any change in the vendor's staffing as outlined in the proposal will be subject to the approval of the Town. The Project Manager shall notify the vendor within fifteen (15) business days of the acceptance or rejection of any such staff substitutions. Any substituted person must be of an experience level equal to or greater than the person being replaced unless approved by the Town.

Note: An unbound original, one (1) copy of the proposal are to be submitted.

REQUEST FOR PROPOSALS AND PRICE PROPOSALS

PAYROLL PROCESSING SERVICES

Proposal Signature Form

(This form to be submitted in Envelope A - Technical Qualifications)

The undersigned, hereafter called the proposer, having fully familiarized him/herself with all of the request for proposal documents, hereby agrees and declares:

1.   That prices inserted in the Price Proposal (Envelope B) cover all necessary expenses to fulfill the conditions of the contract within the time stated.

2.   Pursuant to M. G. L. c. 62C, § 49A, the proposer hereby certifies that the proposer has filed all state tax returns and paid all state taxes required under law.

3.   The undersigned certifies under penalties of perjury that this proposal has been made and submitted in good faith and without collusion or fraud with any other person. As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club, or other organization, entity or group of individuals.

The following items are to be completed by the Proposer:

Our Company is: A Corporation   _____

A Partnership   _____

Individually Owned   _____

Company Name:_____

Social Security or Federal Identification Number: _____

Signed By: (Company Official) _____

Company Address: _____

_____

_____

Telephone Number: _____   Facsimile telephone Number: _____

E-mail address:_____

REQUEST FOR PROPOSALS and PRICE PROPOSALS

PAYROLL PROCESSING SERVICES

Priced Proposal

TO BE SUBMITTED IN ENVELOPE B

The indicated prices below are for the services that are detailed in the technical qualifications submittals. The contract period shall be from May 6, 2024 (or as soon thereafter as a contract is entered into) to May 6, 2025 with an option to renew for two (2) one (1) year periods at the sole option of the City.

Vendors must sign this form below. By signing this form, vendors are attesting to the validity of their prices which shall remain firm and true throughout the course of the contract. As allowed under MGL 30B, the City maintains the right to negotiate price with the highest ranked proposal.

TOWN OF MIDDLEBOROUGH

Price Proposal

Payroll Services
(include calculations)
All inclusive Rates per pay period

Specify any additional Annual Charges
              -W2 Processing
              -1094C/1095C

Specify One Time Implementation Charges

Total Annual Estimate for Town & School

Company Name: _____

Authorized Signature: _____

(Please complete and submit with your price proposal)

<u>CORPORATE VOTE</u>

At a duly authorized meeting of the Board of Directors of _____ held on _____ at which all the Directors were present or waived notice, it was voted that _____, _____ of this company, be and he/she hereby is authorized to execute contracts and bonds in the name and behalf of said company, and affix its Corporate Seal thereto, and such execution of any contract or obligation in this company's name on its behalf by _____, shall be binding upon this company.

A TRUE COPY ATTEST:

_____
Clerk

Date of this Contract:

_____

I hereby certify that I am the Clerk of _____, that

_____ is duly elected _____ of said company, and the above vote has not been amended or rescinded and remains in full force and effect as of the date of this contract.

_____
Clerk   Corporate Seal

SWORN TO AND SUBSCRIBED BEFORE ME THIS _____ DAY OF _____.

_____
Notary Public

If a corporation, complete above or attach to each signed copy of the bid/written request/quotation, a notarized copy of vote of corporation authorizing the signatory to sign this bid/written request/quotation form. If attesting clerk is the same person as the individual executing this contract, have signature notarized above.

CERTIFICATE OF NON-COLLUSION

The undersigned certifies under penalties of perjury that this proposal has been made and submitted in good faith and without collusion or fraud with any other person. As used in this Certification, the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club, or other organization, entity or group of individuals.

Signature: _____

Printed Name: _____

Title: _____

Date: _____

CERTIFICATION AS TO COMPLIANCE WITH TAX LAWS

Pursuant to M.G.L. c. 62C, § 49A, I hereby certify under penalties of perjury that the entity listed below has to the best of my knowledge and belief, complied with all laws of the Commonwealth relating to taxes, reporting of employees and contractors, and withholding and remitting of child support.

