MUNICIPALITY OF MISSISSIPPI MILLS

Mississippi Mills

Request for Proposal

For Human Resources Information/Payroll System

NFRP #24-14

Closing Date: May 14, 2024

Closing Time: 12 o’clock EST

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1 Information to Bidders

1.1 Introduction

This Request for Proposal (the "NFRP") is an invitation by the Corporation of the Municipality of Mississippi Mills ("the Municipality) to submit proposals for **NFRP #24-14,** as further described in Section 2 – Scope of Project.

The Municipality is seeking proposals for the purpose of gathering information on an integrated Human Resources Information System(HRIS)/Payroll application in order to determine a preferred provider to support the management of the Municipality's human resources. The agreement between the successful Bidder and the Municipality will cover a period of five (5) years.

The agreement between the Municipality and the successful Bidder will be to implement an HRIS/Payroll system, provide education on its use, as well as consultative and support services. The provider will also be knowledgeable on the successful integration of their payroll system with the Municipality's current financial system (Great Plains).

A detailed scope of project can be found in Section 2.4 – Product Scope.

1.2 Project Manager

The services provided will be subject to review and acceptance by the Project Manager hereby identified as the Human Resources Business Partner or designate.

1.3 Intent to Bid

If a Bidder is interested in submitting a bid in response to this NFRP, **the Bidder must complete and submit an Intent to Bid Form (Appendix 1).** The Intent to Bid form must be submitted via email the Project Manager, Cyndy Woods, to the following address cwoods@mississippimills.ca.

Once Intent to Bid forms are received and have been reviewed by the Municipality, the interested Bidders will be provided with more technical details of the Municipality's current management of its people resources.

Please note that any subcontractors or third parties with whom the Bidder shares any information about this NFRP or involves in their submission are subject to the same confidentiality requirements as the Bidder.

1.4 Bid Submission

Submissions shall be made in the format specified in the Submission Requirements (Section 3). They shall be responsive to the HRIS/Payroll Requirements outlined in Section 2 and address all areas of the scope outlined in Section 3.

Submissions shall be made electronically to the Project Manager, Cyndy Woods, via email at cwoods@mississippimills.ca. They shall be properly labeled with the proposal number NFRP

#24-14 in the email subject line and sent no later than the Bidder Proposal Submission Deadline (see Section 5).

Proposals will be received until May 14, 2024, at 12:00 PM Local Time. It is the Bidder's responsibility to ensure that their submission is received prior to the deadline. Late proposals will not be given consideration. The Municipality reserves the right to accept or reject any part of an accepted proposal.

All proposals will be held in strict confidence until after the closing date and time.

1.5 Inquiries

All inquiries regarding this NFRP are to be directed to the Project Manager, Cyndy Woods, via email to the following address: cwoods@mississippimills.ca.

Inquiries and questions must be received by email no later than April 29, 2024, at 12:00 PM Local Time. All inquiries received, and the answers as provided by the Project Manager will be provided to all Bidders by way of written addendum and posted on the municipal website no later than May 6, 2024.

1.6 Selection Process

An evaluation team will review all proposals received and score the proposals using a consensus approach, in relation to the criteria and points identified in Section 5. An award may be made solely based on the proposal submission, without a meeting with the Bidder. However, one or more Bidders may be invited to conduct a presentation for the evaluation team, or to provide written clarification on their proposal.

Please see Section 6 for further Scheduling details.

1.7 Proposal Validity

Proposals shall remain valid and open for acceptance by the Municipality for a period of sixty (60) business days, following the due date for receipt of proposals.

1.8 Municipal Rights and Options

The Municipality, in their sole discretion, reserves the following rights:

i. Supplement, add to, delete from or change this solicitation document;
ii. Determine which respondent, if any, should be selected for presentations;
iii. Reject any or all proposals or information received pursuant to this NFRP.
iv. Cancel this NFRP with or without the substitution of another NFRP.
v. Request additional data or information after the submittal date, if such data or information is considered pertinent to aid the review and selection process.
vi. Conduct investigations with respect to the qualifications and experience of each respondent.
vii. Not consider a respondent who has been terminated by the Municipality or has been deemed by the Municipality to have provided unsatisfactory performance on any

previous or current contract or based on previous dealings between the Municipality and the respondent.

viii. Not consider a respondent who is currently involved in or responsible for litigation of any kind against the Municipality.

ix. Take any action affecting the NFRP or the services or facilities subject to this NFRP that would be in the best interest to the Municipality.

x. Require one or more respondents to supply, clarify or provide additional information for the municipality to evaluate the proposals submitted.

xi. Waive any informalities or irregularities in the submittals or to re-advertise; and

xii. The lowest, or any bid, will not necessarily be accepted either individually or collectively.

1.9 Addenda

It may be necessary for a variety of reasons to issue and addendum. All information defined within the addendum shall form an integral part of the Bidder's submission. The Bidder shall acknowledge in its submission, by inclusion of signed addenda, all addenda that were considered when the bid was prepared and therefore considered within the Proposal price.

