

CITY OF LA VISTA
MAYOR AND CITY COUNCIL REPORT
DECEMBER 19, 2023 AGENDA

Subject:	Type:	Submitted By:
REQUEST FOR PROPOSALS – HUMAN RESOURCES INFORMATION SYSTEM SOFTWARE	◆ RESOLUTION ORDINANCE RECEIVE/FILE	WENDY LOWERY DIRECTOR OF HUMAN RESOURCES

SYNOPSIS

A resolution has been prepared authorizing the advertisement of Request for Proposals for a Human Resources Information System.

FISCAL IMPACT

The FY24 budget contains funding for this project.

RECOMMENDATION

Approval.

BACKGROUND

In 2020, a Human Resource Information System (HRIS) selection team was established to assess the needs of a new HRIS. An HRIS is a singular system that manages the employee's lifecycle from their first to last day of employment. Currently, the City uses multiple programs from various providers to carry out many of our Human Resources functions. The numerous systems do not communicate and rely primarily on manual entry, which can lead to human error. To address this, the multifunctional team comprised of staff from various levels and departments completed an assessment to determine the functions and features required to provide the best HRIS for the City.

We concluded the system must have modules for recruitment and retention, time management, performance tracking, benefit management, payroll functionality, employee self-service portal, and must all function within the same software. As it stands, we use different systems for all of these functions and there is no employee interface. There is also no training system, online documentation, approval process, auto updates or reminders, and limited reporting functionality.

By implementing an HRIS system that supports the above, our HR processes will significantly improve and be more efficient, which will create an all-around better employee experience and benefit the entire organization. The upfront cost of implementation should show a return on investment over time through reduced cost of multiple systems, storage space, use of materials, and labor.

RESOLUTION NO. _____

A RESOLUTION OF THE MAYOR AND CITY COUNCIL OF THE CITY OF LA VISTA, NEBRASKA AUTHORIZING THE REQUEST FOR PROPOSALS FOR A HUMAN RESOURCES INFORMATION SYSTEM SOFTWARE.

WHEREAS, the City Council of the City of La Vista has determined that a Human Resources Information System Software is necessary; and

WHEREAS, the FY24 Biennial Budget provides funding for this project, and

WHEREAS, proposals will be due January 31, 2024;

NOW, THEREFORE, BE IT RESOLVED, that the Mayor and City Council hereby authorize the request for proposals for a Human Resources Information System Software.

PASSED AND APPROVED THIS 19TH DAY OF DECEMBER 2023.

CITY OF LA VISTA

Douglas Kindig, Mayor

ATTEST:

Pamela A. Buethe, MMC
City Clerk

City of La Vista, Nebraska



Request for Proposals

Human Resources Information System Software

ISSUE DATE:

January 3, 2024

SUBMISSIONS DUE:

January 31, 2024 – 10:00 a.m. CST*

*Late Proposals Will Be Rejected

REPLY TO:

Pamela A. Buethe
City Clerk
8116 Park View Blvd.
La Vista, NE 68128
pbuethe@cityoflavista.org
402.331.4343

Request for Proposals
Human Resources Information System Software
City of La Vista, Nebraska

Sealed proposals will be received until 10:00 a.m. local time on January 31, 2024, at the La Vista City Hall, 8116 Park View Boulevard, La Vista, Nebraska, 68128. Proposals received after this time will not be accepted. All correspondence, questions and additional information regarding this RFP must be presented in writing and addressed to City of La Vista, Attn: City Clerk Pam Buethe, 8116 Park View Boulevard, La Vista, Nebraska, 68128, or electronically to pbuethe@cityoflavista.org. Proposal submittals should be addressed as follows:

City of La Vista - Sealed Proposal for Human Resources Information System Software

Attn: Pamela A. Buethe, City Clerk
8116 Park View Boulevard
La Vista, NE 68128-2198

The City of La Vista reserves the right to disqualify incomplete proposals, waive minor defects in proposals, waive formalities or irregularities, request additional information from any respondent, change or modify the scope of the project, negotiate terms with one or more of the respondents, reject any or all proposals, and/or take any steps it deems necessary to act in the City's best interest, without penalty.

