

# Payroll/Time & Attendance/HRIS Services

MUSIC CITY CENTER

RFP #109-2021



# BEFORE WE BEGIN...

- Please Remain on mute
- Please enter your name, email address, and company you represent in the chat
- Questions – WRITTEN RESPONSES VIA EMAIL PREVAIL
  - Remember to unmute when speaking and to re-mute when you finished your question.
  - You may also submit your question in the chat

# AGENDA

- I. Welcome/Introductions
- II. RFP Overview and Highlights
- III. Important Dates
- IV. Submission Requirements
- V. Q & A Session

# INTRODUCTIONS

**Jasmine Quattlebaum**

Director of Purchasing/DBE

**Eric Blouin**

Director of Technology

**Robert Rice**

Director of Human Resources

**Heidi Runion**

Director of Finance &  
Administration

# RFP OVERVIEW & HIGHLIGHTS

- The Music City Center desires a **full service** solution that will interface with Metro Government's Financial system R12 (an Oracle system), our benefit providers (Medical, Vision, Dental, Life, COBRA, etc.), our 401k Recordkeeper (currently Capital Group) and Metro Government's Pension system.

# RFP OVERVIEW & HIGHLIGHTS

- Will only consider cloud-hosted solutions (off-site hosted solution)
  - On-premise solutions will not be considered
- The Music City Center employs approximately 180 employees in nine (9) departments. Some MCC operations are staffed on a 24/7 basis.
- Employees are located at a central location. About 4,800 paychecks/direct deposits are processed annually, and about 180 IRS form W-2 are produced.

# RFP OVERVIEW & HIGHLIGHTS

- **Scope of Services & Contractor Responsibilities Summary:**
  - Have the ability and software to perform functions required to process payroll on behalf of the Music City Center
    - Including time and attendance and HRIS (benefits)
- **Items to Note:**
  - Provide a highly secure system, basing login security and role-based access on Microsoft Active Directory – Active Directory Federated Services (ADFS) is preferred
  - Must provide a system that has time and attendance and benefit accrual functionality. Must include a schedule builder, exception tracking, and time capturing device(s)
  - Have a Self-Service functionality available for employees to view paystubs and other documents as needed
  - Process all applicable federal, state, and local government filings and requirements as they relate to payroll processing.
  - Must maintain the existing bi-weekly pay schedule

# RFP OVERVIEW & HIGHLIGHTS

- Scope of Services & Contractor Responsibilities Summary:
  - Items to Note (continue):
    - Have the ability to administer tables for the maintenance of data.
    - Data Retention for 180 days in the event of contract termination or expiration
    - The MCC will consider proposals for HRIS, Time and Attendance, and Payroll services separately or together.
      - Prefers a turnkey solution including all software, equipment/devices/hardware, data conversion, system testing, and training in order to implement a successful and secure system.
    - The selected vendor(s) must serve as the primary contractor for the project.
      - Will contract with only one Prime Contractor to provide the solution and services
      - Prime Contractor will be fully responsible for the acts, errors, and omissions of the Sub-Contractor



# RFP OVERVIEW & HIGHLIGHTS

- **Functionality Requirements - General:**

- Be able to perform regular interface or data exchange with proposed time and attendance system
- Provide payroll and human resources processing, making transactions processing and payroll processing as seamless and automated as possible
- Be able to administer employee Benefits and deductions
- Be able to track and report on Affordable Care Act (ACA), including dependent information.
- Tracking of health insurance enrollment periods
- Ability to run interim payroll checks outside of the normal payroll cycle

# RFP OVERVIEW & HIGHLIGHTS

- **Optional Functionality:**

- Manage and track employee training, licenses, and certifications including attendance dates, start dates, expiration dates
- Performance Management Functionality to track performance ratings, document performance evaluations including evaluation factors/competencies, weights, ratings, written comments/justifications using some sort of automated form and workflow process
- Onboarding New Hire Automated Workflow to walk new employees through orientation materials, benefit enrollment materials and processes, plus self-service checklists for departments and other onboarding tasks
- Document Management – system should have the ability to upload documents as part of workflows or other processes.

