



Request for Proposal for the Provision of a Payroll and Human Resources Information System (HRIS)

2024-06

Issue Date: July 17, 2024

Closing Date: August 7, 2024

Closing Time: 1:00 PM

Submissions are to be made electronically by email to rfp@hpph.ca

Late proposals will not be accepted. The lowest or any proposal may not necessarily be accepted or chosen.

Instructions

Proposals must be submitted using the documents provided, completed & signed (where applicable), clearly marked with the name of the proposal, emailed to rfp@hpph.ca and must include the following:

- One (1) electronic copy of the technical proposal submission
- One (1) electronic copy of the Bidder contact Information form
- One (1) electronic copy of the Subcontractor Information Form
- One (1) electronic copy of the Reference Form
- One (1) electronic copy of the Confidentiality Agreement
- One (1) electronic copy of the Fee structure

Bid submissions submitted and/or received by any other method shall be rejected, unless instructed otherwise by published Addendum. The onus is on Bidders to ensure their submission is received no later than the closing time and date stated.

Definitions

The Corporation: Huron Perth Health Unit

HPPH: Huron Perth Public Health

RFP: Request for Proposal

Inquiries

Please send an email to rfpquestions@hpph.ca. If the inquiry results in a need to issue a correction, explanation or interpretation an addendum will be issued.

Registration

Please note that Bids and Tenders is used only for the purposes of advertisement. To register as a bidder please send an email to rfpquestions@hpph.ca outlining the following:

- Company name
- Point of contact
- Point of contact email address and phone number

Withdrawal or Alteration of a Request for Proposal

A Bidder who has submitted a Proposal may submit a further Proposal at any time up to the specified time and date of closing. The last Proposal received shall supersede and invalidate all Proposals previously submitted by that Bidder. Only one Proposal shall be opened per bidder.

A Bidder may withdraw or alter the Proposal at any time up to the specified time and date of closing. However the Bidder is solely responsible to ensure that the resubmitted bid is RECEIVED prior to the closing date and time.

Proposals withdrawn under this procedure cannot be reinstated.

Examination of Proposal Documents

Each Bidder must satisfy himself/herself as to the full requirements of the proposed work. There will be no consideration of any claim, after submission of Proposals, if there is a misunderstanding with respect to the minimum requirements indicated in this Request for Proposal. Should the Bidder require more information or clarification on any point, it must be obtained during the information session.

Omissions, Discrepancies and Interpretations

Should a Bidder find omissions from or discrepancies in any of the Proposal Documents or should the Bidder be in doubt as to the meaning of any part of such documents, the Bidder should email rfpquestions@hpph.ca. If the designated person considers that a correction, explanation or interpretation is necessary or desirable an addendum will be issued to all registered bidders.

No oral explanation or interpretation will modify any of the requirements or provisions of the Proposal Documents.

Addenda

If required by the Corporation, addenda will be distributed to all registered bidders for this proposal. Addenda will be distributed by email. It is the Bidder's responsibility to notify the Corporation of any changes to their email or mailing. It is the Bidder's ultimate responsibility to ensure all addenda have been received.

Acceptance or Rejection of Proposal

The Corporation reserves the right to reject any or all Proposals and to waive formalities as the interests of the Corporation may require without stating reasons therefore.

Notwithstanding and without restricting the generality of the statement immediately above, the Corporation shall not be required to award and accept a Proposal, or recall the Proposals at a later date:

- When only one (1) Proposal has been received as result of the Proposal call;
- When all Proposals received fail to comply with the minimum specifications.

The Corporation shall not be responsible for any liabilities, costs, expenses, loss or damage incurred, sustained or suffered by any Bidder by reason of the acceptance or the non-acceptance by the Corporation of any Proposal or by reason of any delay in the acceptance of a Proposal except as provided in the Proposal document.

Insurance and Indemnification

The successful Bidder shall at its own expense obtain and maintain until the termination of the contract and provide the Corporation with evidence of:

Professional Liability Insurance (including errors and omissions) on an occurrence basis for an amount not less than two million, (\$2,000,000) dollars, and shall include the Corporation as an additional insured entity with respect to the Bidder's operations, acts and omissions relating to its obligations under this Agreement, such policy shall include; but it not limited to, personal injury, contractual liability, owners' and Bidders' protective products and completed operations, contingent employers liability (if applicable), cross liability and severability of interest clauses.