Changes deemed by the Municipality as being for clarification purposes only and which, in the opinion of the Municipality, do not affect the price will be identified as **Clarification Only** and will not require acknowledgment by the Bidder.

An addenda notification will be posted on the Municipal website and emailed if the Bidder has provided an appropriate email address.

Although the Municipality will make every reasonable effort to ensure a Bidder receives all addenda issues, it is the **Bidder's ultimate responsibility to ensure all addenda have been received and acknowledged as instructed or the Proposal shall be rejected.**

1.10 Expense of Submittal Preparation

The Municipality accepts no liability for the costs and expenses incurred by the respondents in responding to this NFRP, preparing responses for clarification, attending site meetings/interview, or participating in contract development sessions or meetings and preparations required for the contract approval process. Each Bidder that enters into the procurement process shall prepare the required materials and submittals at its own expense and with the express understanding that they cannot make any claims whatsoever for reimbursement from the Municipality for the costs and expenses associated with the procurement process.

1.11 Errors or Omissions

It is understood and acknowledged that while the NFRP includes specific requirements, a complete review and recommendations are required. Minor items not herein specified but obviously required, shall be provided as specified. Any misinterpretation of requirements within this proposal bid shall not relieve the Bidder of the responsibility of providing the services aforesaid.

1.12 Conflict of Interest

Bidders are required to disclose any conflict or potential conflict of interest to the Project Manager, in writing, as soon as possible in the NFRP process.

The Bidder and the Project Manager are to discuss any perceived or potential conflict of interest prior to proposal submission to the Municipality.

2 Project Context

2.1 Background

The Municipality of Mississippi Mills is located in Lanark County, a short 40-minute drive from Canada's Capital, Ottawa. It is a dynamic and growing Municipality with country roads, waterfalls, and heritage sites. The Municipality has a population of 14,740 residents, an increase of 12% over 2016 Canadian Census figures. This growth exceeds the Provincial average by 5.8%.[1] Resident between the ages of 15 and 64 years old represent 59% of the Municipality's population.

The Municipality employs 150 full and part-time employees, approximately 50 volunteer fire fighters and seasonal staff. It currently does not have a system for the management of its people resources. The Payroll application is within the Diamond/Great Plains financial system, with a separate integrated time capture system (HRIS MyWay). The Municipality is inclusive of five (5) employee groups, Management, Non-Union, Union, Volunteer Fire Fighters and Council.

2.2 Current Environment

At present, the Municipality does not have a system to manage its employees. The current Payroll system captures limited employee information with very minimal data reporting functionality.   Additional employee information is being captured and maintained through manual tracking processes in hard copy files or spreadsheets.

Function	**System**
Payroll System	Microsoft Dynamics Great Plains– Information entered manually
Time Reporting	HRISMyWay – Time entry is completed by employees, Manager or designate. File is uploaded to Great Plains for processing. System permits leave requests and captures bank entitlements. No analytic capabilities or functionality. All regular/vac/banked/sick/lieu and other coding is tracked manually.
Scheduling	Manually, excel spreadsheets or word documents
Disability or Attendance Management	Manual, paper records

[1] 2021 Census - Statistics Canada (2023)

Training & Qualification Management	Tracked on excel spreadsheets, not centralized (some training is tracked by Departments, others by Human Resources), paper copy of certification kept in HR files.
Employee Benefits	Employees are enrolled on the Desjardins portal, entered manually into the GP payroll system
Legislative Training	The Municipality is currently in partnership with 4S Consulting as part of the HSEP. During this temporary partnership, the Municipality has access to their on-line learning portal to assign AODA, WHMIS, WVH and Worker/Management Safety Awareness.
Disciplinary, Probation and Performance Appraisals Processes	Disciplinary letters are created in word and stored on-line and in the EE's HR file. Probationary periods are manually tracked with notifications going out to the Manager/Directions 30 days in advance. Performance Appraisals are manually tracked and completed in a Word document, stored as a hard copy in the EE's HR file.
Health & Safety, Recruitment and Orientation	Manual records
HR Policies and Job Descriptions	Developed and stored in SharePoint
Employee Records	Limited information stored in the GP Payroll system Manual Files Some data in stored electronically
IT Resources	Microsoft Great Plains, HRISMyWay Cloud based, using SharePoint/Teams and other Microsoft modules, IT Managed Services Support is contracted out

3 Project Scope

The Corporation of the Municipality of Mississippi Mills is seeking a solution that can be leveraged or integrated with other software platforms currently being utilized. Or, a single software platform to replace existing software suites to provide an integrated solution. The solution must be able to streamline processes and reduce the total cost of administering these functions while providing real time up to date information to improve decision making and reporting capabilities. Ideally any proposed solutions will incorporate the latest technologies available and will allow for the incorporation of additional software modules at a later date as required.

