

Request for Proposals (RFP)

RFP # 2024-09-13 - Payroll System

(A.C.C.E.S.) ACCESSIBLE COMMUNITY COUNSELLING AND EMPLOYMENT SERVICES (“ACCES”)

RFP Issue Date: September 13, 2024

RFP Closing Date: October 10, 2024 (5:00 pm EST)

RFP Objective

Primary Goal:

ACCES is requesting proposals from experienced and qualified vendors for the provision of a **Payroll System** that delivers reliable, accurate, and compliant payroll processing for approximately 280 employees.

Secondary Goal:

While ACCES is not seeking to implement an HRIS system at this stage, ACCES is interested in exploring the possibility of expanding into a full Human Resources Information System (HRIS) in the future as part of our long-term planning. For this reason, Proponents are encouraged to include information on optional HRIS modules that could be integrated with the payroll system. Potential areas of interest for future expansion include employee self-service, talent acquisition (e.g., recruiting, onboarding), benefits management, time and attendance tracking, and talent management (e.g., performance management, training).

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SECTION 1 - ACCES OVERVIEW

ACCES is a leader in connecting employers with qualified employees from diverse backgrounds. Over 56,000 job seekers are served annually at seven locations across the Greater Toronto Area. As a not-for-profit corporation, ACCES receives funding from all levels of government, corporate sponsors, various supporters, and the United Way Greater Toronto.

For more information about ACCES, please visit www.acesemployment.ca.

SECTION 2 - DELIVERABLES AND EXPERIENCE

ACCES is requesting proposals for the provision of a **Payroll System** with the services and capabilities described in section **2.1 – Scope of Work**. ACCES has approximately 280 employees, and the solution would need to scale with the organization as it continues to grow. The successful implementation of the payroll system is a key priority, with a targeted implementation timeline of December 2024 to January 2025, and a Go-Live date in February 2025. Proponents may suggest an alternative timeline if they believe the target dates are not feasible.

The successful proponent will be invited to enter into a Services Agreement for an initial 36-month term. At ACCES's discretion, the Services Agreement may be extended for one (1) or two (2) additional terms.

2.1. Scope of Work

The primary scope of work involves the deployment of a payroll system for approximately 280 employees with the following essential functionalities:

- *Complete Payroll Processing*: Comprehensive management of payroll cycles, calculations, and disbursements.
- *Compliance Management*: Ensuring adherence to relevant payroll regulations and tax laws.
- *Reporting Capabilities*: Generating detailed payroll reports for auditing, compliance, and operational insights.

In addition to the employee payroll processing, ACCES processes payroll for certain funded programs (funded by government programs). This includes 75 clients in the Early Childhood Education program and a varying number of participants in the Youth Jobs Connections program (roughly 10-20 each payroll).

For an in-depth understanding of the system's operational, performance, application, and technical requirements, please refer to **Appendix F - Payroll System Requirements**.

2.2. Future Integration of HRIS Modules

While the core objective of this RFP is to identify and implement a robust payroll system, ACCES is also interested in exploring the potential integration of additional HRIS modules in the future. This exploration is for informational purposes only and is not the focus of the current RFP.

Proponents are welcome to provide a separate quote detailing any supplementary HRIS modules that could be added later, such as:

- *Human Resources Management*: Comprehensive HR management, including employee records, HR administration, and self-service functionalities.
- *Benefits Administration*: Tools for managing employee benefits, enrollment, and regulatory compliance.
- *Time and Attendance*: Solutions for tracking employee time, attendance, and scheduling, with integration into payroll.
- *Talent Acquisition*: Modules supporting recruitment, onboarding, and the hiring lifecycle.
- *Talent Management*: Performance management, employee training, development, and succession planning.
- *Additional Functionalities*: Other HR-related features that could complement our HR ecosystem.

Proponents should provide a description of these modules, focusing on their future integration capabilities with the payroll system. This information will allow ACCES to evaluate potential long-term benefits, but it is not part of the immediate scope of this RFP.

2.3. Current Tools and Systems

For effective integration, please note the tools and systems currently used by ACCES:

- Sun Life, Manulife (Benefits)
- Spark Hire (Recruitment and Onboarding)
- Recognize (Recognition)
- CultureAmp (Employee Engagement)
- Sterling Backcheck
- LinkedIn
- Indeed
- Jazz HR (Recruitment and Onboarding)
- Leapsome (Performance Management)
- Talent LMS (Learning and Development)
- SparkRock/Microsoft Dynamics (Finance Approvals)
- WSIB

Proponents should address how their system can integrate with these existing tools or propose in-house solutions if integration is not feasible.