The policy shown above will not be cancelled or permitted to lapse during the duration of the agreement.

The Corporation reserves the right to request such higher limits of insurance or other types of policies appropriate to the work, as the Corporation may reasonably require.

The successful Bidder shall not commence work until such time as the required evidence of insurance has been filed with and approved by the Corporation. The successful Bidder shall further provide that evidence of the continuance of said insurance is filed at each policy renewal date for the duration of the contract.

The successful Bidder shall indemnify and hold the Corporation harmless from and against all liability, loss, claims, demands, costs and expenses, including reasonable legal fees, occasioned wholly or in part by any acts or omissions either in negligence or in nuisance whether willful or otherwise by the Bidder, its agents, officers, employees or other persons for whom the Bidder is legally responsible.

Protection and Ownership of Work & Property

All work, which may include but shall not be limited to; documents/reports/forms/data, completed for the Corporation under this agreement shall become the property of the Corporation. The successful Bidder shall provide continuous and adequate protection of all work from damage and shall protect the Corporation's property from injury or damage arising from or in connection with this work. The successful Bidder shall make good any such damage or injury.

Ability and Experience of Bidder

The following criteria will be utilized by the Corporation to determine whether a Bidder is qualified to undertake the award;

- The Bidder's ability and agreement to complete the work within the required schedule;
- The Bidder's ability to work effectively with the Corporation staff, consultants and other representatives;
- The Bidder's ability to effectively manage and do the work using the named project representative and any submitted subcontractors or others that may share the work areas;
- The Bidder's history with respect to quality of work, scheduling, providing satisfactory results and acceptable cooperation;
- Satisfactory references.

A Bidder is invited to provide any additional information it determines will assist the Corporation in using the aforementioned criteria. The Corporation may reject the lowest or any submissions if after investigation and consideration, the Corporation concludes, in its opinion, that the Bidder is not qualified to do the work and/or cannot do the work and perform the work in a manner satisfactory to the Corporation.

Character and Employment of Workers

The successful Bidder shall employ only orderly, competent and skillful workers to ensure that the works are carried out in a respectable manner.

In the event that any person employed by the successful Bidder in connection with the work arising out of this Proposal gives, in the opinion of the Corporation just cause for complaint, the successful Bidder upon notification by the Corporation in writing, shall not permit such person to continue in any future work arising out of this work.

Ethical Conduct

In addition to being in compliance with all applicable federal and provincial laws and regulations, within the context of a Contract, Bidders shall behave in an ethical manner having regard for and demonstrating care for the condition of or well-being and fair treatment of all persons, places and things.

Limited Liabilities

The Corporation's liability under this Proposal shall be limited to the actual goods/services ordered and provided.

Bidder Expense

Any expenses incurred by the Bidder in the preparation of the Proposal submission are entirely the responsibility of the Bidder and will not be charged to the Corporation.

Proposal Award Procedures

Proposals will be evaluated by an internal committee subsequent to the closing date and time.

It is the intent of the Corporation to review and award this Request for Proposals for no later than August, 2024. The Corporation will make every effort to complete this process in a timely manner. Notice of acceptance of Proposal will be by telephone and/or by written notice.

Proposal Evaluation/Selection Criteria

A committee will evaluate the proposals. The criteria outlined below will be used as the basis to compare proposals. The committee retains the option to evaluate proposals based on other criteria or considerations that may emerge as the RFP and proposal process proceeds.

Proposals will be assessed against the following criteria. The Corporation reserves the right to shortlist firms for further evaluation and interviews which may alter the final scoring results. Proposals will be scored based on meeting or exceeding the expectations of the established evaluation criteria. The evaluation and selection of a Proposal will be contingent upon, however not limited to, the following considerations:

Evaluation Criteria	Weighting
Ability to meet timelines and flexibility required	30%
Ability, education and experience of bidder and any identified sub-contractors	20%
Proposal Pricing	20%
Compliance with Proposal process	15%
Ability to meet or exceed all specifications and requirements	15%

Award

Award is subject to approved budget. The Corporation reserves the right to delete or alter a schedule or item dependent upon budget limitation. The lowest-priced proposal may not necessarily be accepted.

