AUXILIARY SERVICES CORPORATION OF SUNY CORTLAND



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HUMAN RESOURCES AND PAYROLL INFORMATION SYSTEM REQUEST FOR PROPOSAL

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**Project Definition**

Cortland Auxiliary Services is inviting vendors to submit proposals to supply and implement a Human Resources and Payroll/ Time and Attendance Information System.

Proposers are welcome to respond to all or part of the proposal and partnering with other vendors to present a larger coverage is encouraged.

**SUNY Cortland Auxiliary Services Background**

Cortland Auxiliary Services is a not-for-profit, private corporation that provides auxiliary services to the State University of New York College at Cortland, (herein referred to as “SUNY Cortland” or “the College”).

The following are highlights of Cortland Auxiliary:

Since 1952, has provided services that benefit the campus community, including faculty, staff and students in collaboration and coordination with the educational mission and goals of SUNY Cortland.

Currently provides Dining, College Store, Parking, Vending, Laundry, and other Ancillary services. Revenue in fiscal year 2019 was approximately $20.5 million.

Issues over 1,000 W-2’s annually with 175 full-time staff, 40 temp or casual and 400 part-time student employees.

Currently, human resource information, learning development tracking, performance evaluation systems, employee counseling, and IRS Form 1095-C are managed using a combination of a homegrown database system, a payroll processor, timekeeping and attendance, scheduler, benefits tracking, and leave cases are accomplished on one platform; applicant tracking, and onboarding are integrated through another platform with integrations to our corporate website and the time and attendance platform.

Staff and management are located across a 1-mile geographic area with one remote location 200 miles away. All locations and employees reside in New York State.

Human Resources Department staff include a Payroll Specialist, Human Resources Specialist, Training Coordinator, and is led by the Associate Director.

**Terms and Conditions**

SUNY Cortland Auxiliary Services requires that the successful Vendor(s) have the ability, experience, and resources to provide all goods and services outlines efficiently and effectively in this RFP and any agreement arising out of this process. Cortland Auxiliary reserves the right to reject any or all proposals received. Non-acceptance of a proposal will mean that one or more other proposals were deemed more advantageous to Cortland Auxiliary or that all proposals were rejected. Firms whose proposals are not accepted will be notified after a binding contractual agreement between the Auxiliary and the selected firm or firms exists, or when Cortland Auxiliary rejects all proposals.

Cortland Auxiliary will not be responsible for any costs incurred during the proposal process. This includes the generation of the submission, college visits, presentations, documentation, the production of marketing literature, or any other costs incurred while participating in this RFP process.

Cortland Auxiliary reserves the right not to award a contract to any vendor(s). SUNY Cortland Auxiliary Services also reserves the right to cancel this Request for Proposal at any time without notice to any vendor or perspective vendor. If Cortland Auxiliary decides to award a contract, Cortland Auxiliary will award the contract to the qualified vendor whose proposal best meets the needs of Cortland Auxiliary.

Cortland Auxiliary will exercise reasonable efforts to limit the circulation of vendor’s proprietary materials. Contractors must mark any submitted materials which they regard as proprietary with a “CONFIDENTIAL” designation.

Vendors submitting proposals agree to submit to all criteria set forth by the RFP and Cortland Auxiliary for selecting a vendor and waive all rights to challenge or bring suit against Cortland Auxiliary and the College based upon selection. Failure to provide the required information may be grounds for rejection of proposal.

**Scope of Work**

Cortland Auxiliary is seeking proposals for our Human Resources needs. An ideal proposal will have a solution for all the needs presented, as well as a continued commitment to advancing the capabilities of the system and our utilization of that system. Additional preference for complete systems, or fully integrated proposals to minimalize redundant efforts. While some customization is desired this should be to enhance an already functional system that is capable of the business needs out of the box without customization efforts.

Cortland Auxiliary seeks the availability of time keeping, benefits management, compliance, training, performance management, employee engagement, onboarding, recruitment, reporting features and mobile access.

Transition to New Vendor

The successful Vendor(s) will have responsibility for ensuring that the change from the existing Vendor to new Vendor will be a smooth transition. Vendors should explain their ability to transfer historical data into the new system, and any limits on how much or from how many systems that historical data can encompass and for how long. Each submitted Vendor proposal must outline a transition timeline that the Vendor expects to follow if awarded. Vendor proposals that lack a proposal transition timeline will be considered “non-responsive.” The awarded vendor(s) must provide a revised detailed transition plan and timetable to SUNY Cortland Auxiliary Services no later than ten (10) working days after notification of award.

**Response Specifications:**

Vendors must reply in writing.

Answers should be concise and clear with adequate explanation. If additional information is needed it may be included.

Vendors shall submit eight (8) paper copies of the response to this RFP and an electronic copy of the RFP response.

Vendors shall ensure that an authorized individual transmits any correction or change to the proposal in writing to the Contact, electronic communication is acceptable.