City of La Vista

Human Resources Information System Software

Notice

The City of La Vista is soliciting proposals for a full-service HRIS and SaaS software solution, including payroll functions for approximately 200 employees. Details of the specific sections and expectations are listed below. The City of La Vista will consider only a secured cloud-based solution. Interested and qualified companies who have demonstrated their ability, at comparable work, are invited to submit proposals.

General Information

La Vista is one of the fastest growing cities in the State of Nebraska with a population of approximately 18,000. It is a relatively young progressive city situated southwest of the Omaha Metropolitan Area. The City has a Mayor-Council form of government and employs a professional City Administrator to serve as the chief administrative officer of the City. La Vista has seven departments including Administration, Administrative Services, Community Development, Library, Police, Public Works, and Recreation.

Background

La Vista has approximately 124 full-time employees working in 64 job classifications. The City also has approximately 49 part-time employees in an additional 14 job classifications. The pay system has been periodically updated with new classifications being added and/or others being reclassified as necessary.

Scope of Work

The Human Resource Department of the City of La Vista “City” is soliciting proposals for a cloud based Human Resources Information System (HRIS) that is a single integrated solution that will support a set of preferences detailed below. The scope of the contract expected to result from this RFP may include, but is not limited to, the following services:

- Applicant Tracking
- Onboarding
- Core Human Resources Data
- Time and Attendance
- Payroll Processing
- Tax Preparation and Tax Filing Services (Prepared and filed on behalf of the city)
- Benefits Administration
- ACA Compliance
- Leave / Absence Management
- Performance Management

- Learning Management
- Compensation Management
- Succession Planning
- Document Cloud
- Organizational Charts
- Reporting and Analytics
- Cloud-based software solution with no on-premises resource, support, or hosting requirements

Required Contents of Proposals

The purpose of the proposal process is to allow Providers the opportunity to demonstrate and clearly articulate the qualifications, service level, costs for services, competency and capacity of the firm seeking to perform Human Resource Management. Proposals must include information of sufficient volume and clarity to ensure the Provider's methodology and final results will be regarded as expert, impartial, legally defensible, and fair.

At a minimum, each proposal must include the following:

1. Transmittal Letter – Provide a transmittal letter signed by an authorized representative of the firm.
2. Background & Qualifications – Provide a brief history of the firm, services offered, type of organization and the names of principals.
3. Prior Experience – Provide details about the firm's experience with Human Resources Information Systems and Time Management.
4. Contact Information – Provide the organization's web address, the physical address, and the telephone number of the office out of which the services will be rendered. Also include the contact information for the project manager.
5. Subcontractors – Provide information about any subcontractors that will work on the project along with a description of services they will provide.
6. Statement of Methodology – Provide a statement describing the firm's understanding of the scope of work and the processes it intends to use to complete the project.
7. Work Schedule – Provide a timeline for completing the project including the tasks required in addition to the starting and completion dates of those tasks. The city expects the implementation to be completed by October 1, 2024. It is expected that the project will commence as soon as possible after a firm has been selected.

8. Fees – Provide a project cost estimate based upon the proposal submitted. List hourly billing rates for positions working on the project. Estimate a “lump-sum” breakdown for each major element of the consultant’s work for the project. Also, estimate a total to be billed for reimbursable expenses including copies, long distance, and authorized travel. An agreement on all fees will need to be reached as part of the contract negotiations, which will commence following the approval of the recommended firm by the Mayor and City Council. If an agreement as to fees is not reached with the selected firm, another highly ranked firm will be recommended to the Mayor and City Council for approval.
9. References – Provide the names, addresses, telephone numbers and contact names for at least five other companies for which similar services have been performed in the past five years. One negative reference should be included from an organization for which the implementation outcome did not fully meet that organization’s expectations.
10. Miscellaneous – Disclose any conflicts or perceived conflicts of interest, including relationships with employees or elected officials of the City and identify how those conflicts will be resolved. List any previous engagements with the City, any exceptions that may limit the scope of work and any other information you believe will be helpful in reaching a decision within the bidding process.
11. Appendix A – Provide a completed required Questionnaire and Response Components for Technical Proposal.

