



**TOWN OF STRATFORD  
PURCHASING DEPARTMENT  
STRATFORD, CONNECTICUT**

**REQUEST FOR PROPOSAL**

RFP No. 2014-027

Issued: March 24, 2014

Subject: Payroll Processing Services for Stratford Library

The Town of Stratford through the Office of the Purchasing Agent will receive SEALED PROPOSALS for furnishing the equipment described in the accompanying specifications, in accordance with the instructions, conditions and reservations that follow:

**A. CLOSING DATE:**

Proposals will be received until 3:00 pm April 7, 2014, in the Office of the Purchasing Agent, Room 202, Town Hall, 2725 Main Street, Stratford, CT 06615.

Any proposal may be withdrawn prior to the above-scheduled time for receiving bids or authorized postponement thereof. Any proposals received after the date and time specified shall NOT be considered. No bidder may withdraw a proposal within 45 days after the actual opening thereof.

**B. INSTRUCTIONS:**

Proposals are to be submitted (FOUR COPIES) in a sealed envelope and clearly marked with the bid number and description on the outside of the envelope, including all outer packaging (DHL, FedEx, UPS, etc).

Proposals must be delivered to:

Purchasing Department  
Stratford Town Hall — Rm 202  
2725 Main Street  
Stratford, CT 06615

## **C. CONDITIONS:**

### **Bid Surety:**

A Bid Surety is not required.

**Taxes:** The Town of Stratford is exempt from all State and Federal taxes. Do not include these amounts in your quotation.

**Addendums:** All addendums will be posted on the town website [www.townofstratford.com](http://www.townofstratford.com). It is the responsibility of the bidder to check the website for any addendums before submitting their bid.

**Conflict of Interest:** No public official or employee shall, while serving as such, have any financial interest or engage in any business, employment, transaction or professional activity or incur any obligation of any nature which is in substantial conflict with the proper discharge of his/her duties or employment in the public interest.

## **D. RESERVATIONS:**

The Town of Stratford may consider informal any proposal not prepared and submitted to the Town in accordance with the provisions herein stated. The Town of Stratford reserves the right to reject any or all proposals or parts of proposals; to waive defects in same proposals; or to accept any proposal or part thereof deemed to be in the best interests of the Town of Stratford.

REQUEST FOR PROPOSALS  
RFP 2014-027  
Payroll Processing Services for  
Stratford Library

Contents

- Section I. Project Overview
- Section II. Scope of Services
- Section III. General Instructions
- Section IV. Proposal Response
- Section V. Evaluation and Selection

## **SECTION I PROJECT OVERVIEW**

The Stratford Library (herein referred to as Library) is requesting proposals from qualified firms with significant experience to assist the Library with its payroll processing. The Library Administration is the Project Representative and will oversee all aspects of the selection process.

The Library expects to select and contract with one firm to provide payroll processing. Additional services described in this Request for Proposals (RFP) may be engaged at a later date. The Library may choose not to select any firm to provide the Payroll Processing or may elect to reject all proposals. The Library is an equal opportunity, affirmative action employer, does not discriminate because of race, religion, color, sex, national origin, sexual orientation, marital status, disability or any other factors protected by law. The firms responding to this RFP should be prepared to cooperate fully with the Library, its staff and the Project Representative throughout the entire selection process.

The Stratford Library relevant facts:

- Weekly payroll for approximately 25 full time employees, 17 part time employees and 13 'on call' employees
- Average number of employees paid per week; approximately 45
- Health, Dental, LTD, Life insurance, 403B Defined Contribution and Tax Deferred Annuity Plans, and supplemental insurances.
- Currently process payroll weekly

## SECTION II SCOPE OF SERVICES

The selected firm shall work with and cooperate with the Project Representative or her designee in rendering services pursuant to this RFP.