_____
Social Security Number or Federal Taxpayer ID Number

Entity: _____

Signature: _____

Printed Name: _____

Title: _____

Date: _____

EXHIBIT I

EXHIBIT I (Please complete and submit with your technical qualifications)

City of Everett Payroll Processing Services

PLEASE NOTE:

The following tables are to gauge the depth of the proposed solution. The table is not a representation of all services required and decisions are not exclusively based on the response to these tables. A "No" response(s) will not necessarily eliminate your proposal from consideration.

Instructions:

- Please complete boxes where appropriate.
- Please keep comments to a minimum. If additional room is required please clearly reference the section and item number you are addressing on an additional sheet.
- Please include the completed pages with your technical qualifications.

VENDOR AND PRODUCT PROFILE

Organization Name: _____

Address:

_____

_____

_____

Field Offices In Massachusetts: _____

Ownership Type: **Public** _____   **Private** _____

Please provide contact information for the person(s) submitting your organization's proposal

Primary Contact:

Organization	
Name	Title
Address	Telephone
Email	Fax

EXHIBIT I

VENDOR AND PRODUCT PROFILE

Organization History

Question	Response
1. Number of years in business with the primary business focus of supplying HR and Payroll system products	
2. Number of customers live with HR, Payroll, and Time & Attendance system products.	
3. Customers, if any, that have converted from other Payroll Software to your product (specify name and number for each).	
4. Customer retention rate	
5. User groups and/or conferences	

Product Overview

Question	Response
1. Provide a brief description of your product offerings.	
2. Summarize the functionality your product offers.	
3. What is the average age of an installation? What is the average age of a version? How often do you release new versions of your software?	
4. What differentiates your products and services from others in the same market? How do you keep your product current and competitive with changing technology and market needs?	
5. Describe your response rate in changes to Federal and State withholding and reporting requirements.	

Quality Improvement

Question	Response
1. Describe your organization's commitment to continuous quality improvement.	

Technology – Application Hosting

EXHIBIT I

Question	Response
1. What desktop operating system is required? What processing speed and RAM is recommended?	
2. What network operating system is required? What protocol is used?	
3. Are there any known conflicts with the client software and other programs/applications?	
4. Are there any problems with clients running behind firewalls utilizing NAT and private IP addressing schemes?	
5. Are there limits to the number of concurrent users?	
6. Does your organization offer an application hosting delivery model? What are your business resumption/disaster recovery policies?	
7. What are the recommended methods and speeds for internet connectivity? Identify application specific firewall rules or ports beyond those used for traditional web-based services.	
8. List your percentages of "up" and "down" times and list the average time it takes to correct any issues to return to an up status.	
9. How do you ensure your customers that their data is secure?	

Technology – Web Based Applications

Question	Response

EXHIBIT I

1. Is the system hosted or does Everett need to supply Server?	
2. Hosting cost/support metrics. Response parameters?	
3. Software programing Language – HTML, .NET, etc. Does it require Java?	
4. What is in place for backup, replication, and recovery of system(s)? How long to restore a production site after failure?	
5. What is your backup strategy?	
6. What procedures are in place to fail over to redundant site? How long does that process take?	
7. If data sets require Federal compliance requirements, what is done to ensure HIPPA, PCI etc..?	
8. How is system security implemented; Public IP's using Access Control List, Firewall NATs, VPN?	
9. What versions or Browsers are supported, including revisions	

Technology – Internal Server/Client Application

Question	Response
1. What server client OS is supported?	
2. Is the Database SQL or other?	
3. Do clients need administrator rights for application to function?	
4. What security is recommended on client/server systems, IE: AV, Local Firewalls etc..?	
5. What other systems requirements are needed, Java, Flash etc..?	
6. Support Metrics, how do you remote access to client computers? What are the response timelines?	
7. Support Cost.	

Technology – Architecture

Question	Response
1. Provide a technical schematic of the systems used to support the online payroll processing and tax filing	

EXHIBIT I

processes for your product. Include client side and server side operating systems and platforms. Also include back end database(s) employed and transfers to/from external vendors and partners.

2. Do you provide imports/interfacing with the on-site Avenu Insights system? Describe the process and timing of this import/interfacing.

3. How is system auditing implemented in the application?
Is this server side or client side?

Technology – Database

Question	Response
1. What databases are used/supported?	
2. Describe our responsibilities in maintaining and managing the database(s) (if any).	
3. Does your system allow backups with no downtime? Does your system allow unattended backups? What schedule is used for backups: hourly, daily, weekly, etc?	
4. Do you provide the ability for customer custom reports and exports? What formats are supported for each?	

