**VILLAGE OF RICHTON PARK, ILLINOIS
REQUEST FOR PROPOSALS (RFP)
FOR
PAYROLL PROCESSING, TIMEKEEPING, AND
HUMAN RESOURCE INFORMATIN SYSTEM (HRIS)**

**OPENING:
FRIDAY, OCTOBER 5, 2018
AT 3:00 P.M.**

Submit Proposal to:

Village of Richton Park
Attn: David Sevier, Finance Director
4455 Sauk Trail
Richton Park, IL 60471

E-mail: davidsevier@richtonpark.org

Deadline – October 5, 2018, at 3:00 pm

Village of Richton Park
Request for Proposals (RFP)
New Payroll Processing System Vendor

I. Introduction:

The Village of Richton Park ("Village") is seeking proposals for a Payroll Processing, Timekeeping, and Human Resource Information System (HRIS) to process and maintain record for time, attendance, payroll, and personnel for the Village's employees, including required local state, and federal reporting requirements for human resources, accounting, taxes, and benefits. The solution will replace the Village's current vendor and integrate with our current financial system. The proposed solution should provide and support all specifications and requirements identified in this Request for Proposals (RFP). Proposers offering hosted services or software as a service (SaaS) systems are encourage to propose, but these hosting or SaaS services are not required. The Village currently uses Automated Data Processing (ADP) for processing and software. The Village also uses ADP for payroll and time tracking.

II. Community Profile:

The Village of Richton Park is a non-home rule community located in Cook County. The Village was incorporated in 1926, has a land area of 3.98 square miles and a population of 12,533 (2010 Census).

The Village has 75 full-time employees, ten part time employees and 40 interns (seasonal) for a total of 125 employees.

For Fiscal Year 2019, the Village has a $20.1 million Annual Operating and Capital Budget. The Village provides a full range of services. These services include Administration, Community Services, Community/Economic Development, Finance, Police and Fire protection, Public Works, and maintenance of roads, streets and infrastructure, Water distribution and Wastewater Collection. The Village website is www.richtonpark.org.

III. Introduction:

The goal of this project is to have a comprehensive, integrated, and user-friendly system to provide time tracking, payroll processing, and records of staff and management. The first step is providing this RFQ and obtaining budgetary numbers. It is assumed that all software demonstrated will be considered as included as part of this proposal. The following list represents required key components:

- All employees have access to all systems for time tracking.
- Ability to have an executive dashboard.
- Ability for global inquiry of benefit.
- Single-source, fully integrated database
- Customizable, single report writer for all aspects of the system
- Ability to drop reports directly into Microsoft Suite (Excel, Word, PowerPoint, etc.)
- Option for 100% paperless processing
- Dedicated account team
- Ability to migrate historical information from existing HRIS (ADP, etc.)
- System auditing abilities (approved/denied transactions, data changes, etc.)
- Any and all costs for implementation of this software including but not limited to travel, training, etc., must be included in the proposal.
- Any conversion costs must include on-site visits and field mapping.
- Training for the software must be included in the proposal.

IV. Submission Requirements

Proposers are requested to submit the following as defined within the packet:

- Vendor Proposal Checklist (page 20).
- Detailed information as requested in the Vendor Proposal Section (pages 21 – 29).
- Proposal Signature Form (page 29).
- Insurance and Performance Bond Requirements in Appendix A (pages 30 - 31).
- Any exceptions to information in this packet should be documented in Appendix B (page 32).
- A detailed cost summary with breakdowns as defined within Appendix C (page 33).
- Completed Village of Richton Park Software Requirements RFP Excel Spreadsheet – Appendix D (Separate Attachment).

V. Intent of this RFP

This Request for Proposals (RFP) is intended to provide vendors with a common, uniform set of instructions to assist them in the development of their proposals and to provide a uniform method for the Village to fairly evaluate proposals and subsequently select a vendor to provide the system.

This RFP provides desired specifications and key features for functional requirements related to organizational objectives, information on applications, number of users, and transaction volumes. Vendors are invited to propose a solution that will effectively and efficiently achieve our goals and objectives and provide for future growth.

In responding to this RFP, vendors should follow the prescribed format and use the included forms, thus providing the Village with data that is easily compared with data submitted by other vendors to fairly and objectively evaluate the proposals.

The Village assumes no responsibility for conclusions or interpretations derived from technical and background information presented in this RFP, or otherwise distributed or made available during this process. In addition, the Village will not be bound by or be responsible for any explanation, interpretation or conclusions of this RFP or any documents provided by the Village other than those given in writing by the Village through the issuance of addenda. In no event may a vendor rely on any oral statement by the Village or its' agents, advisors or consultants. It is the full responsibility of the vendor to thoroughly investigate the needs/requirements of the Village not necessarily assumed in this RFP and to propose the most comprehensive integrated HRIS System designed and tested to most efficiently meet the needs/requirements of the Village.

The Village understands that not all vendors will be able to supply all modules requested. The Village reserves the right to reject any or all proposals, to waive informalities, and to determine the best overall proposal based on evaluation criteria and the best interests of the Village of Richton Park.