Instructions and other Considerations

1. Interested firms shall submit one (1) unbound original single-sided copy on standard weight paper (no heavy weight paper or tabbed dividers), six (6) printed bound copies, and one (1) flash drive containing a PDF file of the proposal.
2. Faxes or electronic submissions, or any other media other than those listed in #1
are not acceptable.
3. Any Proposer may withdraw his/her Proposal, either personally or by written request, at any time prior to the closing time for receipt of Proposals.
4. All amendments to Proposals must be signed and returned to the City Clerk with the Proposal on the specified due date and time.
5. Proposals received after the scheduled closing time for receipt of Proposals will be returned, unopened, to the Proposer(s).

6. All Proposals may be rejected if the city determines rejection is in the public interest.
7. Questions regarding the Scope of Work received less than five business days before the Proposal opening shall not be answered. Any interpretation or correction of the proposed documents will be made only by addendum, duly issued, and a copy of such addendum will be mailed or delivered to all who are known to have received a set of Proposal documents. The City of La Vista is not responsible for any other explanations or interpretations of the proposed documents.
8. Any addenda will be posted on the City's website www.cityoflavista.org. Each Proposer may ascertain prior to submitting his/her Proposal that he/she is in receipt of all addenda issued by telephoning the City Clerk's office at (402) 331-4343 or emailing the same at pbuethe@cityoflavista.org. Proposer shall acknowledge all addenda in accordance with the instructions on the Proposal.
9. All Proposal prices shall be guaranteed by the Proposer to remain unchanged for a period of six months (180) days from and including the date of the Proposal opening.
10. The selected firm is expected to maintain the highest level of confidentiality involving information considered such.
11. All deliverables must be created and presented in Microsoft Word or Excel.
12. The City of La Vista retains all rights, titles to and ownership of data, material and documentation resulting from this project, and/or prepared for the City.
13. The City will not be liable for any costs incurred by the Consultant in preparation of a proposal submitted in response to this RFP, in conducting a presentation or any other related activities.

Evaluation of Proposals

Proposals will be evaluated in accordance with the criteria listed in Appendix B.

Approximately three firms will be selected as finalists for interviews and demonstrations with a panel of city officials. These interviews will be scheduled for the week of February 26, 2024. Firms will be selected for interviews based on the criteria above. A final selection will be based on these criteria and the ability of the finalist to successfully negotiate a contract with the City of La Vista.

The panel will rate the firms interviewed and staff will make a recommendation to the Mayor and City Council on or about March 19, 2024. Contract negotiations will commence following approval of the recommended firm. If a contract agreement is not

reached with the selected firm, another finalist may be recommended for approval followed by contract negotiations and final approval by the Mayor and City Council.

Tentative Schedule

The following dates are being provided for your information and planning purposes. Although every effort will be made to follow this schedule, we reserve the right to modify the dates as necessary.

<u>Action</u>	<u>Date</u>
Release of RFP	January 3, 2024
Deadline for Questions	January 24, 2024
Deadline for Submission of Proposals	January 31, 2024
Finalists Selected	February 16, 2024
Interviews Conducted the week of	February 26, 2024
Firm Selected	March 8, 2024
Contract Awarded	March 19, 2024

Proposal Submission

All proposals shall be submitted to:

City of La Vista - Sealed Proposal for Human Resources Information System Software

Attn: Pamela A. Buethe, City Clerk
8116 Park View Boulevard
La Vista, NE 68128-2198
Phone: 402.331.4343
Fax: 402.331.4375
Email: pbuethe@cityoflavista.org

The copies must be received by 10:00 a.m. local time on January 31, 2024.

It should be noted that all information submitted to the City is subject to the open records laws of the State of Nebraska. Proprietary information must be appropriately marked.

The City of La Vista reserves the right to disqualify incomplete proposals, waive minor defects in the proposals, waive informalities of irregularities, request additional information from any respondent, change or modify the scope of the project, negotiate terms with one or more of the respondents, reject any or all proposals, and/or take any steps it deems necessary to act in the City's best interest, without penalty.