Technology – Security

Question	Response
1. Describe your organization's security policies and procedures.	
2. Describe how security works within the application across multiple users with different access levels.	

Technology – Standards Conformance

Question	Response
1. What industry standard protocols does your application use?	

EXHIBIT I

2. Does your application use proprietary languages, development tools, compilers or interpreters? If yes, please provide details and describe the impact, if any, on us as end users.

Technology – Presentation
Payroll Module

The payroll system must be able to process up to 99 pay types; including but not limited to salaries, hourly wages, flat pay, shift differentials, overtime, FLSA, longevity, police/fire detail pay etc. The system must possess the ability to apply tax and retirement rules as applicable.

General Payroll Processing	Y or N	Comment
1) Employee Self Service to view current information (address, DOB, tax status, exemptions, deductions, etc.)		
2) Employee Self Service to request changes with electronic signature, and T/C staff to approve prior to auto- update w/o reentering		
3) Ability to store insurance deductions at the company level in a table.		
4) Ability to import new rates of pay via Excel or CSV.		
5) Ability to enter start and stop dates for extra pay such as coaches, stipends. (i.e. pay x, once a month for September 7 through December 19th).		
6) Accumulate YTD hours for all earnings for reporting on checks and direct deposit advices		
7) Provide supplemental taxing and retirement (Mass Teachers Retirement Board [MTRB] & [PCRS] capabilities for use during special payroll runs (balloon payments) or for specific earnings during regular pay process.		
8) Perform batch balancing of all exception hours including regular, OT, shift, vacation		
9) Ability to track hours worked for retirees that have been rehired part-time to ensure they do not work over 960 hours. Provide auto email warning to employee and department head.		
10) Ability to pay terminated employees after termination date		
11) Flag that a terminated employee was paid.		

EXHIBIT I

12) Ability to process multiple pay frequencies including biweekly and weekly, adjustment and bonus runs		
13) Ability to establish custom pay schedule		
14) Ability to change pay schedule		
15) Support definable minimum remaining net pay		
16) Ability to provide trial balances to the GL		
17) Ability to report multiple categories of absences		
18) Ability to run all locations and pay groups together and separately		
19) Ability to perform end of year corrections/adjustments as needed		
20) Ability to charge an employee's pay to multiple cost centers		
21) Ability to view payrolls on line before master records are updated.		
22) Feature to print copy of past pay stubs (not print screen)		
23) Ability for employee to see current and historical pay stubs and W-2s via web/mobile device. Ability to download W-2 info to tax software a plus.		
24) Capability for fields to accommodate aggregate earnings in tens of millions		
25) Support multiple earnings types as well as temporary rates and temporary account codes		
26) Support at least 100 earnings codes		
27) Capability to add user defined earnings codes		

EXHIBIT I

28) Support user-defined earnings/hours calculations		
29) Provide current, MTD, QTD, and YTD accumulations of all earnings		
30) Establish earnings transactions as either one-time or perpetual automatic payments with future-dated start and stop dates		
31) Ability to trigger payments based on completion of events		
32) Support multiple overtime and premium categories – hours and earnings		
33) Ability to schedule earnings pay-outs by dates, # of pay cycles, or dollar value		
34) Ability to enter coding for Departments and sub-departments (e.g.: administration, elementary, secondary, cafeteria, etc.		
35) Ability to enter coding by retirement type and varying percentages by employee in conformity with MTRB and PCRS requirements and regulations		
36) Ability to calculate base percentage deduction for MTRB and PCRS and to automatically perform additional 2% deduction on pay that is coded as qualifying as regular compensation		
37) Ability to differentiate via coding additional pay that is or is not subject to retirement deduction		
38) Ability to pre-enter up to 4 hourly rates and 5 account codes, designating "primary" rate and "primary" account codes		
39) Ability to allocate earnings among more than one account by pre- establishing percentages for those accounts		
40) Ability to accommodate any and all future changes to reporting requirements of the MTRB, and any other state of local retirement system to which the City or School Department employees belong and to ensure all reporting requirements are met at no additional cost.		
41) Ability to enter, for each employee, up to 10 pre-established codes that are needed to track MTRB calculations and reports, and reports to the state DESE		

EXHIBIT I

42) Ability to enter fiscal year, contract or pay group, and grade/step or step/column once and have changes applied to all applicable employees		
43) Ability to produce electronic direct deposit information to transmit to local banks on same day as payroll delivery; will provide hard copy of direct deposit information with payroll delivery materials		

Payroll Module – Deduction Processing

The payroll system must support a minimum of 100 deduction types, both pre-tax and after tax, including but not limited to taxes, retirement, wage garnishments, and union dues deductions. The system must possess the ability to correctly apply tax and retirement rules as applicable and in full compliance with state and federal regulations.