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Invitation for Proposals

All proposals are requested to be submitted to the attention of the Finance Director at the Richton Park Village Hall, 4455 Sauk Trail, Richton Park Illinois 60471, no later than 3:00 p.m. CST on October 5, 2018. Proposals cannot be accepted at any other location.

The Village of Richton Park, Illinois reserves the right to reject any and all proposals received, and to select the proposal which it determines to be in its best interest. The future award of this proposal will be made on the basis of system functionality, technology, cost, support, and vendor characteristics that meet the Village's desired needs.

All proposal forms, information, and specifications regarding this proposal are available from the Finance Director's Office. All proposals must be submitted in an envelope that is clearly marked "**Payroll Processing, Timekeeping, and Human Resource Information System (HRIS), Village of Richton Park**".

General Instruction to Proposers

A. Key Dates
Proposals will be accepted until 3:00 p.m. on October 5, 2018 CST at Richton Park Village Hall. Proposals cannot be accepted at any other location.

Milestone	Timeframe
RFP Issuance	September 7, 2018
Questions Received from Vendors	September 17, 2018
Questions Responded by 5:00 p.m. CST	September 25, 2018
Vendor Proposals Due	October 5, 2018
Notify Selected Vendors of Demonstration Dates	By October 12th
Demonstration of Software	Week starting on October 22nd and end on October 26th
Contract Award Date	November 9, 2018
Anticipated Start of Project	November 19, 2018

B. Calculation Error(s)
In the event of a calculation error on the proposal form, unit price shall prevail.

C. Questions and Addenda
The Village's Finance Director will act as the primary Contact offering this proposal. All parties submitting proposals shall carefully examine this proposal and any addenda issued by the Finance Director. Proposers shall seek clarification of any ambiguity, conflict, omission, or other error in this proposal "in writing." Oral comments or communications do not form any part of this proposal offering. Questions should be addressed to

the Finance Director in writing. If the answer materially affects this process, the information will be issued in an addendum. Written communications should be addressed as follows:

dsevier@richtonpark.org

Or

Village of Richton Park
David Sevier, Finance Director
4455 W. Sauk Trail
Richton Park, IL 60471

D. Inspection of Village's Plant and Place of Business
The Village of Richton Park, Illinois reserves the right to inspect the proposer's facilities and place of business of any proposer participating in this proposal offering.

E. Conflicts, Gratuities, and Kickbacks Prohibited
The Village prohibits any actual or appearance of conflicts of interests, gratuities, kickbacks, and use of confidential information in all proposal offerings.

F. Supporting Documentation
Proposers are encouraged to submit with their proposal any literature, warranty information, and other documentation to support the Proposer's compliance with the specifications contained in this proposal package.

G. Pricing Eligibility and Proposal Retraction
All Vendor proposals are required to be offered for a term not less than 90 calendar days in duration. A proposal may not be modified, withdrawn or cancelled by vendor during the 90 day time period following the time and date designated for the receipt of proposals.

Proposers are advised that any proposal submitted as part of this proposal offering may not be withdrawn for a minimum of 90 days following the proposal opening unless circumstances justify consideration by the Finance Director of a release from this provision. Requests to withdraw a proposal must be in writing and received by the Village of Richton Park, Illinois within twenty-four hours of the proposal opening.

H. Proposal Identification
Proposers must submit their proposal in an envelope clearly marked "**Payroll Processing, Timekeeping, and Human Resource Information System (HRIS), Village of Richton Park**". This instruction is provided as a means to ensure proper delivery and handling. Proposals in the form of telegrams, telephone calls, facsimiles, or email messages will not be accepted.

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I. Proposal Submission

Prior to entering into a future contract with the Village, the successful proposer(s) must provide the following information:

1. The name of every company bearing an interest in the proposed goods and services to be provided in this proposal offering.
2. The name, title, address, and telephone number of individuals with authority to contractually bind the proposer.
3. A designated person(s) who can be contacted by the Village of Richton Park during the proposal evaluation period. This information shall include the person's name, title, address, telephone number, FAX number, and Internet E-mail address.
4. Provide a list of all Illinois interfaces with other agencies completed by your company.
5. Provide a list of all modules included and excluded from the proposal.

J. Number of Proposal Submissions

Vendors will be required to submit three (3) hardcopies and one (1) electronic copy in a .PDF format of all proposals to the Village for review.

K. Presentations and Demonstrations

Demonstrations will be required of proposal finalists as part of the evaluation process. The Village will notify one or more of the responsive proposers to make arrangements for the date, time, and place for such a presentation or demonstration. Demonstrations are being planned to occur during the week of October 22nd (See page 7, section A "Key Dates"). Vendors should expect to spend half a day on their demos. The Village is requiring a qualified individual on-site during demonstrations to evaluate and/or validate any third party integration and offer recommendations for achieving the Village's required functionality. The Village's expectation is no loss of current functionality with respect to a new system.

L. Disposition of Proposals

All materials submitted in response to this proposal offering will become the property of the Village. One (1) copy of each proposal shall be retained for the official files and will become a public record after an award is made by the Village of Richton Park and thus open for public inspection. It is understood that the proposal will become a part of the official files of the Village of Richton Park.