The Municipality's specific objectives for an integrated Human Resources Information System are as follows:

- Real time Integration
- Streamlining of processes to eliminate duplication and inefficiencies,
- Ability to share and update information across multiple service locations,
- Employee self-serve portal
- Enhanced security features
- Data analytics and real time reporting capabilities
- Reliable systems with accurate information
- Latest software features
- HR suite of HRIS functionality, including, onboarding/offboarding, performance management, compensation management, training and development tracking, Health & Safety, ability to manage different employee groups, seniority reports and employee information tracking, time and attendance tracking, recruitment and benefits management
- Scheduling and time management reporting
- Future scalability
- Human Resources and Payroll in a single system, Payroll can be inclusive of processing and remittances or platform based
- Organization data
- Leave reporting
- Integration with current or future financial software, GL Interface
- Software as a Service (SaaS), Cloud based with remote access to information
- User friendly
- Reporting and data analytics, functional data exporting ability

3.1 HRIS & Payroll Information

**Please note Code is either M – Meets, D – Does Not Meet, P- Partially Meets

Please tell us about your Payroll solution.

- Is your solution a platform for processing payroll or, is your solution inclusive of payroll processing? Are one or both an option?
- If your solution is inclusive of payroll processing, how are remittances managed (EHT, Receiver General etc…)

Section	Details	Comments	Code
Section 1: Payroll			
3.1.1	Ability to process payroll for hourly and salaried employees on a bi-weekly basis. Payments are made every 2nd Thursday, one week in arrears. Ability to run additional pay runs in a period. Pay processing for members of Council based on stipends and not hourly rates and		

Section	Details	Comments	Code
	Volunteer Fire Fighters annual stipend also required.		
3.1.2	Ability to preview payroll to correct errors prior to final pay submission, ability to run audit reports to identify anomalies to be reviewed		
3.1.3	Ability to process and electronically submit ROE		
3.1.4	Calculate gross pay based on hourly pay rates and annualized salary rates using variety of different pay grids and salary levels.		
3.1.5	Multiple types of paid time, including regular pay, paid leave, medical appointments, modified duties, per diems etc.… Also ability to track unpaid time eg. unpaid sick, WSIB lost time, personal LOA, maternity/parental leave		
3.1.6	Multiple types of pay differentials such as on-call, ORO premium, weekend premiums responsibility pay, WEG (wage enhancement), paid meetings, standby, allowances such as cellphone, uniform/boot, vehicle		
3.1.7	Earnings can be identified as taxable or tax exempt. Taxable benefits calculated		
3.1.8	User-configured rules for calculating overtime, shift differentials, holiday pay, banking lieu time		
3.1.9	Multiple overtime rules based on hours worked, banking at straight time, 1.5 or 2.0 regular hourly rates		
3.1.10	Calculate retroactive pay adjustments from a defined effective date based on stored historical time entry data.		
3.1.11	Payout vacation/banked time at the accrual rate vs. currently hour rate		
3.1.12	Interfaces with time and attendance module and or a time clocking system		
3.1.13	Calculate payroll accruals for year-end salaries and benefits		
3.1.14	Payroll deductions can be set as flat dollar amount or as a percentage of salary with minimum or maximum deduction amounts. Calculate both employer and employee portions. Produces remittance reports		

Section	Details	Comments	Code
	(United Way, Staff Social fund, RRSP's etc…)		
3.1.15	Application regularly updated with current CRA withholding tables and all legislative payroll deduction changes.		
3.1.16	Ability to configure and setup new deduction types and time capture codes linked directly to GL accounts		
3.1.17	Ability to define deduction frequency (all pay periods, first pay or last pay of the month.		
3.1.18	Report on benefits deductions, effective date/termination dates to easily reconcile billing		
3.1.19	Unique identifier for each deduction type. Provide number of deduction codes available if not unlimited		
3.1.20	Retain current employee ID's as unique identifier		
3.1.21	System generation of year end filling requirements, (T4's, pension) Ability to adjust box information. Or combine T4's (part-time and full-time with the same reporting year)		
3.1.22	Self-service options including viewing/printing pay statements, T4's completing TD1 forms, viewing employee banks and updating personal information.		
3.1.23	Self-service options can be accessed remotely via web access or mobile device and whether system generated email notifications can be issued.		
3.1.24	Generate reports on earnings, hours, benefits and deductions by category (eg. regular, sick, overtime, vacation) and by full-time or part-time status		
3.1.25	Generate seniority reports based on specific rules for leaves such as maternity/parental leaves		
3.1.26	Ability to export data to excel or other user friendly formats, ability to take screen prints directly from the system		
3.1.27	Calculate banked time leave by employee including user configured rules for maximums		
3.1.28	Calculate eligibility for statutory holiday pay, pay in lieu of benefits		

Section	Details	Comments	Code
3.1.29	Comprehensive audit trail for all payroll changes		
3.1.30	Ability to process separate pay bi-weekly (retro pays, Time in Lieu (TIL) payouts)		
3.1.31	Manually adjust over-ride deductions ie. EI, CPP, Tax		
3.1.32	Set up and track banks, vac, sick, TIL, Family days, inclement weather, hot weather		
3.1.33	Ability to charge out hours to different GL accounts		
3.1.34	Ability to pay at appropriate rates and track hours for multiple positions for purpose of wage progression		
3.1.35	Mass uploads to pay tables/benefits/other forms compensation by individual or employee groups		
3.1.36	How are statutory deductions/remittances managed? Ie. Receiver General, EHT, WSIB		
3.1.37	How are year end reconciliations/remittances managed?		