Deduction Processing	Y or N	Comment
1) Ability to calculate retirement % correctly for MTRB now and in future.		
2) Ability to schedule deductions		
3) Apply calendar year or fiscal year limits to deductions w/automatic stops		
4) Ability to temporarily override deductions automatically		
5) Temporarily inactivate deductions at the organization level to affect all employees		
6) Support user-specified prioritization of deductions		
7) Support deductions to be established using varying calculations (such as % of pay or $ amount)		
8) Support user-defined deduction calculations		
9) Capability for deduction arrears processing (both pre-and post-tax deductions)		
10) Allow future start and stop dates as well as dollar limits to control deduction processing		
11) Provide current, MTD, QTD and both Calendar and Fiscal YTD accumulations of all deductions and taxes; provide same in reports as needed		
12) Support a minimum of 99 deduction codes		

EXHIBIT I

13) Ability to summarize deductions for print on pay stub		
14) Provide detail deduction reports for all taxes and deductions		
15) Provide goal balances on all screens related to deductions with goals (limits); Automatically stop deductions when goal is reached (e.g.: FSA; garnishments); Automatically stop 403b/457 deductions when maximum amounts are reached, taking into account employee's date of birth as well as standard amounts that may be deducted		
16)Ability to automatically total cost of health insurance for Block 12 of W-2 based on employee deduction amount and/or percentage contribution		
17) Ability to provide an electronic upload of MTRB and 403b/457 reports in formats required; must provide certification that uploaded data will work with MTRB and our 403b/457 vendors; Union dues; Child Support		

Payroll Module – Direct Deposit/Check Processing

The payroll system must possess the ability to produce all check and direct deposit advices for all Town and School employees as well as supply ACH files to bank for disbursement. Ability to distribute checks and advices in sealed envelopes to Town by Thursday 12:00PM. The cycle must be flexible due to shortened work weeks and holidays. Vendor must be able to produce electronic deposit information to transmit to our local bank on same day as payroll delivery.

Direct Deposit and Check Processing	Y or N	Comment
1) Provide ACH-member bank interface		
2) Allow for multiple ACH deposits (four accounts per employee)		
3) Ability to cancel/reissue direct deposit advices on an organization level		
4) Ability to cancel/reissue direct deposit advices on an individual level		
5) Capability to direct dollar amounts and percentages to direct deposit accounts		
6) Produce current and year-to-date totals for all hours, earnings, taxes, and voluntary deductions on checks/advices		

EXHIBIT I

7) Print number of federal and state tax exemptions and marital status on checks/advices		
8) Print extra amounts/percentages of federal, state, and local taxes on checks/advices		
9) Ability to print a message on a check/advice		
10) Ability to produce a check and direct deposit advice for an employee within a pay period (off normal cycle)		
11) Ability to print bank routing number and account number on direct deposit advice		
12) Ability to track and print various leave time (sick, personal, vacation, comp) and overtime information on check stub/advice (beginning balance – used this period – accumulated this period – new balance		
13) Process system-generated manual checks, on demand		
14) Ability to print all employee deductions on checks/advices with current and YTD accumulators		
15) Ability to view pending payment details online		
16) Ability to view pay statement details online with secure access for employees and authorized management and Treasurer/Collector staff		
17) Ability to view pay history details online		
18) Sort checks/direct deposit advices based upon user-defined sort parameters and place same in sealed window envelopes		
19) Capability to reflect negative deductions as earnings on check stub		
20) Ability to make a payment split between check and one or more direct deposits		
21) Ability to distribute payroll inserts to specific groups and all employees		
22) Ability to deliver paychecks and accompanying reports by Wednesday prior to 4pm. (Prefer NOT to use FedEx, UPS or similar		

EXHIBIT I

service. Rather, we want the ability of the vendor to control delivery route and timing and be able to contact courier while on route.)		
23) Ability to provide proof of delivery of paychecks and accompanying reports		

Payroll and Tax Reporting Requirements

GENERAL: System must ensure compliance with all state and federal reporting, as well as satisfying the reporting requirements of the Plymouth County Retirement Board and the Massachusetts Teacher's Retirement Board, including new hire-rehire-termination reports for the state.