Extra Work

No work shall be regarded as extra work, unless it is ordered in writing by the Corporation and with the agreed price for the same specified in said order, provided said price is not otherwise determined by this Proposal. A statement of the cost of extra work shall be made within thirty (30) calendar days after the completion of the said extra work.

Workplace Safety & Insurance Board

The Successful Bidder shall provide a copy of the Workplace Safety & Insurance Board's Clearance Certificate indicating the Successful Bidder's good standing with the Board.

Conflict of Interest

No elected official or employee, nor any corporation of which an elected official or employee has an interest, shall offer any bid, or otherwise sell any goods or services to the Corporation. No elected official or employee who has an interest, shall discuss a bid solicitation with a person, or any other employee or agent of the person who has submitted a bid to the Corporation, unless the procurement call has been awarded or for the purpose of receiving clarification.

Each Bidder, in their Bid, shall declare on the electronic Bid submission all Conflicts of Interest or any situation that may be reasonably perceived as a Conflict of Interest that exists now or may exist in the future. Failure to comply with this requirement may render the Bid non-compliant and shall cause the Bid to be rejected.

Health and Safety

The Successful Bidder will review and agree to follow all of the Corporation's Health and Safety Policies electronically. By signing the Form of Tender and Agreement, the successful bidder agrees to abide by the Health and Safety Policies.

All applicable current health and safety legislation and environmental legislation and regulations are considered the minimum requirements that the Successful Bidder must meet, including compliance with Occupational Health and Safety Act (re: duties of employers, safety training/certifications) and any other applicable regulations.

Health and Safety issues will always be given immediate attention by the Corporation and its representatives, and the Successful Bidders and its subcontractors. All employees, Successful Bidders/subcontractors suppliers and visitors/residents must immediately report unsafe conditions, incidents, and accidents to the Corporation by way of its Directors or Managers.

Assignment of Work

The successful Bidder shall not assign transfer, convey, sublet or otherwise dispose of this Proposal or his/her right, title or interest therein, or his/her power to execute such work, to any other person, company or corporation, without the previous consent, in writing, of the Corporation's officials.

The Successful Bidder is fully responsible to the Corporation for the acts and omissions of subcontractors and/or persons directly or indirectly engaged by the Successful Bidder in respect to this work. Subcontractors will be required to abide by all the requirements of the Proposal document as though the Successful Bidder (Insurance, WSIB, Health & Safety Policies, etc.). The Successful Bidder agrees to bind every subcontractor by the terms of the Proposal documents as far as it is applicable to their work.

Cancellation

The Corporation reserves the right to immediately terminate the Proposal agreement at its own discretion, including but not limited to such items as non-performance, late deliveries, inferior quality, pricing problems, etc.

If the Successful Bidder should neglect to execute the work properly or fail to perform any provision of this Award, the Corporation, after three (3) business days' written notice to the Successful Bidder, may, without prejudice to any other remedy in existence, make good such deficiencies and may deduct the cost thereof from any payment then and thereafter due to the Successful Bidder. Continued failure of the Successful Bidder to execute the work properly shall result in a termination of Proposal arrangement. The Corporation shall provide written notice of termination.

The Corporation may elect to terminate the Proposal arrangement if the original terms and conditions are significantly changed, giving thirty (30) calendar day's written notice to the Successful Bidder.

Either party may terminate the Proposal arrangement by giving the other party sixty (60) calendar day's written notice. A period of less than sixty (60) calendar days to terminate the arrangement may be negotiable if mutually agreeable among the parties involved.

Failure to maintain the required documentation during the term of this Proposal may result in suspension of the work activities and/or cancellation of the Proposal arrangement.

Confidentiality

Bidders shall not at any time before, during or after completion of the contract, divulge any confidential information communicated to or acquired by the Bidder or disclosed by the Corporation.