M. Disclosure

The following information submitted by a proposer in connection with this procurement shall not be subject to public disclosure provided that it remains exempt under the Illinois Open Meetings Act and absent a Court Order or mandate from the Public Access Counselor:

   (g)   Trade secrets and commercial or financial information obtained from a person or business where the trade secrets or commercial or financial information are furnished under a claim that they are proprietary, privileged or confidential, and that disclosure of the trade secrets or commercial or financial information would cause competitive harm to the person or business, and only insofar as the claim directly applies to the records requested.

The information included under this exemption includes all trade secrets and commercial or financial information obtained by a public body, including a public pension fund, from a private equity fund or a privately held company within the investment portfolio of a private equity fund as a result of either investing or evaluating a potential investment of public funds in a private equity fund. The exemption contained in this item does not apply to the aggregate financial performance information of a private equity fund, nor to the identity of the fund's managers or general partners. The exemption contained in this item does not apply to the identity of a privately held company within the investment portfolio of a private equity fund, unless the disclosure of the identity of a privately held company may cause competitive harm.

Nothing contained in this paragraph (g) shall be construed to prevent a person or business from consenting to disclosure.

(h)   Proposals and bids for any contract, grant, or agreement, including information which if it were disclosed would frustrate procurement or give an advantage to any person proposing to enter into a contractor agreement with the body, until an award or final selection is made. Information prepared by or for the body in preparation of a bid solicitation shall be exempt until an award or final selection is made.

See 5 ILCS 140/7(g) and (h).

However, the proposer must clearly invoke the protection of 140/7(g) by identifying this protection upon submission of the data or other material or this protection may be waived by the Village. Disputes over disclosure will be resolved by the Finance Director based on legal advice provided by the Village Attorney.

N. Cost Incurred in Responding
This proposal offering does not commit the Village of Richton Park to pay any costs incurred in the preparation and submission of proposals or in making necessary studies or designs, nor does it commit the Village of Richton Park to enter into a contract.

O. Prime Proposer Responsibilities
If the proposer's response includes goods and services provided by others, the proposer will be required to act as the prime contractor for all such items and must assume full responsibility for the procurement, delivery, and quality of such goods and services. The proposer will be considered the sole point of contact with regard to all stipulations, including payment of all charges and the meeting of **all contractual requirements resulting from this proposal offering.**

P. Proposals Property of the Village
All proposals submitted in response to this RFP become the property of the Village once they are opened. Supporting technical manuals will be returned at the written request of the proposer. All submitted proposals and supporting material are a matter of public record.

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Q. Content of Proposal

Any addenda to these documents shall be sent to vendors and will become part of this RFP. No oral statements, explanations, or commitments by anyone shall be of any effect unless incorporated into the addenda. All questions will be collected and responses distributed as follows:

> Questions received from vendors through end of day on September 17, 2018 will be answered by end of business day on September 25, 2018. Responses to all questions will be sent to all proposers via email.

All vendor questions should be addressed to David Sevier at dsevier@richtonpark.org. Responses will be distributed to the email address provided in your RFP.

R. Insurance Requirements

Prior to entering into a contract with the Village of Richton Park, the successful proposer(s) must provide a Certificate of Insurance showing proof of insurance, which meets or exceeds requirements set forth in Appendix A.

Current Systems Background

The Village of Richton Park currently uses Automated Data Processing (ADP) applications for its payroll processing, timekeeping, and HRIS. The Village has used ADP as their vendor for almost 8 years. In its current state, the financial system no longer supports the current business or integrated data needs of Village employees and system users and, therefore, the Village is seeking a new solution.

The current system is used primarily for various payroll processes, timekeeping processing, online check stub processing, online W-2 processing, and utility management. Use and acceptance beyond these core user groups is widespread. Payroll processes are not highly formalized, but standardized and are not fully documented at this time. The various payroll processes also involve a great deal of redundant entry and manual/automated workflow across all departments.

Almost all departments maintain their own off-line and on-line, methods to track timekeeping, employee benefit time, budgets, and other payroll data. There are a few systems in use across the Village (see Integration and Interfaces), none of which are currently interfaced with the HRIS system. Consequently, the financial system lacks sufficiently consolidated or corroborated data sets for use in management decision making and analysis and considerable human effort is expended for data extraction, validation and reconciliation. Below is a summary of the current system environment.

ADP
Payroll Processing
Timekeeping
HRIS

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The following shows an **estimated** summary of key transaction and operating volumes.