# RFP OVERVIEW & HIGHLIGHTS

- **System Requirements:**

- System Architecture
- Interfaces and Data Exchange Technologies

- **Hardware Requirements**

- Able to delineate the optimum configuration for the desktop computers to operate the system efficiently.
- All hardware and peripherals listed by vendor must be non-proprietary, i.e., can be purchased on a competitive basis.
- MCC requires two environments: test/training and production. If not cost prohibitive, MCC would prefer a 3rd environment to separate test and training.

# RFP OVERVIEW & HIGHLIGHTS

- **Software Requirements:**

- Not interested in partnering with a vendor with the purpose of developing the application software needed to satisfy the needs of the departments.
- Requires a proven off the shelf product specifically designed for Payroll & HRIS with a useful life of at least five years.
- Any customizations or modifications to the base system will be warranted to function with the current release and must be incorporated to function as designed in future upgrades and versions of the software at no cost to the Music City Center. This provision also applies to any interfaces created by the Contractor.

- **Application Interfaces :**

- MCC to remove “as identified below in Application Interface chart below.” language in an amendment
- Requires interfaces to support existing processes and external systems that currently interface with MCC based applications/system
- Will work with MCC and possibly Metro’s IT / other vendors on the development and testing of these interfaces.

# RFP OVERVIEW & HIGHLIGHTS

- **Security:**

- All users will be uniquely authorized and authenticated to the system before they are allowed to perform any function or task.
- Access will be audited and logged, as will successful and unsuccessful logins, password changes and account classification changes (like when a standard user would be elevated to an application or system administrator).
- If AFDS authentication cannot be used, user IDs and passwords will require specialized security and handling within the application, and passwords must never be stored or transmitted in plain text, or in generally accessible tables within the system.
- System will include a capability to encrypt data fields, or databases as prescribed by MCC. Encryption should meet FIPS 140-2 requirements including the secure storage of encryption keys

# RFP OVERVIEW & HIGHLIGHTS

- **Implementation:**

- **The Music City Center anticipates a Go -Live date of January 1, 2023.**
- Give careful consideration to the strategy and approach of this scope
- Expects a comprehensive structured approach to the implementation of the service and product solutions
- The implementation plan refers to ALL of the efforts required to provide a complete service and system to meet the needs of the MCC and to adequately prepare all designated departments/groups to use the system effectively.

- **Project Management:**

- Prior to the beginning of the implementation, the Contractor's PM, with the assistance of MCC personnel, will be expected to develop/deliver a detailed Project Plan and Resource Schedule
- A detailed Project Plan is essential to the success of the project. The MCC expects the Contractor to provide guidance and assistance during the project

# RFP OVERVIEW & HIGHLIGHTS

- **Additional Consulting Services:**

- May be a need for additional skills and resources beyond those available under the contract.
  - This assistance may be required to support additional implementation activities associated with the product solution or other initiatives as determined by the user departments and the IT Division outside of the initial scope.
- Any additional consulting services beyond the scope of this RFP will be contracted for at the hourly rates noted in the pricing document.

- **Training:**

- Required to provide sufficient training to ensure that MCC personnel can effectively utilize and maintain the proposed system
- All instructors provided by the Contractor are expected to be highly skilled and qualified to instruct MCC staff
- All training will be done at our facilities or remotely through Zoom or similar video conferencing system

# RFP OVERVIEW & HIGHLIGHTS

- Documentation:

- Provide electronic copies of administration, end-user, and technical documentation
- The MCC's standard requirements for technical documentation are as follows:
  - System overviews – Workflow diagrams, Data Dictionary, and Glossary of Terms.
  - Business rules that apply to the application/modules
  - Logical design – End user layouts and descriptions of all screens, commands, file updates, transaction processing and display features
  - System interface architecture – web services, import/export file layouts, flat file, direct DB access, etc.