SECTION 2: Time and Attendance:

Please share with us your time and attendance functionality:

- Does your system have the ability to create schedules, develop earning codes/attached to GL account numbers, manage multiple employee positions and include a leave management feature?
- Can it manage rules based on different employee groups?
- How does the system manage various types of paid leave?
- How does the system manage various types of unpaid leave?
- How does it manage paid/unpaid leave with respect to service/seniority?

Section	Details	Comments	Code
Section 2: Time and Attendance			
3.2.1	Unlimited number of user defined time earning codes		
3.2.2	Date effective recording of all timesheet and employee related data.		
3.2.3	Preset standard schedules that are easily modified		

Section	Details	Comments	Code
3.2.4	Employees can enter hours using on-line timesheets/mobile devices		
3.2.5	Timesheets can be adjusted by day/week/biweekly		
3.2.6	Provides comprehensive audit trail of all changes made to the timekeeping record		
3.2.7	Support retro calculations based on payroll transfer date		
3.2.8	Ability to cost hours out to different cost centres based on work being performed		
3.2.9	Summarized earnings by employee/department based on defined time period		
3.2.10	Includes various types of Payroll lockdown dates to freeze timesheet edits for Payroll processing.		
3.2.11	Time capture audits that alerts anomalies that need to be approved/validated		
3.2.12	Tiered approval process. EE enters/Manager Approval/Payroll Processes		
3.2.13	Ability to manage different rules for different EE groups (Union/Non-Union/Management/Council/Volunteer Fire)		
3.2.14	Allows for real time access to activities and related costing		
3.2.15	Tracks leave bank balances and permits leave requests/coding based on availability/calendar of who is on leave		
3.2.16	Ability to track actual vs. budgeted hours by employee group/department		
3.2.17	Allows for absence/leave tracking for defined time period		
3.2.18	Ability to view employee attendance data (based on coding) for defined time period		
3.2.19	Allows employees to submit leave requests/ and manager approval		
3.2.20	Allows for non-technical personnel to generate standard reports		
3.2.21	Standardized reports to run automatically and be distributed to specific users/distribution lists, via email/Manager portal/or other means		
3.2.22	Allows for reporting on EE leave balances		
3.2.23	Has process for unconnected employees		
3.2.24	Ability for commenting on specific shifts and modifications		
3.2.25	Create or set up bank entitlements for calendar year based on service dates.		

SECTION 3: On-boarding

Please share with us:

- The workflow for hiring/on-boarding a new employee
- What forms are supported; what data is captured?
- Does your solution assist in conducting employment verification?

Section	Details	Comment	Code
Section 3: On-boarding			
3.3.1	Ability to enter new hire information prior effective start date		
3.3.2	On-boarding documents can be accessed/completed/submitted by new hire on-line (EE portal) or mobile device. Are they available for hard copy printing?		
3.3.3	New hire notifications are sent to various stakeholders (Payroll/IT/Department Head)		
3.3.4	Ability to assign/track legislative training (AODA, WHMIS, WVH, Worker Safety Awareness or other training modules)		
3.3.5	Ability to assign and track equipment/municipal property (keys/computers/cellphones etc.)		
3.3.6	Reminder notifications for outstanding training/paperwork that needs to be completed		
3.3.7	Ability to track credentials/certifications plus expiration dates to ensure qualifications are maintained		
3.3.8	Ability to gather employee demographics/preferences/emergency contacts		
3.3.9	Systematic flow to completion of on-boarding. Can forms be started and completed at later time. Is there ability to advance or move backwards in the workflow to complete on-boarding process?		
3.3.10	On-boarding paperwork is generated based on hiring status eg. Benefit/pension enrolment for full-time		
3.3.11	Can documents be uploaded and stored to create electronic EE file eg. letter of offer/certification/performance management		

SECTION 4: Off-boarding or Termination

Please share with us:

- Your employer configurable workflow and how it supports termination of employees and temporary contract assignments
- How is your solution used to notify appropriate areas of the Municipality (IT, Payroll) that an employee or contract employee has been terminated?

Section	Details	Comment	Code
Section 4: Off-boarding or Termination			
3.4.1	Enables manager to initiate request for Termination workflow		
3.4.2	Ability to track terminations by reason (eg. resignation, retirement, termination, return to School, alternate employment,) Is the EE eligible for rehire.		
3.4.3	Can the workflow be different based on the type of termination or employment status?		
3.4.4	Is there automated process such as termination of EE benefits/pension or ROE generation?		
3.4.5	Does the workflow incorporate/track exit interview information		
3.4.6	Does the workflow send reminders for the return of Municipal property		

SECTION 5: Human Resources

Please share or describe your system's HR functionality:

- How does your system integrate with the Payroll system?
- What reports and report development capabilities does your system have?
- How does your system manage EE transfers? (different positions, different departments)
- How does your system manage EE status changes? (part-time to full-time, recognition for service, addition or termination of benefits etc.)
- Is there "service" conversion capabilities when EE's transfer PT to FT or FT to PT.
- Is there duplication of fields in the HRIS and Payroll solutions?
- How does the information transfer between applications?
- How does the system manage a "re-hire", does it restore historical information/service information.
- Can documents be electronically scanned into the system?
- Can terminations or other actions be easily "undone" in the system?
- Does the HRIS support succession planning