The Contractor will be responsible for the filing and remittance of federal and state taxes in accordance with all current filing requirements and assist the Town in the event of discrepancies from all agencies in receipt of Town payroll and withholding data.

Tax Processing	Y or N	Comment
1) Support all current federal, state, and local tax changes		
2) File federal, state, and unemployment taxes		
3) Pay federal, state, and unemployment taxes electronically		
4) File New Hire reports electronically as needed.		
5) Allow different marital status for federal and state tax calculations		
6) Allow for fixed or additional amounts and percentages tax withholdings options for federal, state, and local taxes		
7) Maintain employee level MTD, QTD, and YTD accumulators for all federal, state, and local taxes		
8) Ability to process earnings on a tax-deferred basis		
9) Provide effective dating of tax changes		
10) Ability to calculate additional Medicare for earning over $200,000		

EXHIBIT I

11) Capability to accommodate Taxable Fringe Benefits		
12) Option to define pension flag on W-2		
Year-End Processing		
1) Provide all federal and state year-end electronic files and employee W-2s		
2) Ability to view W-2s online		
3) Continue selected deductions from one year to the next		
4) Ability to produce standard year-end statements.		
5) Ability to reprint, recreate, or correct W-2s, W-2Cs, and W-3s .		
6) Ability to process an unlimited number of adjustment runs prior to printing W-2s		
7) Ability to generate 1099s for deceased employees in year following death		
8) Ability to prepare and print 1094/1095 forms		

Payroll Module – General Requirements

System Tools	Y or N	Comment
1) Ability to create user-defined data elements including tables and views, as well as adding fields to existing tables		
2) Ability to run report off every data entry field in the system		
3) Ability to create on-line menus and screens to support user-defined data elements		
4) Ability to add user-defined fields to existing screens and remove fields that are not ofuse		

EXHIBIT I

5) Ability to modify field types and field names where appropriate and where not impacting post input processing or standard reports		
6) Ability to generate reports that can access user-defined data		
7) Ability to track and report on data elements that have been customized as an aid in patches, upgrades, and new releases		
8) Ability to easily modify standard reports delivered with system and save for reuse		
9) Ability to generate custom reports through a report writer and save for reuse		
10) Ability to distribute reports from the report writer via email without having to download to another program or reformat		
11) Ability to schedule and run reports to system administrator		
12) Ability to save report/query data to Microsoft Excel, Word, or Access with data type and formatting intact (i.e. date fields are date format, not text		
13) Support an on-line query facility		
14) Ability to access system on-line while performing batch reporting function		
15) Ability to link fields and screens		
16) Ability to access application from remote sites		
17) Mass update capability – global updates that can accommodate multiple conditions		
18) Ability to produce, view and print audit reports that are time/date stamped and provide user ID		
19) Provide reports that identify unauthorized user attempts and concurrent user sign on attempts		
20) Ability to add User Defined fields		
21) System should be table-driven		

EXHIBIT I

22) Ability to import/export MS Excel data		
23) Ability to export to MS PDF		
24) Integration with imaging system and processes		
A. Provide staging area for development of policies with approval flow for HR lead team and writers to use		
B. Accommodate forms in addition to posted materials such as policies, in an organized database		
25) Provide audit trails of actions taken by employees, all users, administrators, including super users and IT support		
Internal System Security		
1) Utilize defined Internet/Intranet firewall standards w/ data encryption		
2) Allow security definition by function, screen and field value and organization level, both on-line and in batch		
3) Differentiate between inquiry and update capability		
4) Provide menu-level and field-level security		
5) Provide ability to lockout records		
6) Provide report-level security		
7) Ability to run security reports for inactive users		
8) Ability to run reports that specify unauthorized user attempts		
9) Ability to run security reports of user capabilities by function		
10) Provide supervisory access for transaction corrections		