2.4. Skills and Qualifications

- Been in business for a minimum of five (5) years.
- Knowledge of HR data protection regulations and ability to ensure compliance in payroll implementations.

- Demonstrated experience in implementing and customizing payroll platforms, including integration with existing systems.
- Ability to handle data migration from legacy systems to the new system efficiently and securely.
- Payroll expertise in setting up codes for taxable and non-taxable benefits, payroll processing, required deductions, RRSP limits, and other payroll requirements.

2.5. Demonstration of Experience

Please provide three recent references for similar projects that may be contacted (**APPENDIX C – References**). Experience with the non-profit, public sector, higher education, and/or employment organizations is considered an asset.

SECTION 3 – SUBMISSION INSTRUCTIONS

3.1. Key Dates

Description	Date and Time
RFP Issue Date	September 13, 2024
Proponents’ Questions Deadline	September 23, 2024 (5:00 pm EST)
Last Day for Addenda/Responses to Proponents’ Questions	September 26, 2024
Proposals Submission Deadline	October 10, 2024 (5:00 pm EST)
Proposals Review Period	October 11, 2024 – November 1, 2024
ACCES Selection Committee to Meet with Top Proponents	November 4, 2024 – November 22, 2024
Contract Award	Week of December 9, 2024
Implementation	December 2024 - January 2025
Go-Live	February 2025

3.2. Instructions to Submit a Proposal

1. Proposals must be submitted by October 10, 2024 (5:00 pm EST) via email to procurement@acesemployment.ca. Proposals submitted after the submission deadline will be rejected.
2. The subject line of the e-mail should contain the proponent’s name followed by **RFP# 2024-09-13 – Payroll System**
3. Proposals ***must*** include all completed forms listed below to be evaluated. Failure to provide all of these documents will result in disqualification.
 - Appendix A – RFP Cover Page

- Appendix B – Conflict of Interest Statement
- Appendix C – References
- Appendix D – GST/HST Registration - Confirmation of Exemption (*if Applicable*)
- Appendix E – Bid Form (in .xlsx format)
- Appendix F – Payroll System Requirements (in .xlsx format)
- Appendix G – Technical Requirements

Important Note: The maximum size of an email that ACCES can receive is 10 MB. The proposal may be separated into sections and sent in multiple emails if necessary.

3.3. Amendment or Withdrawal of Proposal

- Changes to the submitted proposal can be made no later than the submission deadline and to be marked **“FINAL PROPOSAL”** in the email subject line.
- At any time throughout the RFP process, a proponent may withdraw a submitted proposal by sending a notice of withdrawal to procurement@acesemployment.ca.

3.4. Subcontractors (*if applicable*)

- The proponent must list any subcontractors they will use for delivering the services requested in this RFP. Subcontractors will not be hired without ACCES’s prior written approval.

3.5. Proposal Receipt

- ACCES will send an email confirmation upon receipt of a proposal.

SECTION 4 – EVALUATION AND SELECTION

4.1. Evaluation Process

ACCES will evaluate the proposals based on the following criteria.

Criteria	Weight
<p>Company Profile (or Individual’s Profile):</p> <ul style="list-style-type: none"> • Include the company’s legal name and location (state/province of incorporation); HST number; number of years in business; primary contact details; number of employees/current staffing; financial stability or total revenue previous fiscal year; core competencies, services and products. • Provide a brief overview of your company and describe its experience in delivering the services. • Describe your company’s vision for the next 3 years. • Describe your customer base, average size, and target market. • Mention if there are any outstanding lawsuits against your company. If so, please explain. 	5%

<ul style="list-style-type: none"> • <i>Please note:</i> Any sub-contractors must be denoted, and a company profile must be completed for each firm, including a description of work history with the proponent, their experience and qualifications. 	
<p>Technical Requirements</p> <ul style="list-style-type: none"> • Complete all the drop-down boxes (cells E17 to E189) to outline feasibility of the proposed solution in Appendix F - Payroll System Requirements in <u>.xlsx</u> format. • Provide clear and concise explanations for all the items listed in Appendix G – Technical Requirements. 	60%
<p>Project Timeline:</p> <ul style="list-style-type: none"> • Include the proposed project timeline with expected start and end dates for the implementation of the Payroll System, mentioning the resources required from ACCES related to each anticipated activity. 	10%
<p>Pricing:</p> <ul style="list-style-type: none"> • Complete Appendix E - Bid Form and attach it to the proposal in <u>.xlsx</u> format. 	25%