Goals of outsourcing services:

- **Determine the best method** for establishing Library data processing as we migrate from a Town of Stratford hosted MUNIS system to an outsourced solution
- **Maintain accuracy** and timeliness of all aspects of payroll processing including federal and state tax reporting and remittances.
- **Reduce risk** by having secure and solid payroll data, internal controls, automated regulatory filing and payment.
- **Flexibility** to implement new requirements, fringe benefits offerings and any other changes to Library staff remuneration.
- **Scaleability**, enabling the Library to select from a variety of ancillary services at a future date.

The services solicited in this RFP must address the stated goals for the outsourced services and include the following component areas of service. Each area of service must be quoted as separate components of the total bid price:

### Payroll

#### Area of Service: Employee Records and Interface

- The system must create a “permanent” record for each employee that will include information that does not change from pay period to pay period. Each employee will be assigned an employee number that will remain unchanged while employed by the library.
- At a minimum the permanent file will include items such as name, social security number, address, telephone #'s, e-mail address (optional), DOB, DOH, emergency contact information, gender and marital status. Payroll elections (deductions) W-4's, pension, medical, dental, supplemental insurances, garnishments (if applicable) etc.
- Employee categories – Permanent or temporary (on call), full time, part-time, union or non union, grade/step (if applicable), employee status (active, terminated, retired, other).
- Job classifications (as it will apply to calculating vacation, sick benefits and personal days).

- Provide online access, upload ability and/or other methodology for a single employee record set-up and maintenance. Record changes could include but are not limited to pay rate changes, position changes, address changes, benefit eligibility/election changes and terminations.
- Ability to assign pay and benefit elections to employees by category wherever possible to facilitate global updating, including but not limited to multiple library specific staffing groups (departments, supervisors, FTE %, insurance plans, etc.), salary steps, ranges and special pay options.
- Provide online access employee inquiry providing relational database access to employee accruals, earning history, check history, W-2 data etc. Provide duplicate copies or access for online self-service to employees to produce copies of past pay check stubs and prior year W-2's.
- Employee records should retain/maintain history of employee over time. Address method and list additional cost, if any to download/add history to system.
- Provide security levels that will facilitate internal controls such as but not limited to discrete staff user rights to update employee records, upload hours, approve payroll disbursement, and/or sole HR access to non-payroll records.

**Area of Service: Process Payroll**

- Process weekly or bi-weekly payrolls for entire employee's based on timeframe agreed upon by the library and payroll service.
- The payroll service must provide the library the ability to enter payroll hours online, make edits/corrections, and deliver checks, direct deposit advice etc. within 2 days or less from time of entry. Future – allow automatic update of hours when new technology is introduced for timekeeping allowing online review and approval of timesheets.
- Allow the following check types; direct deposit advise, regular (paper) checks, voids, manual, provide the capability for vendor checks (as it relates to payroll) and/or any combination of both payment methods.
- Direct deposit must have capability to accommodate a minimum of 4 banking transfers per employee.
- New banking instructions from employees shall be pre-noted with employee's banking institution prior to initiating new banking instructions to test validity of employee's banking information.

- Supports retro pay and calculation.
- Accommodates FSLA in overtime calculations.
- Accommodates longevity and lump sum calculations.
- Ability to distribute payroll, track time by multiple codes such as, but not limited to, specific general ledger accounts, projects and workers compensation codes. (I.e. regular vs grants).
- Process retro check payment amounts, final checks or special pay runs that does not occur in conjunction with the standard payroll schedule. Process to occur in a timely manner and to be paid by paper check regardless of employee's regular preference of payment method.
- Provide ability to include and track taxable and non taxable benefits.

**Area of Service: Tax Deposits, Quarterly & Annual Payroll Tax Reports, W-2 filing, and W-2 and 1099 submissions.**

- All federal and state tax deposits to be made in a timely manner consistent with applicable federal and state law and reporting requirements.
- Completion and filing of federal and state quarterly payroll tax reports in a timely manner consistent with federal and state law and reporting requirements.
- Completion and filing of W-2 forms, including distribution to employees.
- Electronic submissions of W-2 files to federal, state and agencies required by law.