About the Corporation

In January 2020, the amalgamation of Huron County Health Unit (HCHU) and Perth District Health Unit (PDHU) resulted in the creation of Huron Perth Public Health (HPPH). HPPH is a publicly funded local public health agency.

This newly formed organization is building on the strengths of its two legacy organizations as it begins to embrace moving forward post pandemic. The new mission statement will support the organization in how it will carry out its work in alignment with its vision and in support of the communities served. Staff and management have a new clear set of values that are important to them in the work they do and in partnership with others.

Vison:

Optimized health and wellbeing for all

Mission:

HPPH takes action to protect and promote population health and prevent disease, strengthening quality of life and wellbeing for all

Values:

- **Equity, Diversity and Inclusion** – We value all community members. We are responsive to the communities we serve and commit to finding ways for people to feel safe and welcome
- **Evidence-informed Practices** – We will use the best available information and public health best practices in our work
- **Partnership and Collaboration** – We value our relationships and commit to authentic engagement in our work in order to meet the public health needs of our communities
- **People** – We acknowledge that HPPH staff are the greatest asset to achieving our vision and mission, and commit to creating a healthy workplace together
- **Innovation** – We embrace new ways to respond to the public health needs of our populations and will use bold and creative approaches as needed
- **Accountability** – We focus on our public health mandate and are committed to transparent accountability for the use of our resources

- **Leadership** – All staff are valued as HPPH ambassadors who continually show leadership by using public health knowledge, skills and expertise to improve population health

Huron Perth Public Health is governed by a Board of Health as per the requirements of the Health Protection and Promotion Act to ensure that the Health Unit is well managed. Senior staff currently consists of a Medical Officer of Health/CEO, Physician Consultant, four directors and 10 managers. Currently the organization employs just less than 180 staff.

Huron Perth Public Health offers a variety of different health protection, health promotion and disease prevention programs and services across the lifespan, with a focus on chronic disease prevention and well-being, food safety, healthy environments, healthy growth and development, immunization, infectious and communicable diseases prevention and control, safe water, school health, and substance use and injury prevention. We serving residents of both Huron and Perth counties from four different office locations including two in Stratford, one in Clinton and one in Listowel.

Scope

Huron Perth Public Health is inviting proposals for a Payroll/HRIS system, including payroll, recruitment, time and attendance, and other HR functionality.

Timeline

This project will commence within 30 days of the award with anticipated completion and implementation no later than January 1, 2025.

Deliverables

The scope of work required under this request includes:

- A cloud-based fully integrated, Human Resources, Recruitment, Payroll, and Time and Attendance/Schedule software solution using Microsoft authentication to provide Single Sign On capability
- Implementation, including project management and migration (may include historical data) from existing systems, documentation of the configuration of the system
- Post-implementation support, including in-depth application training for all system users in Payroll, and specialized technical training for IT staff, if needed, and maintenance of the system, developing rules and reports, and creating secure user profiles; collaboratively develop a training program for HPPH staff and provide training materials (videos, documents) to use in the training program; day to day system maintenance and support for 90 days after go-live, including a post-implementation review with HPPH project team for outstanding issues, actions, and/or requirements
- Ad-hoc support as required.

This software solution must address the basic functions as described:

- Human Resources
 - Employee life-cycle
 - Employee records set-up & maintenance (employee payroll information, masterfile updates for rates/benefits/other banks)
 - Total rewards (compensation administration, management of recognition and rewards, health benefits administration, pension/retirement administration)