Transaction and Operating Volumes	Current
Organization	
Village of Richton Park population	10,924
Total number of Village locations	2
Number of concurrent financial system users	15
Number of concurrent payroll system users	7
Desktop Hardware	Various
Desktop Operating Systems	Window 7, Windows 8 & Windows 10
E-mail System	Outlook (Pop 3) - Third Party Provider
Internet Browser	Various
Current Technology Environment	
Financial	MSI
Payroll & Time Tracking	ADP
General Ledger	
Fiscal year start date	May 1st
Number of funds	35
Number of departments	7
Human Resources and Payroll	
Number of full-time employees	80
Number of part-time, seasonal, temporary employee	75
Payroll frequency	Bi-weekly

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Business Goals

Through the implementation of a new, expanded HRIS system, the Village desires to achieve the following goals:

- The Village will have a centralized technology platform that is easily used by, and meets the needs of all Departments.
- The Village will achieve improved levels of efficiency through the significant reduction of duplicative or redundant processes and paper/manual efforts, and through the implementation of efficient business tools such as workflow automation.
- The Village's business processes will be based on leading business practices, becoming more formal, standard and consistent to enhance controls and reduce risk.
- The Village will be able to easily search and obtain information for internal and external purposes and will be able to produce a variety of reports for management decision-making, reporting and analytical purposes.
- The Village will have accurate and verifiable information, consistent and accessible across the organization's departments.

System Goals

The Village desires for the future HRIS system to meet the following high-level goals:
- The System is desired to replace the current system and incorporate the manual Microsoft Office based processes.
- The system should be a long-term, stable, and scalable solution that will integrate, interface or potentially replace other processes and/or systems currently in use, as well as be able to interface with potential future processes or systems that might be required.
- The System should be on a single platform, distributed and accessible throughout the entire Village from any location or remote site, with a common look and feel across modules and departments. The internal & external customer interface and functionality should be user-friendly.
- The System will have central, inter-relational databases that feed data throughout the system based on a single point of entry (thereby eliminating duplicate entry of the same piece of information).
- The System will have the ability to capture significantly more information than previously available in an improved, easily accessible and customizable format.
- The System will enable easy reporting of data in both standard out-of-the-box reports and custom developed reports.
- The System will be flexible and simple to adapt, expand, or change to meet specific department's information needs.
- The System should provide easy access to information across modules with a self-service, searchable format.
- The System will employ standard, formal business processes based on leading practices that are uniform throughout the system.
- The System will maximize the efficiency of business operations through automated workflows, notifications and document availability.

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- The System will be able to support current resource levels and be easily expandable to accommodate a growing customer base.

Requirements

The Village is seeking solutions for the following business processes:

Administration Management
- Address Listing
- Certificates of Insurance
- FOIA

E-Government – External/Internal

Financial
- Budgeting
- General Ledger

Human Resources
- Applicant Tracking
- Benefits
- Employee Event Tracking
- Employee Position Control
- Personnel Management
- Payroll

While the Village desires a comprehensive solution, proposers who provide a solution that requires additional interfaces to meet the Village's needs will also be considered. The proposal should provide a breakdown of each module separately. The Village prefers a solution that includes seamless integration between as many systems as possible. However, the Village reserves the right to purchase each solution separately from different vendors if it is considered to be within its best interest.

The selected Vendor for each solution must be our one point of contact for all hardware, software, installation, implementation, conversion, training, and project management relating to each solution being proposed.

Proposals must include a description of each software module including developer information, licensing options, description of integration with other proposed applications, and a summary of features. If the module does not meet the Village's requirements, the proposer must state the costs and schedule to update the module to meet the Village's specifications. The total costs of modifying the module must be fully itemized on the proposal form included in this RFP.

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System and Hardware Requirements

A proposer must outline within its proposal the system and hardware requirements of each software solution being proposed. The Village will consider all system delivery methods, including hosted systems or managed services. Proposals must include a description of the optimal systems configuration for the proposed solution. If the proposer's solution requires new or additional hardware or equipment, the Village of Richton Park intends to purchase this separately from this proposal.

System Solutions
See attached Excel worksheet (Appendix D) for desired system and application requirements.

Proposed application software must, at a minimum, be capable of meeting the application software requirements indicated within this RFP. The Village will, however, entertain proposals that will improve our processes based on vendor expertise and recommendations.

Proposals should follow directions in Appendix C to provide a detail cost proposal. Functionality requirements should be addressed within the proposal submitted.

Proposals must include a description of each software module including, developer information, licensing options, description of integration with other proposed applications, and a summary of features. If the module does not meet the Village's requirements, the proposer must state the costs and schedule to update the module to meet the Village's specifications. The total costs of modifying the module must be fully itemized and included in the proposal on the detail cost sheet discussed in Appendix C.

Items not included in a vendor's proposal must be clearly indicated (See form in Appendix B).

Data Conversion

The Village is requesting the selected vendor to perform data conversion from the current application to the new system. Please provide detail costs for conversion items specified below:

Financial System
- All active human resource / payroll records as of the date of implementation
- Summary financial record data.

Vendor is to provide a cost summary for data conversion for the services above. The vendor must indicate in the proposal the total cost to perform the required data conversion services and a detailed description of the conversion services. The Village reserves the right to elect any or all of the above conversion services. Mutually agreed specifications for the conversion services and testing procedures will be included in the negotiated contract at a future date.

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Anticipated Number of Users

Concurrent users are those who utilize the system and will be completing a large amount of transactions daily.

System	Concurrent Users
Financial Systems	15
Human Resources	7

The majority of usage occurs between 8:00 a.m. and 5:00 p.m., Monday through Friday. There will, however, be times throughout the year when weekend and evening access is required. The vendor should specifically indicate if there are times when the system cannot be accessed including but not limited to upgrades, maintenance cycles, and/or any other type of down-time.