Section	Details	Comments	Code
Section 5: Human Resources			
3.5.1	Maintains employee demographic and Historical data for all employment related Details (eg. original hire dates, service/seniority dates, name changes, preferences, contact information etc…)		
3.5.2	Manages position occupancy or permits Multiple positions/rates of pay		
3.5.3	Generates, identifies and track EE's by unique employee number.		
3.5.4	Maintains education, certifications, skill tracking, prompts for renewals		
3.5.5	Establish jobs/roles/positions and all relevant details. Permits the creation of newly established positions.		
3.5.6	Keeps historical job related data such as job ratings, re-evaluations, pay band adjustments		
3.5.7	Make simultaneous changes to large employee groups (eg. new hires, salary changes, transfers)		
3.5.8	Organizational Chart and reporting hierarchy (pay approval, performance reviews etc.) Can it manage dual reporting?		
3.5.9	Performance tracking and progressive disciplinary action tracking		
3.5.10	Enable effective/future dating of pending transactions/events with the ability to maintain transaction history		
3.5.11	Routes job/salary changes electronically for approval based on user defined approvals		
3.5.12	Managers have ability to run reports or create ad-hoc reports based on their secured access		
3.5.13	E-mail alerts can be generated based on system or user defined events		
3.5.14	Data/transactions submitted by managers automatically validate for accuracy and completeness		
3.5.15	Life to date history on all employee fields		
3.5.16	Audit trails for all additions, updates and changes		
3.5.17	Retains employee status code history		
3.5.18	Limitless historical data capture		
3.5.19	Unlimited user defined fields		

Section	Details	Comments	Code
3.5.20	Identify, track and modify employee status		
3.5.21	Tracks probationary periods and sends alerts about the progression to permanent employment status		

SECTION 6: Employee Engagement

Please tell us:

- How the features/functionality of your system support employee engagement.
- Does it have a web-based employee portal that can be accessed by desktop or mobile devices?
- How does the system support employee wellness? Eg. Benefits, accommodations
- How are benefits or benefit information made available to employees?

Section	Details	Comments	Code
Section 6: Employee Engagement			
3.6.1	Ability to easily access/update personal data.		
3.6.2	Ability to survey employees on a variety of topics.		
3.6.3	Tracks training and development, initiates reminders for expiring certifications		
3.6.4	Supports succession planning, career pathways		
3.6.5	Employee performance monitoring and goal setting, metrics or KPI's abilities		
3.6.6	Information sharing/communication platform		
3.6.7	Employee/Manager portals to initiate work flows		
3.6.8	Does the system manage employee preferences eg. preferred name vs. legal name, methods of contacting		
3.6.7	Access to important policies or benefit information		
3.6.8	Ability to view employment related information		
3.6.9	Ability to submit request for manager approval eg. attending seminars/training opportunities		

SECTION 7: Historical Data, Security and IT

Please tell us:

- What if any limitations there are with respect to the storage capacity of historical information?

- Can historical data from the current system be stored or accessed in your system?
- Is system performance impacted by the accumulation of historical data?

Section	Details	Comments	Code
Section 7: Historical Data, Security and IT			
3.7.1	Does your solution have single sign-on capabilities with Entra ID		
3.7.2	ISO 27001 or 27017 certified		
3.7.3	SOC compliant		
3.7.4	Supports the automation of technology onboarding for users either through workflows, or API connections to Microsoft Graph		
3.7.5	Ability to track assets		
3.7.6	Approval process for various applications and hardware		
3.7.7	How is information stored and protected		
3.7.8	Can historical data be stored and processed for retro-activity		
3.7.9	Systems adheres to privacy guidelines defined by privacy commissioner and MFIPPA		
3.7.10	Identify Password complexity, protection and reset process		
3.7.11	System crash recovery planning including off-line processes for continued operation and recovery.		

3.2 Implementation & Training

The successful Bidder will also provide a detailed plan on how they will implement the HRIS and transition payroll to their solution. The plan should be inclusive of the following:

- Time-lines for implementation
- Time commitment of required participants
- Number of parallel runs for payroll transition
- Ongoing support including typical response times
- Data import requirements for upload
- Needed IT support, technology or hardware required
- Approach and methodology, training platform
- Integration to current financial system
- Time and Attendance and HRIS testing
- Customization and development services
- Outline of the test plan of the entire employee lifecycle
- Strategy for system training, including one on one training for critical users

- Training methodology to ensure smooth transition; go live support
- Training requirement by job function

4 Submission Requirements

Bidders must send a complete submission via email to be considered for this NFRP. Successful Bidders will comply with the following list of requirements:

- The Bidder must operate in Canada.
- The Bidder's documents must all be in English.
- The Bidder must be able to cover the entire required scope of services.
- All dollar values must be provided in $CAD.
- Each submission must contain
    1. The Bidder's Proposal Document (Section 4.1)
    2. The Bidder's Pricing Proposal (Section 4.2)
    3. A Copy of the Bidder's Standard Terms and Conditions (Section 4.3)

Any incomplete or paper submissions will not be considered.

