



Request for Information

RFI 2015-01, Enterprise Payroll/Human Resources System

1. Introduction

Florida Housing Finance Corporation (Florida Housing) is seeking information regarding a human resources / payroll system. Currently, Florida Housing uses ADP, Inc. for basic automated payroll and timecard processing with limited human resources functionality. Employees who do not work in Human Resources or Finance use the current system only for timecard entry and approval and information regarding leave balances and paycheck statements.

Florida Housing seeks information regarding systems with expanded functionality and the estimated cost of such systems. This information will be used to develop requirements for a payroll processing and core human resources system to support our business needs.

NOTE: Responses to this RFI will be reviewed for informational purposes only and will NOT result in the award of a contract. Any request for cost information is for Florida Housing budgetary analysis purposes only. Vendors submitting answers to this Request for Information are not prohibited from responding to any related subsequent solicitation.

2. Background

Florida Housing is a public corporation, and a public body corporate and politic created by Section 420.504, Fla. Stat. Florida Housing has approximately 135 positions in a single location in Tallahassee, Florida.

3. Goals

Florida Housing is seeking information regarding a human resources / payroll system with the features described below.

- A. General:** A user-friendly system with intuitive navigation that interfaces with each of the services identified below. Capability to customize information and data fields. Reporting capability for all modules including custom queries. The system must be secure and accessible at any time via the Internet or mobile application. Vendor must have a well-trained customer support center.
- B. Payroll Services:** Payment of wages, payroll taxes; direct deposit/live checks; federal/state payroll tax filings; payroll/management reporting; generating W-2s; payroll deductions; and employee record keeping.

- C. Human Resources Services:** On-boarding for new employees, position-based tracking, employee and position data fields with some level of customizing, salary and position history, demographic data, seniority tracking, security administration with multiple role codes, payroll deductions, and mass changes.
- D. Time and Attendance:** Payroll system interface with automated self-service timekeeping system, including time tracking by employee, by project or task, allocation and task. Timecards categorized/configured by FLSA status; leave balance accrual, use and tracking. Capability to maintain historical records associated with time and attendance functions.
- E. Benefits Administration:** Employee self-service with access to benefit information and enrollments (with certain limitations related to open enrollment timeframes).
- F. Learning and Development:** Capability for hosting online training programs, setting training goals, needs assessment, self-enrollment in programs, knowledge testing, tracking completed programs, and compliance reporting.
- G. Position Descriptions and Performance Evaluations:** A system that integrates position descriptions with performance expectations, provides the capacity to prepare interim and annual performance evaluations, maintains related records, contains a workflow for evaluation review, comment, and electronic signature.
- H. Employee Recruitment and Application:** A system that automates the sourcing and hiring process including job advertisement, accepting and tracking employment applications, and maintaining related records.

4. Response Format

Responses to this Request for Information must be typed, formatted to follow the paragraphs in this section, and contain the information identified below. Additionally, an in-person presentation/demonstration may be requested following the response. **Responses must include five (5) total paper copies and one (1) CD or DVD with an electronic copy. The electronic copy must also include a redacted version of your response suitable for public release, if respondents deem anything within their responses to be proprietary. (See section 8 for additional details.) Include the following in your written responses:**

Based on the goals listed above, your response should provide the following:

A. Overview

1. Describe your understanding and approach to accomplish the items described in the "Goals" section.

2. Describe the suggested solution; emphasizing open standards based on Commercial Off-The-Shelf technologies, as appropriate.
3. Explain why the suggested solution was recommended.
4. Describe the capability to customize both visual and data elements in the solution.
5. Describe reporting capabilities.
6. Outline adherence to Section 508 Accessibility Standards.
7. Highlight the suggested solution's mobile-friendly and/or responsive design features.
8. Discuss experience your company has in implementing payroll/human resource solutions.

B. Vendor Background

1. Provide a brief history of your company including the year organized, locations, affiliated companies, and the total number of employees. Include any additional information not already included elsewhere in your response that you consider most relevant to Florida Housing.
2. Describe your company's market presence in the United States.
3. Describe the level of reliance, if any, your firm places on Commercial Off-The-Shelf, non-proprietary equipment.

C. Product Components – Provide a detailed list of products that will be necessary to support Florida Housing's business needs, to include system requirements for any necessary:

1. Software, including licensing and licensing structure(s);
2. Hardware, if any, required onsite at Florida Housing;
3. Proposed geographical location for data and document storage;
4. Third party products, both required and/or optional;
5. Warranty; and
6. Maintenance & support.