Maintenance and Support

The Village places a high degree of importance on the maintenance and support a vendor provides for its application software packages. The quality and cost of maintenance and support offered by a vendor will be an evaluation criterion.

The maintenance agreements for each application software package will begin immediately upon the expiration of the warranties for that package; otherwise, these agreements will begin immediately upon acceptance of the package.

The selected Vendor must be willing to bear responsibility for any defects in the software that prevent the software from performing as designed, including any consequential damage to data including erroneous, inaccurate, and unreliable data that is created by the software defect at no additional cost to the Village.

Technical support must be available 24/7.

The Vendor must describe the company's policy on maintenance and support, including costs, specifically addressing the following:
- how regular support is provided
- how after-hours support is provided
- how software glitches are handled
- how and when software upgrades, minor and major, are provided
- modifications required as a result of mandated state/federal requirements
- custom modifications desired
- communication methods of outages/maintenance cycles for online portal users (i.e., residents)

Software Licensing / Maintenance

The vendor must agree to license the software for continuous use at a fixed fee without additional royalties or services fees, except for fees for ongoing software maintenance. Software enhancements or upgrades for the base system, as well as any additional modules purchased by Village will be provided at no extra charges beyond the annual software maintenance fee for as long as the Village has a valid software maintenance

agreement with the vendor. The vendor shall take full responsibility for software maintenance including upgrades, improvements, additions, enhancements, and changes in every respect.

Operations and Users Documentation
The vendor must furnish a complete description of the user manuals that will be provided for the operation and use of the proposed system. A description of the format in which the documentation will be provided is requested. For example on-line, compact disk, hard copy, or a combination.

Implementation Plan
A sample of a detailed implementation plan must be included in the vendor's proposal. The Village will favor a realistic implementation plan. All software or hardware must be loaded and configured on-site at Village of Richton Park.

Vendor will provide on-site support, as needed, during the implementation of the project. If the Village is to pay for travel, lodging, etc., during the implementation or maintenance periods, it must be included in the proposal price list. The Village of Richton Park shall not be responsible for additional charges or costs not included in this proposal.

Project Management and Process Definition
The selected Vendor(s) is (are) expected to assign a project manager. In the proposal, explain the company's policy regarding project management and provide the qualifications of the proposed project manager. Any additional costs associated with project management services must be itemized and included in the proposal.

As part of the implementation the Village expects to redesign its key processes. In the proposal, explain and quantify the company's inclusion of this process definition and provide the qualifications of the proposed process facilitator(s). Any additional costs associated with process facilitation and definition services must be itemized and included in the proposal.

The Village reserves the right to approve the selection of the project manager and project management services. Therefore, project management services are subject to negotiation after the selection of a vendor. Final agreements regarding project management services shall be included in the contract for service.

Training
The Vendor shall provide sufficient services to ensure that the Village has necessary assistance to complete a timely implementation. The Village expects that the Vendor will provide on-site resources to assist with implementation activities. Furthermore, the Vendor shall provide ongoing support to the Village with regards to the software and its implementation. All training plans should be agreed to by both the Vendor and the Village and include detailed employee training schedule with measurable training goals.

References
The Village prefers vendors whose expertise, experience, and knowledge are based on government practices and procedures and who specialize in governmental HRIS systems. Therefore, one of our core requirements is the Vendor's proposed software must be currently operating in a production environment for a municipal government. The vendor must supply a list of all governmental entities which are currently using the proposed systems, including the length of time the system has been operational. References within the State of Illinois are

desirable, but references from other states are acceptable. Contact information should include contact name, telephone number and email. Please indicate if any of these entities are supported by third party vendors. The Village of Richton Park personnel reserve the right to contact any individuals listed in this section as references.

Taxes

Taxes should not be included in the proposal quotations for any software. Any sales tax items should be listed as a separate item at time of invoicing.

Exceptions to the RFP

The Vendor must itemize all exceptions to the specifications included in this RFP on the Exception Form (APPENDIX B), referencing the section number to which the exception is taken. Any RFP sections to which the Vendor does not take exception will be considered as being agreed upon by the Vendor.

Disqualification of Vendors

More than one proposal from an individual, a firm or partnership, a corporation, or an association under the same or different names shall not be considered. Any or all proposals shall be rejected if there is reason for believing that collusion exists among the Vendors, and all participants in such collusion shall not be considered in future proposals for the same work. No contract shall be awarded except to competent vendors capable of performing the class of work contemplated.

Vendor Proposal Checklist

Please use the following proposal checklist to ensure you are submitting a complete proposal. In addition to the three hard copies, please clearly identify your digital copy media (CD-ROM, thumb drive, etc.) with your business name and address. Please indicate where the information is located within your proposal submission and ensure that your proposal numbering corresponds to the numbering scheme below. Place this check list in the table of contents of your proposal.