# RFP OVERVIEW & HIGHLIGHTS

- Standards of testing, performance & acceptance :
  - Contractor and the MCC will create a User Acceptance Test Plan to include specific test cases and a schedule for testing.
  - Testing will be done by MCC personnel in accordance with User Acceptance Test Plans/Test Cases developed.
  - If any module fails to meet the standards of performance, MCC may elect one of the following and so notify the Contractor in writing of such election:
    - MCC may terminate the license agreement and request the removal of the software and reinstall/restore the MCC's previous system with no charges or penalties and all monies paid to date returned to the MCC
    - MCC may terminate the license agreement and request the removal of the software and have Contractor install a direct replacement of the software and/or hardware causing the failure. Such direct replacement shall be subject to all provisions of this section.
- Services and system shall not be deemed accepted until the foregoing standard of performance is met. Equipment Warranty shall not commence until system has been accepted.

# RFP OVERVIEW & HIGHLIGHTS

- **Support/maintenance:**

- The Music City Center requires that any changes mandated by a governmental unit are included in the support agreement.
- Acknowledgement of support/maintenance calls must be within two hours after receipt. The Music City Center standard for problem resolution is as follows:
  - Priority 1 – Entire system is inoperative. Commands the highest level of priority and fastest repair, but no later than 4 hours after acknowledgement of call.
  - Priority 2 – System disabled, major function inoperative, or component failure. Repair needed ASAP, but no later than one business day after acknowledgement of call.
  - Priority 3 – Minor system issue or redundant component failure. Routine but repaired as quickly as practical but no later than two business days after acknowledgement of call.
- Pricing for hosting/support must be fixed for the first year. Thereafter, pricing may not increase by more than 3% over the prior one-year period or the Employment Cost Index, Private Industry Wages and Salaries, 12-month percent change, not seasonally adjusted for the Southeast Area, whichever is less.
- Vendors are to include a copy of any agreements that your firm would require signing and their standard SLA with their response

# DIVERSITY PLAN OVERVIEW

- It is the policy of the Authority to assist minority, women, small, and service-disabled veteran-owned business enterprises wanting to do business with the Authority.
- Encouraged to maximize the usage of minority, women, small, and service-disabled veteran-owned businesses with respect to this scope.

# EVALUATION CRITERIA

- **Business Plan**

*Total points available for this criterion are 50 points*

- **Qualification of Firm**

*Total points available for this criterion are 15 points.*

- **Cost Data Form**

*Total points available for this criterion are 25 points.*

- **Reference Projects**

*Total points available for this criterion are 10 points.*

# IMPORTANT RFP DATES

RFP Questions and Inquiries Due	September 17, 2021
Responses to Inquiries	September 22, 2021
RFP Submissions Due	October 19, 2021 @ 3pm

# SUBMISSION REQUIREMENTS

**All submittals must be received by deadline - NO EXCEPTIONS.**

Submissions can be submitted via hand delivery or sent by UPS or FedEx.

- MCC will issue an amendment removing the electronic submission option
- **Hand Delivery Option:** Administrative Offices  
600 Koreans Veterans Blvd
- **UPS or FedEx Option:** Music City Center House Docks  
700 Koreans Veterans Blvd

# SUBMISSION REQUIREMENTS

**Physical Copy:** Please submit one (1) original, five (5) copies, and one (1) electronic copy of the complete proposal response including any attachments, on a WINDOWS PC compatible CD or flash drive (verify all files are on disc/flash drive prior to submitting proposal) of the following materials to the address set forth in Section V (D).

All text must be printed on single-sided or double-sided pages and includes the tabs (in order)

# SUBMISSION REQUIREMENTS

- Read V F. Response Format, Requirements and Evaluation Criteria thoroughly
  - Specifically Business Plan Criteria and Appendixes A, B, & C
- No Electronic Submissions
- Include required amount of copies and electronic copy (i.e. USB drive)
- Organize tabs using dividers in order listed in RFP (can use own formatting)
- Ensure to include all Appendixes



# QUESTIONS?

- **REMINDER:** Questions must be submitted to [mccpurchasing@nashvillemcc.com](mailto:mccpurchasing@nashvillemcc.com) in order to receive an official response.
- Written responses to questions will be issue by RFP amendment and posted to Music City Center website:  
  
<http://www.nashvillemusiccitycenter.com/business-opportunities>
- Please enter your name, email address, and company you represent in the chat