D. Payroll Processing – Provide a detailed description and timeline for a typical payroll processing cycle, including:

1. Estimated time required by Florida Housing to process timesheets for approximately 50 hourly employees and leave reporting for up to 85 salaried employees;
2. Transfer of timesheet information to payroll processing;
3. Time required by vendor to complete the payroll and provide initial reports after transmission by Florida Housing; and,
4. Time required between final approval of payroll and payment of wages to employees. Include a description of the timing of all funds transfers.

E. Reporting – Describe the types of reports available to Florida Housing and to individual employees. Provide sample reports for those typically used by employers and employees.

F. Payroll Taxes – Describe the process used to prepare and file all required payroll tax returns for remitting taxes. Include a description of your role in handling notices and other communications from federal and state agencies as applicable.

G. Cost – Provide the estimated cost of the proposed solution; including, but not limited to:

1. Overall initial cost for all functionalities identified;
2. Individual cost for each module/functionality;
3. Installation, implementation and configuration;
4. Data ingestion, migration, conversion and/or storage;
5. Training for HR, Finance, Information Technology and End Users;
6. Any additional anticipated consulting costs not listed above;
7. Projected cost over five (5) year period;
8. Maintenance & support for the term of a contract; and
9. Projected recurring subscriber costs;

H. Proposed Implementation/Maintenance

1. Provide an overview of the implementation process and its complexity.
2. Describe the timeline and level of effort to implement the system as proposed including how the data from our current system would be transferred.
3. Describe the training your company would provide in using this solution for our employees. We prefer on-site, classroom-based hands-on training in labs with content tailored to use elements from our data environment. We have such a facility on site.
4. Provide a technical explanation of information technology security controls including:
 - a. User authentication;
 - b. Access roles and division of duties;
 - c. System generated audit trails and reporting; and
 - d. Methods for securing and handling Personally Identifiable Information while in transit and at rest.
5. Describe the parameters of the Service Level Agreement, description of change management controls and release schedule(s) for security patches, bug fixes, maintenance and enhancements.
6. Describe your business continuity and/or disaster recovery plans and any additional costs associated with these plans.

5. Response Date

Please provide responses in accordance with the timeline below, and address each RFI request/question(s) point by point. **Responses must be clearly marked as being submitted in response to RFI 2015-01 and sent via mail to:**

**Florida Housing Finance Corporation
ATTN: Contracts Manager
227 N. Bronough Street, Suite 5000
Tallahassee, FL 32301**

Timeline:

April 21, 2015	Vendor Questions Due, no later than 2:30 PM Eastern Time.
April 28, 2015	Anticipated Date to Post Responses to Questions on Florida Housing's website.
May 5, 2015	Vendor Responses Due, no later than 2:30 PM Eastern Time.
May 18, 2015	Anticipated Date to Begin Vendor Demonstrations (if applicable).

6. Questions

Please feel free to contact Florida Housing with any questions regarding this Request for Information. Questions to this RFI are encouraged to ensure that each response provides the desired information. Answers to all questions will be posted on Florida Housing's website at <http://www.floridahousing.org/BusinessAndLegal/Solicitations/> and will be available for anyone to view. Questions must be directed to the Contracts Manager via e-mail at: Contracts.Manager@floridahousing.org.

7. Demonstrations

If after receiving vendor responses, it is determined a vendor demonstration is necessary, Florida Housing will work with the vendor to establish a date and time for a presentation. The purpose of this presentation will be for the vendor to provide a demonstration of the product and provide any information that they believe will be of value.

8. Proprietary Information

Any portion of the submitted response which is asserted to be exempt from disclosure under Chapter 119, Florida Statutes, shall be clearly marked "exempt", "confidential", or "trade secret" (as applicable) and shall also contain the statutory basis for such claim on every page. Pages containing trade secrets shall be marked "trade secret as defined in Section 812.081, Florida Statutes." Failure to segregate and identify such portions shall constitute a waiver of any claimed exemption and Florida Housing will provide such records in response to public records requests without notifying the respondent. Designating material simply as "proprietary" will not necessarily protect it from disclosure under Chapter 119, Florida Statutes.

9. Vendor Costs

Vendors are responsible for all costs associated with the preparation, submission, and any potential demonstration or meeting to discuss their response to this Request for Information. The Florida Housing will not be responsible for any vendor related costs associated with responding to this request.