4.1 The Bidder's Proposal Document

The document in the submission email shall be the Bidder's proposal, clearly labelled as "[Firm Name] – Proposal".

Each proposal must contain information in the following four sections:

Section	Details
Section 1: Understanding and Fit	
1.1) Proposal Form	• A completed copy of the Proposal Form, as included in Appendix 2.
1.2) Executive Summary	• A summary of the proposal. • Including, but not limited to, differentiating factors, general team composition, overview of service coverage, etc.
1.3) Bidder Point of Contact & Details	• The designated point of contact's name and title. • Their telephone number, email address, and fax number for all communication. • The firm's mailing address.
1.4) Understanding of the Requirements	• A summary of the Bidder's understanding of the Municipality's needs and objectives. • A list of key assumptions and approach to validating these.
Section 2: Bidder Credentials and Experience	

Section	Details
2.1) Firm Profile	• A brief overview of the firm, length of time in business, ownership structure and the regions in which it operates. • A brief description of the services that the firm provides in relation to the scope of work outlined in this NFRP.
2.2) Project Experience	• A description of the Bidder's relevant experience. • Includes three relevant project examples of a similar scope Section 3.1 – HRIS & Payroll Information • A minimum of one example demonstrating experience working with the public sector, with specific emphasis on municipalities
2.3) Proposed Team	• The names, credentials and experience of staff members that would be involved in the service transition and key personnel that would be assigned to the Municipality's account team. • If relevant, include a description of the relationship between the Bidder and any contractors, subcontractors, consultants, and/or suppliers that support the Bidder's operations. Bidders must also complete the form in Appendix 5 – Subcontractors and Third Parties.
2.4) References	• A minimum of three client references, with at least one from the public sector, from organizations of a similar size and service scope. • Bidders must complete the form in Appendix 4 – Reference Template for all references provided. • The Municipality may contact any or all references provided.
Section 3: HRIS Payroll Solution	
3.1) Description of Bidder's Services	• A detailed description of the Bidder's coverage of the required scope of work, as outlined in Section 3.1 – HRIS & Payroll Information
3.2) Additional Information	• A description of any value-added services for the Municipality. • Additional modules available that may be purchased at a later date • Any assumptions • Any other additional information the Bidder may see as relevant
Section 4: Service Transition	

Section	Details
4.1) Transition Services	• A service transition plan and proposed timelines for transition from the Municipality's current payroll/time and attendance solution and implementation of HRIS • A checklist and timelines for transition activities and milestones • A description or list of responsibilities the Bidder expects of the Municipality

4.2 The Bidder's Pricing Proposal

Each Bidder shall submit, on a separate page clearly identified as "[Firm Name] – Pricing Proposal", a breakdown of service costs for years 1, 2, 3, 4, and 5.

Further instructions are provided in Appendix 3 – Pricing Proposal.

4.3 A Copy of the Bidder's Standard Terms and Conditions

In a separate document, clearly identified as "[Firm Name] – Standard Terms and Conditions", the Bidder shall provide a copy of their standard terms and conditions for the contract with the Municipality.

5 Evaluation Methodology

This section outlines the approach the Municipality will take to evaluate Bidder submissions. Submissions will be reviewed in detail and scored by the Municipal review team on a consensus basis. During the review, the review team reserves the right to clarify any contents of a Bidder's submission at any point during the evaluation process.

Please consult the Evaluation and Points Weighting (Appendix 6) **for a complete breakdown of scoring and point allocations.**

The Municipality will evaluate submissions and conduct negotiations in the following sequence:

5.1 Confirmation of Submission Requirements

The Municipal review team will first vet all submissions received via email to ensure their compliance with the requirements outlined in Section 4.

Any submission that does not comply with these requirements will not be considered.

5.2 Evaluation of Proposed Solution

The Municipal review team will then assess and score the proposal file ("[Firm Name] – Proposal") for each compliant submission. This review will cover the four main sections of the document, as outlined in Section 4.1. Points will be allocated for the depth and relevance of firm experience, and for the proposed solution and service transition, in accordance with the Municipality's scope of work (Section 3).

Only Bidders able to obtain a minimum score of 70% (56 out of 80 points) on their proposal will be considered.

5.3 Evaluation of Pricing Proposal

The review team will then consider the Bidder's pricing, as presented in the pricing proposal file ("[Firm Name] – Pricing Proposal"). Points will be allocated to the Bidder's pricing according to the relative pricing formula and their assumptions / supporting explanations (Appendix 3).

Once scoring is complete, the review team will then select specific Bidders to proceed based on the highest total scores.

5.4 Presentations

The highest-scoring Bidders may be required to provide a presentation to Municipal staff to further discuss their proposed solution and transition plans. The Bidder may conduct the solution session remotely or in-person at the Municipality's office in Almonte. Bidders are responsible for any associated costs or expenses.