RFP Item	Indicate "Included" or "Not Included"	Proposal Section
A. Proposal Summary		
B. Company Background		
C. Software Modules: (Includes details and costs)		
Administrative Management		
E-Government – External/Internal		
Financial		
Human Resources		
D. Additional Required Hardware/Equipment, Operating System, Programming details and costs		
E. Implementation Plan, Staffing Plan, Timeline, including:		
Project Management – details and costs		
System and Operational Procedure Development Plan		

Software Installation Plan		
Data Conversion Plan		
Report Development Plan		
Integration and Interfaces		
Training and Documentation Plan		
Process Facilitation/Redesign		
F. Staffing Plan		
G. Ongoing Support and Maintenance – details and costs		
H. Software Updates and Distribution – details		
I. System Performance and Recovery		
J. References		
K. Total Cost		
L. Proposal Signature		
Appendix A: Proof of Insurance and Performance Bond Letter		
Appendix B: Exceptions		
Appendix C: Total Cost Summary		
Appendix D: Richton Park Software Requirements RFP		

Vendor Proposal

Please include the following in your proposal:

A. Proposal Summary Form

Name of Company	
Software Brand Name	
Name of Preparer	
Name of Primary Contact for Follow Up Questions	
Contact Phone Number	
Fax Number	
E-mail Address	

B. Company Background

Vendors must provide information about their company so that the Village of Richton Park can evaluate the Vendor's stability and ability to support the commitments set forth in response to the RFP. The Village of Richton Park, at its option, may require the Vendor to provide additional documentation to support and/or clarify requested information. The Vendor should outline the company's background including a brief description (e.g., past history, present status, future plans, company size, etc.). The Vendor should also submit (attach) audited financial information for the past two (2) completed fiscal years, which includes income statements, balance sheets, and statement of cash flows.

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1.	Please state the year the Vendor started in the business of selling HRIS solutions.	
2.	Where is the Vendor's closest facility/sales office in reference to the Village of Richton Park?	
3.	Where is the Vendor company's headquarters?	
4.	Please list the Vendor's sales in the previous three years:	2017- 2016- 2015-
5.	How many total employees does the vendor have in each of the following categories:	Sales/Marketing - Management/Administration- Help Desk Staff - Development Staff - Implementation Staff - Other - Total -
6.	Specify the number of public sector vs. private sector clients.	
7.	Indicate whether the business is a parent or subsidiary in a group of companies.	
8.	Has this company or product being proposed ever been purchased or acquired by another company? If yes, provide the name of the companies involved, specific products affected and when such merger or acquisition(s) took place	
9.	What percentage of revenues does this offered system represent to your company versus other products/services?	
10.	Indicate if the company incurred an annual operating loss in the last 5 years.	
11.	Has the company had a workforce reduction during the past 5 years?	
12.	What is the percentage of annual revenues reinvested into research & development?	
13.	During the weeks of October 22nd, can the vendor commit to being available for half a day for an on-site demonstrations?	

C. Software Modules – details and costs (complete a separate checklist for each module being submitted).
The Vendor is required to provide a general description of the application program product and how it will meet requirements of this RFP. Describe opportunities for making local customizations or development of interfaces without compromising the integrity of the base system. Also include in this description the following: wireless

capabilities and support for mobile devices, GIS integration and capabilities, and web based e-Gov solutions (including what is available for employee access, vendor access, citizen access and credit card processing).

14.	Please explain how your product is licensed. (concurrent, site, user or machine based) How are additional license sold?	
15.	How long has the current version of the Vendor software been in production?	
16.	What is the system architecture? (web-based, client/server, mixed)	
17.	What is the query tool and report writer that the vendor is proposing?	
18.	Please describe any workflow or event alerts and notification capabilities the application provides.	
19.	Does the system provide global query function so that users can search system wide based on name, account, range of values, or partial & wild-cards?	
20.	Please describe all 3rd party software required or recommended for the solution, including report writers	
21.	Does the system provide multiple levels of data security control access by terminal, transaction and file?	
22.	Is the system integrated into Microsoft Office Suite permitting the ability to import and export data to budgets and journal entries?	

D. Hardware, Operating System and Programming.

The Vendor is required to provide the following information. Please include the minimum requirements for the computer hardware environments in which the proposed software will run (server & workstation). This should include the supported operating system(s) and database system(s) as well. Identify the communication protocols and networking requirements that are required for implementation and operation of the proposed system. Identify the development tools and methodology used by the Vendor in designing, developing, maintaining, and enhancing the application system.

23.	What hardware platform(s) does the vendor proposed application software currently operate on?	
24.	What operating system does the vendor proposed	

	application software current operate on?	
25.	What database environments does the vendor proposed application software currently operate on?	
26.	Is the vendor committed to supporting the above operating system, database & hardware platforms for the foreseeable future?	
27.	Does the system architecture support a multi-tier deployment?	
28.	Does the application support native browser based deployment for workstations? Which web servers and browsers are supported? (IIS, IE 11.0, etc.)	
29.	Does the system support deployment using remote access tools. Are there any issues related to this type of utilization?	

E. Implementation Plan

The Vendor is to provide an implementation plan in narrative form that details how the proposed solution is to be implemented. This implementation plan should include the following elements:

- i.) Project Management Approach
- ii.) System and Operational Procedure Development
- ii.) Software Installation
- iv.) Data Conversion Plan
- v.) Report Development
- vi.) Integrations and Interfaces
- vii.) Training
- viii.) Documentation Development
- ix.) Process Redesign Involvement
- x.) Estimated Timeline

The Vendor should not be constrained to only include the above items in the Vendor's proposal response if the Vendor feels that they add value to the overall implementation.