APPENDIX A – REQUIRED QUESTIONNAIRES AND RESPONSE COMPONENTS FOR TECHNICAL PROPOSAL

Please complete all Questionnaires and Response components in this Appendix A and return with the Technical Proposal.

SECTION 1 – VENDOR OVERVIEW

Product Overview

1. Provide a brief overview of your product offerings.
2. How do you differentiate yourself from your competition?
3. Who are your product partners?
4. What enhancements are planned for your product over the next three years and include pricing with upgrade?
5. Please specify the name and version of the HRIS considered in this RFP.

Recruiting, Hiring and Applicant Management

1. Does your system provide candidate pre-screening or qualification process?
2. What job boards are supported with your product and how many?
3. Does your system allow for an automatic e-mail and text message response to applicants and candidates? Can we customize the responses?
4. How is an applicant transitioned to an employee in your system?
5. Does your system provide a searchable candidate database for managers and HR?
6. What types of reporting and metrics are available on recruiting data? New hire reporting?
7. What AI is utilized for in screening? Auto E-Verify?
8. Request for position workflow?

Termination

1. How is your system used to notify appropriate areas of the organization (security, IT, Payroll) that an employee has been terminated?
2. Does your system report terminations to government reporting?
3. Can a termination be initiated by a manager?
4. What types of reporting and metrics are available on termination data?

Onboarding

1. Does your system report new hires to required government agencies?
2. Does your system provide the ability to notify various stakeholders (HR, IT, HR, new manager, and facilities) at different stages of onboarding?
3. Does your system allow for manual assignment of unique employee ID numbers?
4. What types of reporting and metrics are available on onboarding data?
5. Can new hire documents be done online onboarding?

Human Resources

1. How do you support electronic signatures?
2. Can a "re-hire" be identified, and reactivation be initiated by a manager and final approved by HR/Finance?
3. Can electronic files and scanned documents be stored on your system? Can they be uploaded by staff?
4. Can pictures be embedded in an employee record? What are the file types?
5. Approval workflow?

Compliance

1. As human resource regulations change, how do you ensure your clients stay in compliance?

Performance Management

1. Can performance related documents be attached to an employee record?
2. Does your system have the ability for managers and/or employees to record comments, create and track goals, 1:1 meeting, etc.?
3. What types of reporting and metrics are available on the performance data?
4. Can your system produce quarterly evaluations as well as annual evaluations?
5. Can your system produce additional evaluation forms (i.e. probation completion, goal setting)?
6. Can your system accommodate 11 or more ratings for job categories?
7. Can pay for performance auto generate?

Compensation

1. Does your system provide total compensation statements?
2. What types of reporting and metrics are available on compensation data?
3. Wage increase workflow?

Employee Relations

1. Can disciplinary actions be recorded?
2. What types of reporting and metrics are available on disciplinary data?

Organization Charts

1. Does your system create organizational charts?

Benefits

1. Does your system facilitate reporting to third party vendors, such as benefit providers? If so, please list all.
2. Does your system have the ability to maintain Worker's Compensation Claims, tracking lost time, restrictions, etc.?
3. Does the system allow for tracking of notes, conversations, etc.?
4. Does your system provide automatic enrollment notifications and reminders?
5. Does your system track ACA eligibility and provide reporting?
6. Does your system support FSA, HRA and HSA accounts?

7. Does your system have the ability to track FMLA/Leaves of Absences?
8. Can FMLA/LOA/WC related documents be securely attached to an employee record separate from other employee file documents?
9. What types of reporting and metrics are available on benefits data?

History

1. How is system performance affected by the growth of the historical records?

Conversion

1. Describe how existing history is imported to your system at conversion.
2. Are there fees associated with converting history?

Learning

1. Does your system have the ability to maintain training completion information?
2. Does your system send automatic reminders for renewals, expiring certifications, annual trainings?
3. What types of reporting and metrics are available on training data?
4. Does it allow for custom training modules to be created such as video, PowerPoint, etc.?
5. Does it have ready-made training?

Self-Service

1. What fields can employees change/update using self-service?
2. Can employees view their own electronic personnel files via self-service? Download documents?
3. Can links to webpages and graphics be added?