- Workforce management (separation/termination, absence)
 - Talent acquisition (sourcing, recruitment, evaluation, applicant tracking, offer management)
 - Seniority calculations
 - Possible Performance management
 - Demand forecast
 - Organizational design/charts
 - Possible Learning (learning development, learning delivery, learning management)
 - Possible Occupational Health & Safety
 - Possible Disability management (non-occupational disability management)
- Payroll:
 - Uploading time and attendance transactions
 - Processing of payroll and related reporting (including cost analysis and projections)
 - Earnings and deduction calculations with preview and re-run processing
 - Statutory remittance filings biweekly and annual information returns
 - Overtime, shift premium pay, statutory holiday pay, retroactive adjustments
 - Grid increases as outlined in collective agreements
 - Reduced work week and leave calculations
 - Pension administration, including retroactive adjustments
 - Electronic Record of Employment filing
 - Seamless General ledger interfacing
 - Secure, electronic posting of pay statements and T4 slips to employee self-service
 - Customizable remittance files and reports based on specifications of third party
- Employee self-service (time submission and review, changes to personal information (e.g. banking information), entitlement/time off requests, access entitlement reports)
 - Manager self-service (approval of timesheets, access entitlement reports, entitlement approvals, workflow approvals, customized reporting for team/department, etc.)
 - Incorporation of unique rules and step-up schedules for Unionized personnel related Collective Bargaining Agreements
 - Reporting, including both general reporting and customizable reporting by end users (should be template-based to facilitate quick variations, allow selective attributes (filters, sorting) and support several output types such as on-screen, PDF, Excel or CSV), ideally reports could also be easily constructed by end users simply and on an ad hoc basis
 - Offer secured access based on predefined user roles
 - Scheduling and shift rosters including shift changes and time off requests
 - Workflow and automation, including system and email notifications, for activities such as transactions, reporting, or maintenance
 - Multiple instances of the system should be available to support both test and production environments with clear and effective processes for new application releases and importing of test data.

Key Statistics relevant to solutions

Category	Details
Number of administrative users for Payroll/HR team	6
Number of management users	14
Employees	200
Pay cycles	Bi-weekly
Paystubs per pay period	Average of 150
# of separate Union agreements	3, plus 2 non-union classifications
Job postings per year	Average of 50 job postings per year
Interviews per year	Average of 150

Bidder Contact Information Form

Bidders must complete this form and include with the Request For Proposal Submission. Please ensure all information is legible.

Company Name	
Bidder's Contact Information	
Mailing Address	
Email Address	
Office #	
Website	
WSIB #	
HST Account #	
Addenda # Received	

Subcontractor Information Form

Specify Option 1 or Option 2, below:

Option 1 –No Subcontracting will be utilized in order to meet the terms of this agreement.

or

Option 2 - The Subcontractors listed below will assist in meeting the terms of this agreement:

Subcontractor Information:

Name:	
Address:	
Work to be subcontracted:	
Scope of work:	

Note: If additional contractors will be used please include additional pages.

References Form

The Bidder shall provide below information on previous experience in this class of work successfully undertaken by the Bidder's firm in the last three years.

#1 Reference Name	
Contact and Telephone #	
Term (# years)	
Description of Work	
Additional Comments (optional)	
#2 Reference Name	
Contact and Telephone #	
Term (# years)	
Description of Work	
Additional Comments (optional)	
#3 Reference Name	
Contact and Telephone #	
Term (# years)	
Description of Work	
Additional Comments (optional)	

Confidentiality Agreement

I understand that, as a [Board member, Contractor (solo), Contractor (organizational – signing on behalf of all staff), Staff member, Student, Volunteer] of the Health Unit, I will have access to confidential information. This information will include, but is not limited to, personal health information, personnel records or other personal information that is not health related. I agree that [during my appointment, during my contract, during my employment, during my placement] and following termination of such, that:

1. I will not collect, use, disclose, alter or destroy confidential information unless I am authorized to do so by [legislation or Board of Health policies and procedures; the Health Unit].
2. I will only access personal information that I require to complete my duties.
3. Immediately upon completion I will return any confidential material in my possession. [Alternatively, as agreed in writing prior to commencing my duties, I will destroy this material in such a manner that confidentiality is protected.]
4. I will seek guidance where I am unsure of information handling practices.

I understand that any breach of my obligation of confidentiality may lead to one or more of the following:

- disciplinary action up to and including termination
- a personal fine
- legal proceedings for damages
- a report to the Privacy Commissioner
- a report to a regulatory College.

I agree to notify HPPH at the first reasonable opportunity if I become aware that confidential information is stolen, lost or accessed by unauthorized persons.

Dated at _____ this _____ day of _____, 20____

Signature

Print name

Witness signature

Print witness name

Fee Structure Form



Fee Structure HPPH
Payroll and HRIS RFI

Bidder

Date

Signature