Prior to the presentation date, the Municipality will send out an agenda of topics for the Bidder to present. This may include specific questions regarding the bid as well as an overview of the proposal. The invited Bidder must ensure that resources identified in their proposal are available to attend the presentation. All proposed resources are expected to be thoroughly versed and knowledgeable with respect to the requirements of the NFRP document and the Bidder's proposal submission.

Presentations will **not** be scored. However, if material differences are observed between the contents of the Bidder's proposal and their presentation, the review team may re-score the Bidder's proposal accordingly.

5.5 Reference Checks

The review team will perform reference checks using the information provided by Bidders, in accordance with the Reference Template provided (Appendix 4). Reference checks will assess the satisfaction of previous clients with the Bidder's solution, implementation, and support services.

Reference checks will **not** be scored. However, **unsatisfactory references may result in the Bidder's disqualification.**

5.6 Negotiations

The Municipality may select an individual and/or firm on the basis of Proposals received without discussion. Each Proposal should, therefore, contain the proponent's best terms and complete detailed information.

The proponent will assume all costs incurred in providing responses to the NFRP and for providing any additional information required by the Municipality to facilitate the evaluation process. The Municipality reserves the right to discontinue the NFRP process at any time and makes no commitments, implied or otherwise, that this process will result in a business transaction with one or more proponents.

5.7 Selection and Award

Subject to the reserved rights of the Municipality, after assessing submissions and presentations in their entirety, the Bidder with the highest total score will receive a written invitation via email to enter direct contract negotiations to finalize the project agreement with the Municipality.

Notification will be provided to all unsuccessful proponents who responded to the NFRP.

6 Project Timing and Responsibilities

The Municipality has established the following timelines for the project:

Milestone	Date
Issue Date of NFRP #24-14	April 19, 2024
Deadline for Bidders to submit Intent to Bid Form	April 26, 2024
Deadline for Bidders to submit questions	May 2, 2024 at 12:00 pm
Deadline for Municipality to respond to questions	May 6, 2024
Bidder Submission Deadline	May 14, 2024 at 12:00 pm
Bidder Solutions Sessions (Optional)	May 21- May 24, 2024
Selection of successful Bidder	Within two (2) weeks of Solution Sessions
Anticipated Execution of Agreement	July 1, 2024

6.1 Responsibilities of the Municipality

Leading up to, and throughout the duration of, the contract, the Municipality will provide the following:

i. Access to information within the municipalities control that will assist the successful Bidder in completing the project.
ii. Coordination of meetings with staff members as required and all meeting expenses (minus travel).
iii. Distribution and collection of materials to / from staff.
iv. Authorize payment of invoice to Bidder.

6.2 Responsibilities of the Successful Bidder

Leading up to, and throughout the duration of, the contract, the successful Bidder will:

i. Provide a mutually acceptable agreement outlining the terms, conditions, and scope of the work to be provided (upon selection).
ii. Provide all professional services related to the execution of this project.
iii. Cover all travel expenses and disbursements for this project.
iv. Be in attendance at meetings with Project Team and municipal staff.

Appendix 1 – Intent to Bid Form

To: Cyndy Woods, Project Manager
Email: cwoods@mississippimills.ca

Re: Intent to Bid on NFRP # 24-14 for HRIS & Payroll Solution

Bidders are requested to acknowledge receipt of NFRP # 24-14 and their intent to bid by sending this completed Intent to Bid Form by email to the person(s) identified above by ***no later than April 26, 2024.*** Emails must include "Intent to Bid on NFRP # 24-14 for HRIS & Payroll Solution" in the email subject line.

Bidders submitting this form will be provided with additional IT current state documentation and notified of any addendum issued to this NFRP, both of which will be forwarded to the person identified below.

I hereby acknowledge receipt of the above-noted NFRP.

[Please check your answer]

I / We DO ☐ DO NOT ☐ intend to submit for this NFRP.

Contact Information for the Bidder Representative:

Full Legal Name of Firm	Mailing Address
Representative Full Name, Title	City, Province, Postal Code
Email Address	Phone Number
Representative Signature	Date

Appendix 2 – Proposal Form

Request for Proposal for HRIS & Payroll Solution

NFRP #24-14

Closing Date: May 14, 2024

12 o'clock (Noon) EST

To receive consideration, all submissions must be received prior to the above-noted closing time. Please submit your response via email in accordance with the contact individual(s) identified within this NFRP and clearly label in the email subject line:

"[Firm Name] Submission for NFRP #24-14 – HRIS & Payroll Solution"

The information below must be included at the beginning of the Proposal file (see Section 4.1).

PROPOSAL FORM

This proposal is submitted by:

Full Legal Name of Firm	______________________________
Name of Contact	______________________________
Address	______________________________
Province	______________________________
Postal Code	______________________________
Email Address	______________________________
Telephone	______________________________
Fax	______________________________

By my signature hereunder, it shall be understood that I have read, understood, and agree to abide by the instructions, terms, conditions and specifications contained in this Negotiated Request for Proposal document, including Addendum # _____ to Addendum # _____ to NFRP # 24-14.