EXHIBIT I

11) Provide "key verify" fields (verify and release for duel control)		
Access		
1) Ability to utilize Single Sign On, SSO, to access data based application modules		
2) Provide easy to use report writer		
3) Provide on-line real-time update of all data		
4) Provide batch access to data		
5) Provide multi-user/multi-function capability		
6) Ability to provide inquiry access only to designated users		
7) Provide time out feature on PC for client level access to data		
8) Warnings or alerts prior to processing payroll		
9) Ability to define alerts based on thresholds and other datapoints such as employment status of terminated		
10) Ability to search by multiple IDs		
11) Ability to run reports while record maintenance is being performed		
History		
1) Ability to store inactive employee data indefinitely		
2) Ability to provide effective dating of all transactions		
3) Ability to store history data based on date driven parameters		
• Hire/Rehire		

EXHIBIT I

• Promotions		
• Transfers		
• Re-classifications		
• Hourly to salary, etc.		
• Department/organization		
4) Collect and maintain effective dates of employment transactions		
5) Archive & restore capabilities		
6) Ability to convert and load history data during initial conversion		
Other Requirements	**Y or N**	**Comment**
1) Ability to enter data with future effective dates for online and batch processing		
2) Ability to purge employees by payroll termination date (keep basic employee indicative data) – once per year if there are no earnings in the previous year		
3) Availability of ongoing training and support 8AM – 5PM EST Monday–Friday		
4) Availability of "hot"/short-cut keys		
5) Availability of interface development tools		
6) Availability of database conversion tools		
7) Availability of integrated web applications		
8) Ability to export data		
9) Ability to import data		
10) Ability to handle concurrent users		

EXHIBIT I

Vendor Support	Y or N	Comment
1) Developers to help with implementation and integration of product		
2) Vendor onsite as requested during planning, configuring, testing and implementation		
3) Provide technical/developer training in addition to end user training		
4) Provide written material for training employees as provided in your scope of service and/or industry standard		
5) Provide a dedicated customer service rep		
6) Ability to answer support phone line immediately and provide prompt answers; more complicated inquiries are followed up within 24 hours		

Accounting G/L	Y or N	Comment
1) Provide automated interface to Avenu Insights general ledger		
2) Provide for multi-level cost center and department numbers		
3) Ability to accommodate department numbers of at least 8 characters and general ledger numbers of 31		
4) Ability to track and compare to budget amounts		
5) Provide for job allocation tracking		
6) Provide for calculation of accruals – required for both cost accounting (incurred) and financial statements (paid) purposes		
7) Ability to change date and percentage of accruals		
8) Ability to close out month on non-calendar dates		

EXHIBIT I

9) Provide for tracking of employees on disability for the length of disability and/or workers compensation		
10) Provide tracking of employees on severance		
11) Ability to create and successfully export electronic files to interface with Town and school department accounting package (both using Avenu Insights but charts of accounts are unique); must be in accordance with our needs and the requirements of DOR and DESE		

ACA Requirements	Y or N	Comment
1) File all required 1094-C and 1095-C		
2) Auto-tracking of ACA compliance		
3) Provide warning when part-time employees work 30+ hours (could be multiple jobs and/or departments) or other compliance issues.		

HR Module – PERSONNEL REQUIREMENTS

The Town of Middleborough requires a Personnel System module fully and seamlessly integrated with the payroll module that allows for the information and data tracking described in detail below.

The Personnel System should maintain information on full-time and part-time employees of all Town and School Departments. In addition, the Personnel System should be used to maintain basic and benefit information on retirees. In addition, the Personnel System should be used to maintain information on applicants for employment to be disseminated to Town or School Departments.

All personnel changes (rates, addresses, event dates) should be passed from the personnel module to payroll module without "double entry".

REQUIREMENTS		
Employee Recordkeeping	**Y or N**	**Comment**
1) Collect and maintain new hire data critical for record setup, benefits administration and payroll, interface(s), including ability to attached scanned documents. Web enabled employee onboarding a plus.		
2) Collect and maintain employee demographic data • Date of birth, marital status, veteran status, race, gender, etc.		