Proposals that meet the minimal requirements for consideration will be given the opportunity to present to the selection committee. During this presentation, a live software experience should be provided. More information about the presentation process will be released when presentations are scheduled.

Please include in the response:

Cover letter

Contact information

A company review, please note if you are an approved women or minority owned business and approved NYS division of WMBD.

Responses to the proposal

Signature and Certification page

Vendors shall ensure that sealed transmittal envelopes clearly and conspicuously display the following information in addition to any other information otherwise required for transmittal.

 PROPOSAL FOR HUMAN RESOURCES AGREEMENT 2021

 Closing Date July 9, 2021

**Timeline**

May 27, 2021, Proposal released

June 14, 2021, Question end date

July 9, 2021, Proposals due in writing

July 26, 2021, Begin presentations

Aug 1-13, 2021, First round demo by invitation only

September 13-24, 2021, Second round demo by Invitation only

October - November Negotiations

December - Intent to award

January - Implementation begins

Concurrent systems as soon as able

Turn off current components no later than June 30, 2022.

**Proposal Information**

Specifics:

Respond to each area with system capabilities. We have highlighted some of our needs in each area as a starting point. Please expand as your offerings allow.

Company Overview:

Share your Company Culture and vision of a partnership.

Security features concerning HIPPA and data breaches.

Describe your process for the release of system upgrades and how it impacts current clients.

Describe any areas that your current customers would identify as needed, lacking, or requiring improvement.

Has your company ever defaulted on a contract or been sued for failure to comply with contract terms? If yes, please explain.

Time Keeping:

Explain your timekeeping capabilities.

Discuss means of logging punches, requesting time off, accrual tracking.

Describe your ability to comply with shift differential and span of hours in accordance with the Union Contract and NYS laws.

Union Contract for shift differential:

“Any employee working from 9:00 pm to 5:00 am will receive a premium of $2 (two dollars) per hour for all hours worked up to 7:00 am. The premium will only apply to hours actually worked.”

Payroll:

Share your payroll systems capabilities.

Ability to process and file all tax filings and assistance with agency requests including W-2, SUI, and state and federal income tax

Self Service portal

Share report capabilities:

Ease of building reports

List of Available reports

Wage garnishments

Deductions:

Pension as a percent of designated wages

Health, Dental, Vision, pre- and post-tax

Repeatable additional earnings with one entry- I.e., stipends

Share your process regarding check drafting, paycheck creation, printing, and stuffing.

Ability to pay an employee without a social security number until one is assigned.

Accruals:

Speak to your systems abilities to track FFCRA, NY SICK Leave, NY COVID-19 Sick leave for payroll as well as tax purposes.

Vacation, Sick, and Holiday accruals

Explain your ability to pay different rates for the same employee for different functions.

Explain your ability to integrate with general ledger systems.

Human Resources:

Share the personal information employee data able to be stored. And what information can be restricted (I.e., SSN)

System must be able to house multiple employee types.

Specific needs include multiple hire dates, multiple titles for a single position.

Ability to calculate a total compensation statement- what would be included and what additions can be made (paid meals)

Self-service option to change information (security features)

Track accommodations, criminal records, driver's license status and records, proxy card access.

Ability to track all changes by date and user.

Explain the job description process with attention to uniform skills, abilities, duties, and physical requirements.

Share your systems ability to support safety measures concerning COVID-19, daily screenings, vaccination information.

Benefits:

Create census reporting.

Explain your process and abilities for tracking injuries/accidents and Worker’s Comp OSHA reporting

Share ability to include Worker’s Comp specifics as needed, case #, contact, forms.

Share the system's ability to report insurance billing by product, department, and employee.

New hire benefits

Cobra notices

Track multiple insurance plans.

HSA deposits

Ability to calculate payroll deductions from a monthly premium based on a variety of number of pay checks.

Track pension as a percent

Generate 1095-C forms

Explain leave tracking features using a rolling 12-month calendar for FMLA / PFL / variety of other leave types and the ability to track concurrently.

Employee Counseling:

Date of discipline, date of event, location, level of discipline, facts, corrective action, contact provision are required for our Union disciplinary process.

Share the system's ability to print for manager and employee signature.

Preference for:

Easy of review to see prior disciplines.

Autofill generic corrective statement

Performance Evaluation:

Share your performance management system.

Currently we utilize:

Self-evaluate, subordinates share, goal creation and tracking, monthly manager logs.

Ability to score evaluations.

Compensation:

Explain your ability to:

Hold wage bands.

Calculate and graph compa ratios.

Track salary grades in a reportable fashion

Ability to apply an increase across an employee type, and or tie to evaluation score.

Total Compensation

Employee Development:

Track trainings both completed and incomplete

Store and manage trainings to be offered.

Track renewal or recertification

Filter employees by completed and not completed.

Ability to contact employees concerning trainings.

Create certificates for course completion.

Track tuition reimbursement for annual maximum and aggregate total costs for a degree

Applicant Tracking/ Onboarding:

Explain your capabilities and process for posting, tracking, and filling positions. Including the difference between internal and external bidders, and the interplay with union seniority.