30.	How many fully operational installations has the vendor completed?	Local Gov. – County Gov. – State Gov. - Other – Total –
31.	What is the hourly rate for implementation assistance beyond that which is included in the vendor proposal by skill-set?	

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It is expected that the Vendor will lead the efforts in each of the implementation areas described below unless stated otherwise. Further details on what is to be provided as part of the Vendors proposed implementation plan are included in the following subsections.

Project Management Approach
Provide an overall description of the Vendor project management approach towards this type of engagement.

System and Operational Procedure Development
The Vendor is expected to work with the Village of Richton Park in developing technical support and technical operational procedures to support the system.

Software Installation
The Vendor is expected to specify, furnish, deliver, install and support all system software.

Data Conversion Plan
The Vendor is expected to perform electronic and manual conversion of data to the new system, including overall data conversion coordination, definition of file layouts, and data import and validation into the new system. It is anticipated that the information specified on page 16 will be converted to the new system.

Report Development
It is expected that the system will provide the ability for end-user querying and reporting to be performed without impacting the performance of the transactional system. It is also expected that the system will provide the ability to upload and download information ensuring integrity of uploaded information. The Vendor is expected to provide assistance to the Village staff in the development of needed reports, via technical training on the tools used for report development, database schema and architecture, etc.

Integrations and Interfaces
It is expected that information would be entered once into the system. Modules within the system should be integrated in real-time with each other, such that batch processes are not required to transfer information from one area of the system to another unless that is the preference of the municipality. The Vendor is expected to assist the Village of Richton Park in the development of required integrations and interfaces. Planned interfaces include:

a) Ability to interface with ESRI products and ArcGIS Desktop
b) Ability to import transactions to General Ledger systems related to payroll
c) Ability to import/export data from Payroll module and bank to accommodate positive pay and direct deposit services.
d) Ability to import files for bank reconciliation.
e) Ability to export and format Payroll data for Illinois Municipal Retirement Fund (IMRF) in format prescribed by IMRF.
f) Ability to generate W-2, 1099, and 1095 B and C files for State and Federal government.
g) Ability to upload information from Excel spreadsheets into the appropriate budgeting, HR and Payroll, and General Ledger modules.
h) Ability to integrate with Active Directory for Login, Photos, User Information
i) Ability to integrate with Laserfiche (Document Management Systems)

j) Ability to integrate with NetRMS

The Vendor should respond in this section with a discussion on the approach on how each of these integrations would be developed. Aggregate pricing for the development of all of the interfaces should be included in the Pricing forms.

Documentation Development
It is desired to have the selected Vendor take the lead on development of end-user and technical training material. The Vendor is expected to provide user manuals in digital format for use by the Village of Richton Park as part of the initial training and on-going operational support.

Estimated Timeline
It is requested that an estimated timeline of implementation that the vendor could commit to which would fully encompass the scope of the project. Please use an estimated project kick-off date of December 3, 2018.

F. Staffing Plan
The Vendor must detail the type and amount of implementation support to be provided (e.g., number of personnel, level of personnel, time commitment, etc.). An overall estimate staffing plan for the project including identification of the Village of Richton Park resources during the course of the implementation in terms of hours or full-time equivalents may also be included.

G. On-Going Support and Maintenance
The Vendor must specify the nature, costs and conditions of any post-implementation support options including:

     i.)   On-site support
     ii.)   Telephone support – including the minimum response time provided as part of the basic support agreement and average response time for the past twelve (12) months.
     iii.)   Hardware and database
     iv.)   Availability of user groups
     v.)   Escalation options and procedures

Identify the party or business unit that is responsible for the support options provided above. Additionally, it is requested that the Vendor submit their Help Desk "prioritization" of support calls and their call "escalation procedures."

32.	Does the vendor have a toll-free support line?	
33.	Does the vendor have a User Group for Illinois?	
34.	Does the vendor have an Annual User Conference?	
35.	What is the vendor's average response time (minutes) for a telephone response to a service call?	
36.	What is the vendor's guaranteed maximum response time (minutes)?	

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H. Software Updates & Distribution

Provide information on how server and client side software updates are received, processed and distributed to either the server and/or client environment. Describe the delivery method of future updates and product enhancements, the frequency of upgrades and if an accumulative patch process is an option. Also, describe how updates are incorporated with local custom modifications such that custom modifications will not be lost when a new release of the software is applied. Describe any configuration management system that is incorporated with the Vendor solution. The Village of Richton Park expects to receive maintenance, as well as functional and technological enhancements, as part of their Annual Support Agreement.

37.	Will the vendor provide all periodic enhancements to the software at no additional charge, beyond the annual support agreement?	
38.	Does the vendor provide product upgrades automatically or on demand?	
39.	How does the vendor normally release product upgrades or enhancements?	
40.	What is the Vendor's process in the event an update fails to work properly?	