To the Mayor and Council of the Corporation of the Municipality of Mississippi Mills,

I, ____
(Declarant's Name)

make the following declaration on behalf of ________________________________
(Firm Name)

(hereinafter referred to as the “Bidder”) and I have authority to make this declaration on behalf of and to bind the Bidder to its contents. I declare:

- That no person, firm, or corporation other than the one that is submitting this proposal has any interest in this proposal or in the contract offered thereby.
- That I have adequate and sufficient authority to bind the person, firm or corporation that is submitting this proposal.
- That this proposal is made without any connection, knowledge, comparison of figures or arrangement with any other company, firm or person making a proposal for the same work and is in all respects fair and without collusion or fraud.
- That no member of the Municipal Council, or any officer of The Corporation of the Municipality of Mississippi Mills (the “Municipality”) is, or will become interested directly or indirectly as a contracting party of otherwise in or in the performance of the contract, or in the supplies, work or business to which it relates or in any portion of the profits thereof, or of any such supplies to be used therein or any of the monies to be derived there from.
- That the matters stated in the said proposal are in all respects true.

And agree that this proposal is to continue open for acceptance until a formal agreement is executed by the successful Bidder or for sixty (60) business days following the proposal closing date, whichever occurs first, and that the Municipality may, at any time within that period, without notice, accept this proposal whether any other proposal has been previously accepted or not.

____
Declarant’s Full Name

____
Declarant’s Title

____
Authorized Signature

(Failure to sign above may result in rejection of this submission.)

Appendix 3 – Pricing Proposal

Context

The Bidder must submit a detailed breakdown of pricing to give the Municipality a consistent approach to assessing the price of bids. The pricing model should include:

- Costing per Solution (based on 150 employees)
- Implementation & Transition
- Third party product cost if applicable
- Application customization & development services
- Any additional on-going costs for service if not included in the per solution pricing
- Proposed software or operating systems not currently in use by the Municipality
- Any additional costs or services must be itemized and detailed as such in the proposal.

Pricing Proposal Instructions

Include the pricing proposal on a separate page in the proposal. All quotes must be in Canadian dollars ($CAD).

Pricing Evaluation and Scoring – The Relative Pricing Formula

Total Contract Value (TCV) will be used in the evaluation. This figure will be evaluated based on a relative pricing formula using all final total values provided by Bidders. Each Bidder will receive a percentage of the total possible points allocated to price.

For example, if a Bidder's TCV is $5,000 and that is the lowest bid price compared to other bids, that Bidder will receive 100% of the possible points (5,000 / 5,000 = 100%). A Bidder who bids $7,500 receives 67% of the possible points (5,000 / 7,500 * 100 = 67%), and a Bidder who bids $12,000 receives 42% of the possible points (5,000 / 12,000 * 100 = 42%).

$$\frac{\text{lowest price}}{\text{second-lowest price}} \times \text{total available points} = \text{score for proposal with second-lowest price}$$

$$\frac{\text{lowest price}}{\text{third-lowest price}} \times \text{total available points} = \text{score for proposal with third-lowest price.}$$

and so on, for every proposal.

Appendix 4 – Reference Template

Bidders must fill out the table below for each reference provided. Include references in the proposal document.

Reference [number]	
Company:	
Contact Name:	
Contact Title:	
Contact Details (email and phone):	
Description of the Company's Users:	
Description of the Bidder's services and solution:	
Description of the locations the Bidder's solution covered:	
Length of contract:	

Appendix 5 – Subcontractors and Third Parties

The Municipality requires the Bidder to identify all subcontractors that it will use for the delivery of services.

Subcontractor Entity	Services Delivered	Approximate Annual Percent Value of Total Services Delivered to Municipality
[Contractor ABC]	[Network services]	[1% of total value]

Appendix 6 – Evaluation Points and Weightings

The contents of the Bidder's proposal should address the evaluation criteria numbers one through four outlined below. The Bidder's Financial Proposal will be evaluated last, and a total submission score will be calculated.

Any new score produced upon the re-evaluation of a submission will be considered the Bidder's new total score. If any re-evaluation causes a Bidder's total score to drop from among the highest-scoring submissions or below the 70% threshold, they may be removed from the short list. The Municipality may then, at their discretion, promote another Bidder to the short list.

	Criteria	Weight
Bidder Proposal	**1 Understanding and Fit**	**5 points**
	• Understanding of the Municipality current state and the HRIS & Payroll Solution requirements • Firm longevity, reputation and structure	
	2 Bidder Credentials and Experience	**20 points**
	• Experience delivering services similar to the ones outlined in this NFRP • Credentials and experience of the proposed team	
	3 HRIS & Payroll Solution	**30 points**
	• Ability to meet the required scope of services • Any additional information or services	
	4 Service Transition	**15 points**
	• Proposed solution and plan (e.g., resourcing, timelines) for transitioning the Municipality from its current provider to the selected Bidder.	
Pricing Proposal	**5 Pricing Proposal**	**30 points**
	• Scored based on the relative pricing formula. • Any additional pricing context, justifications or supporting information provided in the proposal.	
	Total Submission Score	**100 points**

End of Document