Workflow

1. Do you supply any predefined workflow processes? If so, what are they?
2. Can your system disseminate policies and procedures that can be electronically signed and filed within the employee's record?

Reporting

1. Does your system provide point-in-time reporting capabilities?

Security

1. Describe terms and conditions for SaaS (software as a service) of your proposed solution, including initial term and any renewal term.
2. Provide SOC2 Compliance Certification and HIPPA Compliance and Certification.
3. Describe customer Restrictions.
4. Describe customer Data Protection.
5. What is the process for customer Data after Termination.
6. What disaster recovery plans and policies do you provide to ensure the data will be secure and available?
7. Does the system support the use of single sign-on (SSO) with Microsoft?

Customer Support

1. Provide an overview of your training programs and delivery methods.
2. Is there a cost associated with training during or after implementation?
3. What ongoing training is available?
4. What training materials do you provide?
5. Provide an overview of your customer support and maintenance services.
6. What is the cost of your annual maintenance plan? Is it included in the SaaS agreement?

SECTION 2 - IMPLEMENTATION PLAN

1. *Proposed Process & Timeline* – Please outline your proposed plan and timeline for this project. Assume project kick-off approximately April 1, 2024.
2. *Resources* – Please detail the resources you intend to allocate to the implementation project, including post launch and training resources. If you are able to identify the specific members of your team that will be assigned to this project, please do so and provide a brief overview of their experience and expertise. Please detail the resources you would expect the City of La Vista to assign to this project.
3. *Post Launch & Training* – Please outline your plan for training the City of La Vista Admins and its end users. Please provide details regarding post launch support and troubleshooting mitigation plan.
4. *Data Migration* – Please outline your data migration process and detail the tools and technical resources you intend to employ during this effort.

SECTION 3 - FINANCIAL PROPOSAL

1. For the purpose of preparing this proposal, assume a workforce of 200 users. Please be as detailed as possible and do not omit any potential costs to the City of La Vista.
2. Implementation Costs - Please detail all estimated start-up costs that may be incurred by City of La Vista, including customization and training.
3. Operational Cost – Please list any and all license based, fixed, transactional, or other fees that will be charged separately. This includes fees for all technologies, services, modules, and products you are recommending for the City of La Vista as discussed in this proposal including, but not limited to, licensing, programming, services, support, and on-going maintenance fees. Please include fees for any “optional” services that you are proposing to us. It is important that we understand all fees and other charges that could possibly be charged in association with this solution.
4. Third-Party Costs – Please detail any fixed or transactional based fees that the City of La Vista will be required to pay to any third-party organization/company under the HRIS solution you are suggesting for the City of La Vista.

APPENDIX B – EVALUATION CRITERIA

Criteria Scoring:

- 5 - Significantly exceeds most requirements
- 4 - Exceeds most requirements
- 3 - Meets most requirements
- 2 - Meets some requirements not all
- 1 - Does not sufficiently meet requirements

Criteria Weighting:

- 1. Functionality (Technical Criteria)
- 2. Management Criteria
- 3. Service (to the Authority)
- 4. Cost

1.	Functionality (Technical Criteria):
A.	Proposed Methodology: 1. Does the vendor's proposal demonstrate a clear understanding of the scope of work and related objectives? 2. Does the vendor's proposal use innovative technology and techniques?
2.	Management Criteria:
A.	Project Management: 1. How well does the proposed scheduling timeline meet the city's needs? 2. Is there a project management plan? 3. Is the vendor's proposal complete and responsive to the specific RFP requirements? a. Did the vendor document proper references? b. Do the vendor references include governmental entities that are similar to City of La Vista?
3.	Service (History and experience in performing the work):
A.	Availability of personnel, facilities, equipment, and other resources: 1. To what extent does the vendor rely on in-house resources vs. contracted resources? 2. Is the availability of in-house and contract resources documented?

B.	Qualification and experience of personnel: 1. Documentation of experience in performing similar work by employees and when appropriate, sub-contractors?
4.	Cost Criteria:
A.	Cost of goods to be provided or services to be performed: 1. Relative cost: How does the cost compare to other similarly scored proposals?
	2. Full explanation: Is the price and its component charges, fees, etc. adequately explained or documented?