**Area of Service: Reporting and Data Download.**

- Ability to generate a report which reflects both employee and employer retirement contributions, to correspond with payroll. This report must also include month-to-date and year-to-dated totals by fiscal and calendar year.
- Ability to print/view single employee records which include the option of Fiscal year-to-dated or calendar year-to-dated totals.
- Reporting capabilities which may include, but are not limited to DOB/age list, anniversary lists, seniority lists with the ability to differentiate between union and NBU employees, pay/hour reports by employee, department, job history

reports, organizational reports related to all hires.

- Provide general ledger journal entry to record payroll batches into accounting software (either manual by FTP import).
- Ability to generate reports by deduction category as needed
- Ability to generate a variety of budget status reports.
- Provide flexibility for user to define selection criteria, data ranges, sorting and grouping options, and report output, so as to allow custom reporting.
- Ability to generate report for the purposes of budgeting and running alternate cost scenarios for salary and benefits by department or employee.
- Ability to generate reports for the purposes of grant and/or project reporting for staff costs as well as annual staff statements of total salary and benefits.
- EEO status, including automated reports for EEO-4 reporting.
- Ability to generate report for FMLA and workers' compensation as needed.

**Area of Service: Time and Attendance.**

- Proposal for alternate time reporting technology that meets Library needs will be considered and should be described and priced clearly.
- Proposed alternate time reporting technology must provide Supervisor report or online window to approve employees' time entry.
- Proposed alternate time reporting technology must provide method to suspend the processing of time sheet entries that do not have two levels of review prior to processing entire payroll batch, along with a warning method to notify Administrative Specialist that suspended records exist prior to payroll.
- Management of leave requests and approvals, and exception reporting.
- Track and process accrual changes based on years of service, process conversions, and accrual lost over max according to Library policy.
- Track payouts based on Library policy.
- Track probationary periods.



- Track longevity eligibility based upon years of service and anniversary date.
- Track vacations based upon full time status (30hours or more), employee classification and years of service on an anniversary date basis.
- Track sick days and personal days on calendar year basis.
  - Track sick days for part-time employees who work 1,000 hours or more based on a calendar year.
  - Track sick days for part-time employees who are employed 2 years or more and work between 500 -999 hours annually based upon calendar year.
- Ability to track time by multiple codes such as, but not limited to, specific projects and workers compensation codes.

**Area of Service: Training and Support.**

- Data Security: provide information about your security standards given the sensitive nature of payroll data including tech specifications of any hosted data servers and software, web-based communications, electronic payments, data encryption, data storage, backup systems for data and continuity of service for payroll processing, etc
- Technical specifications: describe minimum and optimal technical specifications required for Library devices, hardware, software and connectivity to implement proposed services.
- Research payroll and HR issues on request.
- Provide training and act as a resource to the Library's Administrative Staff when needed.
- Provide training resources to Library departments, general and specific, to educate employees and supervisors on use of interfaces where applicable.
- Training resources should include but are not limited to the use of any remote time entry devices, how to upload documents, and how to create self-generated reports.
- Other services as may be agreed to by the parties, or as proposed pursuant to this RFP.

**SECTION III  
GENERAL INSTRUCTIONS**

**Administrative Information**

1. This RFP is issued under the authority of:

Stratford Library  
2203 Main Street  
Stratford, CT 06615

All inquiries concerning the intent of this request, contract information or site access shall be directed in writing to Barbara Blosveren, Library Director (203) 385-4166, [bblosveren@stratfordlibrary.org](mailto:bblosveren@stratfordlibrary.org)

2. If there are any deviations from the RFP requirements, please indicate the reason for such deviation in writing.
3. A list of all solicited proposers will be provided to any proposer upon receipt of a written request.

**Proposal Review**

All proposals received in compliance with the instructions of this RFP will be reviewed by the Project Representative and selected proposal evaluators.