EXHIBIT I

3) Maintain multiple addresses for each employee • Home (primary residence), mailing, work assignment location, temporary, e-mail, etc.		
4) Maintain additional name data • Nickname, "known as" name		
5) Collect and maintain prior names; including maiden name		
6) Collect and maintain emergency notification data		
7) Track employee transfers between locations and departments		
8) Track new hire probationary period • Probationary period varies by employee group		
9) Allow for number of date fields for eligibility dates, effective dates, leave dates, rehire adjusted service, etc. • Critical: Original hire date, hire date, rehire date, new organization date, service date, organization seniority date, termination date, leave date (last date worked), action (data entry) date, effective dates for all history/status changes, benefit and deduction begin and end dates, goal (limit) begin dates, review date, probationary date, suspension begin and end date		
10) Collect and maintain employee status data:		
• Active		
• Inactive		
• Terminated		
• Retired		
• Deceased		
• Leave of absence		
• Transferred		
• Severance		

EXHIBIT I

• Suspension		
• Promotion		
11) Collect and maintain employee classification data for:		
• Full-time		
• Part-time		
• Temporary		
• Per Diem		
• Rehire of retired employee		
• Seasonal		
• Workers Comp		
12) Collect and maintain effective dates of employment, and maintain service prior dates and interruption history for determination of adjusted service, etc.		
13) Collect and maintain benefit services date for plan eligibility		
14) Ability to identify employee promotions, equity adjustments, merit increases and adjustments to minimums.		
15) Base rate change detail • Break down increases by components (COLA, merit, promotion, shift differential, etc.)		
16) Maintain salary schedule for each employee - Maintain current year and next year pay rates - Calculate retro-pay based on pay rate change and effective date		
17) Collect and maintain employee leave status, indicating paid verse unpaid codes and reasons • STD, FMLA, LTD, military, jury duty, etc.		
18) Track terminations/turnover data • User-defined reason code table; multiple reasons		
19) Track multiple terminations for an employee		

EXHIBIT I

• Multiple term dates		
20) Provide automatic capability to calculate an adjusted hire date for employees who are rehired after termination, based on break-in- service rules		
21) Store inactive employee data (terminated, retired, deceased, transferred, disabled, etc.)		
22) Store history data based on date-driven parameters		
• Reclassifications		
• Hourly to salary, salary to hourly.		
• Merit increases		
• Transfers and promotions		
• Department/other organization level		
23) Provide ability to flag employees for various user-defined reasons (assignment end dates, eligibility dates, pay increases, leaves, etc.)		
24) Collect and maintain education history (begin and end dates)		
25) Record and maintain professional certifications and licenses. Capture scan of applicable document and make it available online to all appropriate departments.		
26) Monitor license, certification expiration date and auto-email reminder to employee and department head.		
27) Record status of criminal background checks (i.e., pending, complete)		
28) Record status of drug and substance abuse testing, reasonable cause re-certification (i.e., pending, complete)		
29) Track pre-employment and mandatory physicals		
30) Enter and track disciplinary notices and follow up by date (long text fields for recording initial event and action taken; comments section, Date fields for follow up action; maintain history)		
31) Ability to notify IT and HR of terminations		

EXHIBIT I

32) Provide fields for standard hours per week for part-time workers		
33) Ability to approve and save prior year's vacation, sick and banked time		
34) Automatically calculates year-end carryover		
35) Ability to calculate vacation and sick time based on years of service.		
36) Ability to identify who has had an address change during prior week, pay period, or month		
37) Provide data entry audits daily with date & time stamp		
38) Ability to track multiple location types (e.g. work, where they report, etc.) and keep history		
39) Enable user defined security definition		
Leave Administration		
1) Collect and maintain employee leave data:		
• Actual start and end dates		
• Leave type (paid, unpaid, partially paid)		
• Reason(s) for leave		
2) Track history		
3) Track unlimited leave history		
4) Support online calculations of leave accrual rules		
5) Perform automatic calculation/update of employee's leave accruals according to defined policies (how and when accruals are credited, varying maximums and carryover rules). Sick bank management a plus.		

EXHIBIT I

6) Generate the appropriate forms automatically to advise health carrier, managers, etc. of leave end dates/events		
7) Provide a year-end rollover calculation and process for leave plans		
8) Record leave balances by employee		
9) System advises user when employees are due to return from leave		
10) Track payments for those on leave		
11) Ability to automatically flag events:		
12) Flag when benefits not paid		
13) Flag return date		
14) Flag when FMLA hours used		
15) Track eligibility for FMLA based on hours worked		
16) Flag if no return to work date		
17) Automatic reduction of sick/vacation accrual		
18) Automatic generation of forms and LOA report		
19) Fields to store custom information		
Compensation Budgeting		
1) Store total pay out amount:		
• History		
• Merit Increase		