4.2. Selection Process

- ACCES reserves the right to accept or reject any proposals.
- ACCES may request further information from the proponent or third parties to verify, clarify or supplement the information provided in the proposal. ACCES may reevaluate the proposal based on any such information.
- Top scoring proponents will be invited to interview with ACCES’s Selection Committee.
- The evaluation process will consider a proposal that offers the best value and solution to ACCES, which may not necessarily be the lowest-priced proposal.
- The proponent that receives the highest score will be invited to enter into a contract with ACCES. If the highest-scored proponent declines the invitation to further participate, ACCES reserves the right to invite the next highest-scoring proponent to enter a contract instead.
- In the event of a tie score, ACCES’s Selection Committee will consider all available tangible and intangible information, including but not limited to the information contained in the proposals, to arrive at the tiebreaking decision.
- ACCES will award the contract in writing.

SECTION 5 – TERMS AND CONDITIONS

5.1. Inquiries

- Proponents should e-mail all questions to: procurement@accesemployment.ca by the “Proponents’ Questions Deadline” (**Section 3.1.**). ACCES will not respond to questions after this deadline.

- Inquiries deemed appropriate will be answered via addenda by the “Last Day for Addenda/Responses to Proponents’ Questions” (**Section 3.1.**). The addenda will be available online via the same bidding platform(s).

5.2. Blackout Period

- From the issuance of this RFP until the selected proponent executes an agreement, any contact regarding this RFP (other than as permitted in this RFP) with personnel employed by or contracted by ACCES is prohibited. During this time, proponents should not approach any ACCES personnel or contractor concerning this bidding, the contracting process, or their proposal.

5.3. Acknowledgment of Non-Binding Procurement Process

- This RFP is not intended to create any contractual or other legal obligations or duties whatsoever owed to any proponent or potential proponent by ACCES. Without restricting the generality of the foregoing, no contractual relations shall exist between ACCES and any proponent until the execution of an Agreement/Contract with that proponent.

5.4. Insurance

- Even though ACCES does not identify any specific insurance requirements in this RFP, this shall not be construed as a waiver of the successful proponent’s responsibility to carry a Comprehensive General Liability insurance of not less than \$8,000,000.00 CAD.

5.5. Incidental Expenses, External Factors and Proposal Outcome

- ACCES receives funding from various sources; therefore, all contracted services are subject to budget availability.
- ACCES as a non-profit organization under the **Broader Public Sector (BPS), Act 2010** is unable to reimburse the proponent for any incidental expenses such as food, hospitality, mileage, parking, photocopying, printing, etc.
- ACCES shall not be liable for any expenses incurred by any proponent, including the expenses associated with preparing the proposal.
- ACCES reserves the right to withdraw this RFP or terminate the resulting contract within the terms of the contract without penalty.

5.6. Conflict of Interest

- Proponents may not have any personal or business interest that would present an actual, potential, or apparent conflict of interest with the performance of the contract to be awarded (**APPENDIX B – Conflict of Interest Statement**).

5.7. Publicity

- Proponents should not use the award of a contract as part of any news release or commercial advertising without ACCES’s prior written consent.

5.8. Disclosure of Confidential Information:

- Proposals should mark any confidential information. The confidentiality of such information will be maintained by ACCES, except as otherwise required by law or by order of a court or tribunal. Proponents are advised that their proposals will, as necessary, be disclosed on a confidential basis, to ACCES's staff to advise or assist with the RFP process, including the evaluation of proposals. If a proponent has any questions about the collection and use of personal information pursuant to this RFP, questions are to be submitted as per (*Section 5.1 "Inquiries"*).

5.9. Notification and Debriefing

- Once the contract has been awarded, the other proponents will be notified of the outcome of the RFP process via e-mail.
- Proponents may request a debriefing after receipt of notification of the outcome of the RFP process. All requests must be sent to procurement@acesemployment.ca and must be made within sixty (60) days of such notification.

5.10. Bid Dispute

- Any bid disputes should be submitted to procurement@acesemployment.ca within five (5) business days of receipt of the notice of award.
- The Selection Committee will review a bid dispute and take the appropriate remedial action, including, but not limited to, reinstating the proponent into the competition, or cancelling the RFP.
- The RFP award may be delayed because of a bid dispute.