**SECTION IV  
PROPOSAL RESPONSE**

**Cover Sheet (Mandatory)**

The submission shall list the name and signature of the proposing firm's authorized representative as well as his/her address and telephone number must be provided. The proposal must be dated on this page. The authorized representative is to signify the proposer's agreement and compliance with all requirements set forth in the RFP. In addition, the signature will certify the proposer's acceptance of and responsibility for the following (note that the following language must be reproduced above proposer's signature):

1. All data presented in the proposal is accurate and complete.
2. Acknowledgment that the proposer has read and understood the RFP and the proposal is made in accordance with the contents of the RFP unless otherwise noted in the proposal.
3. The discovery of any significant inaccuracy in information submitted by the proposer shall constitute good and sufficient cause for rejection of the proposal.
4. Certify that your firm will purchase and maintain Insurance for the duration of the contract and define levels of coverage.

**Statement of Qualifications and Experience.**

The Company qualification information shall include:

Professional resume(s) stating qualifications to provide the services described herein. Include number of years in business, number of employees/professional associates, location of office or offices, names of principals or employees who will provide the services, and type of entity (corporation, partnership, etc.) and state in which it is formed. Describe the experience providing payroll processing and ancillary services for public, non-profit and private sector clients.

**Clients/References.**

Provide references of customers, clients or owners for whom you have delivered comparable payroll services including Public Libraries and other businesses. Please provide addresses, phone numbers and individual contacts for each reference.

### **Statement of Capabilities**

The company shall be able to demonstrate the ability to perform the scope of work required. Provide information on your data security as well as software and hardware requirements for the Library. Describe format and availability options (web based, self service, file format, etc.) for reports and data sets.

### **Fees**

Provide the full fees and cost of services on the attached Proposal Submission Form. The cost of submittals and any other expenses related to this RFP including travel for interviews or inspections shall be entirely the responsibility of the proposer. Provide estimate of any one-time conversion or start up costs associated with implementing the proposed services. The submission will become a part of any contract issued for this project.

### **Statement of Good Standing (Mandatory)**

Provide a statement of assurance that your firm is not currently in violation of any regulatory agency rules, or, if in violation, the violation does not have a material adverse effect on your ability to perform under the proposed contract.

The Company shall disclose any material litigation.

**SECTION VI  
EVALUATION AND SELECTION**

| Factor                        | Maximum Points |
|-------------------------------|----------------|
| Qualifications and Experience | 40             |
| Capabilities                  | 40             |
| Fee                           | <u>20</u>      |
| Maximum Points                | 100            |

Proposals will be evaluated based on the quality of responses to specific items outlined in the PROPOSAL RESPONSE section of this RFP. Each valid proposal will be reviewed by the Project Representative. Additional clarifying material may be requested by the Library. The Project Representative will develop a shortlist of firms. Interviews may be conducted with the final companies presenting proposals. Interviews will be rated based on information presented during interviews, and overall quality of the service proposed. Proposals which are incomplete or non-responsive to this RFP may be rejected. The Library does not accept responsibility for the return of successful or unsuccessful proposals.

**General Conditions**

The Stratford Library Association reserves the right to reject any or all submissions, to waive informalities or irregularities in the submissions received, and to reject nonconforming, non-responsive, conditional or qualified submissions, and to select the submission and company which, in the judgment of the Stratford Library Association, best serves the interests of the Stratford Library Association.

The Company awarded this contract or purchase order shall be required to comply with all State and Federal requirements related to the contract.

Submissions shall be considered public information unless advised otherwise by the company. The company shall include a separate letter stating which parts of the submission are deemed confidential and/or proprietary information not to be released.

**SECTION V**  
**CONTRACT**

The selected firm will be required to sign a Personal Services Contract, which will be prepared by the selected firm, and approved by the Library Board of Trustees.

The service period shall be for two (2) years with an option to renew for three additional one (1) year periods upon agreement of the parties. Prices quoted are to be guaranteed for the duration of the initial two (2) year service period.