I. System Performance & Recovery

System response time must not impede the ability for departmental staff to perform their required job functions using the system. Describe system performance of the proposed solution. Please state whether the vendor will make this commitment, what restrictions will apply, and the Village's role in monitoring the performance level. Availability and recovery in the event of failure is an extremely important part of this software solution. Please describe options for clustering and load balancing. Please state any additional fees required for an off-site redundant system.

J. Vendor Reference Information
Provide a contact person and phone number of three (3) recent clients that are similar to the Village of Richton Park. Please indicate how long they have been a client and which systems they are using.

Client Name: _____

Contact Name: _____

Contact Phone Number: _____

Been a Client Since: _____

Date Current Version Installed: _____

Modules that are live: _____

Client Name: _____

Contact Name: _____

Contact Phone Number: _____

Been a Client Since: _____

Date Current Version Installed: _____

Modules that are live: _____

Client Name: _____

Contact Name: _____

Contact Phone Number: _____

Been a Client Since: _____

Date Current Version Installed: _____

Modules that are live: _____

K. Total Cost (See Appendix C / Total Cost Summary)

Costs for the Vendor's proposed solution should be submitted as outlined in this RFP. Costs should include the complete costs for the proposed solution. Use additional pages as needed to provide additional cost detail.

No additional charges, other than those listed on the price breakdown sheets, shall be made. All shipping and insurance costs to and from the site shall be included in this proposal. All payments to shipping agents and for insurance fees shall be made directly by the Vendor. Vendor shall be responsible for all arrangements for the shipment of equipment / software to the Village's prepared site. Specific payment terms will be negotiated as part of the final contract. It is expected that certain payments will be made upon delivery of the software with additional payments made based on specific project milestones. Client may during the implementation period or thereafter require modifications, interfaces, conversion or other services from Vendor. Vendor agrees to provide a written Change Order describing the work to be performed and estimating the costs, including expenses, for Client approval before any work is initiated by
Vendor. Vendor will not exceed the costs set forth in the mutually agreed to Change Orders without justification, in writing, that is acceptable to the Village of Richton Park.

L. Proposal Signature Form

The undersigned, as proposal responder, declares that he/she has carefully examined all the items of the Specifications and Instructions herein that he/she fully understands and accepts the requirements of the same, and he/she agrees to furnish the specified items and will accept, in full payment therefore, the amount specified below.

Proposals shall include installation services, and the successful respondent shall obtain all required permits and pay fees required.

Note: terms are firm for 90 days.

Total Price $ _____

Firm Name: _____

Date: _____

Address: _____

               _____

Telephone: _____

Signature: _____
               (Person executing response & official capacity)

Appendix A – Insurance and Performance Bond Requirements

SECTION W   Proposer / Vendor Insurance

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W-1: General

INSURANCE

(A) During the term of the contract, the contractor shall provide the following types of insurance in not less than the specified amounts:

1. Commercial General Liability - $1,000,000.00 per occurrence, $2,000,000.00 aggregate;

2. Auto Liability - Combined Single Limit Amount of$1,000,000.00 on any contractor owned, and/or hired, and/or non-owned motor vehicles engaged in operations within the scope of this contract;

3. Professional Liability - $2,000,000.00 (Required only where contracts are for professional services);

4. Workers Compensation - Statutory; Employers Liability $1,000,000.00 (the policy shall include a 'waiver of subrogation'); and

5. Umbrella Coverage - $2,000,000.00

(B) The aforementioned insurance requirements shall be fulfilled by the contractor by maintaining insurance policies which name the Village, its officers, agents, employees, representatives and assigns as additional insureds (except on policies for professional liability and workers compensation). Such insurance shall be primary and noncontributory with respect to any insurance or self-insurance programs covering the Village, its officers, agents, employees, representatives and assigns. Contractor will waive subrogation on workers compensation and general liability coverages. The contractor shall furnish to the Village satisfactory proof of coverage by a reliable company or companies, before commencing any work. Such proof shall consist of certificates executed by the respective insurance companies and filed with the Village together with executed copies of an Additional Insured Endorsement (Insurance Form CG2010 - 1985 version). Said certificates shall contain a clause to the effect that, for the duration of the contract, the insurance policy shall be canceled, expired or changed so as to the amount of coverage only after written notification 30 days in advance has been given to the Village.

(C) The contractor shall require subcontractors, if any, not protected under the contractor's policies, to take out and maintain insurance of the same nature in amounts, and under the same terms, as required of the contractor.

W-2: Performance and Payment Bond

(A) The Contractor shall be required to furnish a performance bond and a payment bond each in the amount of the contract price insuring the faithful performance of the contract and payment of all obligations arising there under pursuant to Illinois Statutes.

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Appendix B – Exception Form

Section #	Explanation

Appendix C – Total Cost Summary

The total cost summary should be on a separate attached sheet and must include the following breakdowns:

- Software Licensing Costs (show breakdown by module and by user type).
- Project Management Costs.
- Data Conversion Costs.
- Implementation Costs.
- Training Costs (Provide breakdown for system administrators, named users, and departmental user.
- Annual Maintenance Costs (show breakdown by module).

Sales Tax should be listed as a separate line-item.