EXHIBIT I

• Adjustments to Minimum		
• Promotion		
2) Store individual compensation information:		
3) Calculate equivalent pay rates in multiple forms:		
• Hourly		
• Weekly		
• Annual		
• Pay period		
4) Manage salary changes		
5) Add/update salaries in batch mode and individual mode		
6) Provide ability to select groups by multiple criteria		
7) Maintain and process multiple increase types		
8) Record specific or multiple reasons for rate changes		
9) Ability to set date increases by type		
10) Provide future dated salary changes		
11) Provide future dated deductions		
12) Calculate and record position and salary range		
13) Maintain job evaluation information for each employee:		
14) Job class/level/grade		

EXHIBIT I

15) Project and analyze salary information with report writing tools		
16) Provide report of employee's total compensation package		
Compliance Reporting		
1) Maintain employee information relating to EEO, VETS-100, OSHA reporting		
2) Ability to generate report for MA New Hire information		
3) Ability to maintain first report of injury information for OSHA		
4) Ability to run Affirmative Action report		
5) Ability to run EEO Survey report		
6) Within I9 section, ability to track expiration dates for Visas and green card		
7) Ability to maintain and report by worker's compensation code		
8) Ability to report calendar gross pay, pay subject to retirement, and retirement contributions for each employee by week, quarter, and calendar year to date.		
Personnel Reporting		
1) Generate standard Personnel reports:		
• Labels		
• Changes register		
• Before/After audit information (database audit)		
• Master list div/dept/loc/cost center/mgt/job title, all groupings		
• Organizational entity name, address, phone, fax		
• Employee telephone directory		
• New hires		

EXHIBIT I

• Birthdays/anniversaries		
• Turnover analysis by various structural levels (organization, division, department)		
• Terminations, promotions, transfers, other separations of service		
• EEO-1		
• Salary increase planning		
• Other government compliance reports		
• Compensation evaluation		
• Personnel actions		
• Employee skill list		
• Emergency contact list		
• Employee leave-of-absence report		
• Employee absence/lateness report		
• Job postings		
• Layoffs, layoffs with recall date		
• Performance appraisals due		
• Vacation eligibility		
• Salary grade		
• YTD salary increases by type (merit, promotion, etc.)		
• CORI renewal list		
• SORI renewal list		
2) Automatic/scheduled report generation		
3) Detailed audit and activity reports		

EXHIBIT I

4) Ability to download data to other applications for reporting		
5) Ability to query database		
6) Easy-to-use report writing tool and user interface		

REQUIREMENTS		
Benefit Eligibility Tracking	**Y or N**	**Comments**
1) Track benefit eligibility based on age and date of hire		
2) Produce automatic notification for cancellation of coverage due to age attainment		
3) Identify highly vs. non-highly compensated employees in current year and prior year as defined in IRC		
4) Ability to record waived coverage		
5) Maintain employee data impacting:		
• Marital status		
• Dependent changes		
• Salary changes		
• Location within organization		
• Seniority/creditable service		
• Employee Type (Full or Part Time)		
• Prior Service		
6) Provide for change in dependent status		
7) Identify newly eligible employees – track by hours worked		
8) Identify newly eligible employees by length of service and age		

EXHIBIT I

9) Maintain dependent beneficiary information for all benefits, including name, SSN, relationship, age, address, student vs. non-student		
Benefits Processing		
1) Calculate employee/employer contributions each pay cycle – pre- and post-tax		
2) Record pre-tax and after-tax elections		
3) Report by plan, division, or location the employer costs, employee costs, premium costs, total costs and accruals		
4) Provide updated employee eligibility data to outside vendors		
5) Maintain and report on benefits history		
6) Establish limit on % of pay deductible for benefits		
7) Maintain benefits deductions in arrears		
8) Accumulate residual in arrears		
9) Ability to generate benefits billing statements		
10) Process partial deductions		
11) Ability to suspend deductions without coverage termination		
12) Ability to produce customized summary annual reports		
Benefits Reporting		
1) Generate benefits reports, for example:		
• Accrual reports		
• Employee and employer insurance premium reports		

EXHIBIT I

• Plan enrollment		
• Employee plan suspension/resumption		
• Annual statements		
• Before/After audit information		
• Excel import/export		
• Flexible reporting tool		
• Automatic report generation		
• Ability to download all data		
• Ability to create labels		
2) Trigger report for eligibility changes		
3) Benefits profile report for individual employee		