Provide web interface.

Discuss automated features.

Track an applicant thru the process.

Employee Engagement:

Explain your platform for employee engagement, any interactive portions of the system, and your company’s vision for engagement. Include options for surveys, polls, sharing information and response capabilities.

User Features

Ability to send text messages to one or multiple employees.

Ability to send group or individual email or announcements to users.

Ability to print labels from the system (what fields are included)

Ability to attach documents to a personnel file.

Company Property tracking. (I.e., laptop, keys)

Explain how admin, managers, and employees will be trained in the system.

Technological Accessibility and Availability:

Share all applicable technologies including the use of:

a mobile application

RFID punch access

time clock technology

record retention process for electronic files

any other unique offerings

your preferred system browser

Dashboard and Reports:

Please provide example reports or screen shots that verify ability to share the following:

Headcount- open position, turnover

Wage

Age/ gender

Employee by department

NYS Occupation Report (rate, title, EEO job category)

EEO-1 report with salary info

Wage and title history by employee

I-9 compliance

Minor's list

Union seniority

Customizable field for contact list

Share ability to report and track the various insurances employee and employer contributions.

Added value:

Vendors may put forth any additional benefits that Cortland Auxiliary may receive from a proposal. This can include educational events, trainings, conferences, or any other benefit not specifically explained in the proposal.

Cost:

Explain your cost structure. The price should be competitive and appropriate for the product functionality and services to be delivered. Complete a 3- and 5-year estimate making the following assumptions:

185 fulltime staff, 145 of which are in the union, the rest are split evenly between hourly and management staff, 350 part-time student employees, 15 seasonal temporary workers. All employees work in New York State. The student and union employees are not working the winter school break (December 15 - January 20) or the summer break (May 15 -August 15). Seasonal temporary workers typically work for less than a month at the beginning and end of each semester.

Cortland Auxiliary will accept multiple costing structure estimates from a vendor if the vendor has multiple costing options.

References:

Provide 3 customer references. Preference is for references from other like sized Collegiate Auxiliaries. Consider references with union regulations, international student employees, NY employment.

**Evaluation**

The following criteria will be used to evaluate proposals:

Company culture and approach to clients

Minimal customization requirements, maximum scope while minimizing the number of vendors, efficiencies for HR staff, best practices, technological accessibility and availability, comprehensive implementation and support services, cost, references, methodology, and ability to meet the needs of the proposal.

Comprehensive implementation and support services

Present an implementation plan. Explain the support services provide during and after implementation. Specify billable services not included in service.

**Disclosure**

Terms and conditions for communications between SUNY Cortland Auxiliary Services and Vendors

Gratuities will not be accepted in any form during any contact with the Vendor and will not be accepted before, during, or after the evaluation process. No gratuities should be offered to SUNY Cortland Auxiliary Services, SUNY Cortland, or any of its representatives. Gratuities are strictly prohibited in any form at any time.

Vendors will be accorded fair and equal treatment if SUNY Cortland Auxiliary Services requests any opportunity for discussion and revision of proposals with such revisions to be permitted after submissions and prior to awarding for the purpose of obtaining best and final offers, excepting that SUNY Cortland Auxiliary Services may negotiate with the most acceptable Vendor, without negotiating with all vendors. In conducting any such discussion, there shall be no disclosure of any information derived from the proposals submitted by competing vendors.

All proposals must be signed by an individual authorized to extend a formal proposal. Proposals that are not signed on at least one (1) original proposal will be rejected.

All inquiries relative to the conditions and specification contained herein must be directed in writing or email to:

Nichole Edwards SHRM-CP

Associate Director

SUNY Cortland Auxiliary Services

15 Neubig Rd

Cortland, NY, 13045

Nichole.edwards@cortland.edu

Questions and responses to all inquiries will be made available to all proposers online at the following URL within 72 hours of receipt.

[https://www.cortlandasc.com/about/hr-rfp#](https://www.cortlandasc.com/about/hr-rfp)

# **Certification Form**

Explanation.

This certification attests to the Vendor's awareness of and agreement to the content of this RFP and all accompanying provisions contained herein.

Action.

The certificate immediately follows. Please ensure it is duly completed and correctly executed by an authorized officer of your company.

This proposal is submitted in response to Request for Proposal by SUNY Cortland Auxiliary Services. The undersigned, as a duly authorized officer, hereby certifies that:

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 (Company)

agrees to be bound by the content of this Proposal and agrees to comply with the terms, conditions, and provisions of the referenced Request for Proposal (RFP) and any addenda thereto in the event of an award. Exceptions may be noted only as stated in the RFP. The Proposal shall remain in effect for a period of ninety (90) calendar days as of the due date for responses to the RFP.

Person(s) authorized to negotiate in good faith on behalf of this firm for purposes of this Request for Proposal are:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
 (Name) (Title)

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 Signature

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