

## Request for Proposals (RFP)

### I. PROJECT OVERVIEW

Action pact Inc. seeks a firm to provide an integrated human resources management and payroll information system and related services. The system should perform the functions and/or facilitate the services listed in this RFP's Section III – Scope of Work. The successful applicant (hereinafter "Service Provider"), in coordination with action pact's Human Resources and Fiscal departments, is expected to complete implementation of its system by December 1.

The Service Provider will invoice action pact on a monthly basis for the services provided. The business relationship between the Service Provider and action pact will continue at action pact's sole discretion.

### II. ABOUT ACTION PACT

#### General

Action pact is a private, nonprofit Community Action Agency originally established under the Economic Opportunity Act of 1964 to fight American's War on Poverty. Action pact started doing business under the umbrella of Slash Pine Area Planning and Development Commission in 1965 and was incorporated on October 7, 1968 as a private non-profit charitable organization. Its name changed on July 25, 1984 from Slash Pine Community Action Agency to Concerted Services, Inc. Then, in 2018 changed it's name to action pact, Inc.

America was built on the promise that every family should have an opportunity for success. Action pact is a community action agency deeply rooted in the promise of improving lives and communities. For over 50 years, we have worked alongside local partners and have become integral to the progress of the individuals and families in the communities we serve.

For more information, go to [www.actionpact.org](http://www.actionpact.org).

#### Workforce & Time and Attendance Reporting

Action pact has approximately 370 employees, some are exempt and some are non-exempt employees. There are approximately 340 full time and 30 on call/temporary employees. Within action pact's current payroll system, employees' time is charged to internal departments. Employees do not charge federal grants, but they may charge multiple departments. Generally speaking, action pact utilizes an exception-based timekeeping process; however, all employees submit a timesheet biweekly, even if no leave is taken.

### **Defined Contribution Retirement Plan**

Action pact maintains a 403(b) defined contribution retirement plan for eligible employees. Action pact makes matching contributions at \$0.75 per dollar up to 6% of eligible employees salary when the employees elect to make salary deferral contributions.

### **III. SCOPE OF WORK**

This RFP seeks an integrated human resources management and payroll information system that is able to perform the functions and facilitate the services listed below. Please note that this list may not be comprehensive, and all items on this list may not necessarily be implemented by action pact.

- Recruitment and onboarding
- Benefits administration
- Personnel action forms processing
- Employee performance management
- Employee professional development/training
- COBRA services
- Payroll processing
- Federal and multi-state payroll tax processing
- Customizable employee pay statements
- Employee IRS Forms W-2
- General ledger data upload/interface
- Time and attendance management
- Leave accrual calculation and tracking
- Employer 403(b) contribution calculations
- Group-term life calculations
- Wage garnishment services
- Affordable Care Act reporting
- Customizable/Ad hoc reporting
- Mobile capabilities
- Ongoing customer service
- Employee self-service

### **IV. PROPOSAL COMPONENTS**

Proposals must include the following components:

- A. A qualifications narrative describing the firm's and the assigned staff's relevant expertise, experience, and abilities in providing the types of services described in Section II, and demonstrating a commitment to maintaining a secure information technology controls environment that preserves the integrity and confidentiality of client data;
- B. An application capabilities overview, emphasizing key functionality of the firm's integrated HR and payroll information system, highlighting areas of potential customization of its core features and of its reporting modules;
- C. At least three (3) client references for relevant implementation and/or ongoing customer service experience, including the clients' contact information;
- D. A realistic implementation timeline, including administrator and end-user training, that seeks to meet action pact's goal of December 1, 2024 go-live date; and provide a detailed and consolidated description of how your organization plans to manage the transition and maintenance of the service that is being proposed.
- E. A cost proposal showing the pricing for the firm's services. If charging fees for personnel costs, include estimated levels of effort and staff hourly billing rates. Please ensure that the cost proposal is provided as a separate document.

Budget by line item

Rates for additional services offered by the firm

- F. Also, please answer these questions below:
  - What hours is your customer service available?
  - What is your client retention rate?
  - What is your company's disaster recovery plan?
  - What training do you offer? Is it free of charge or is there an associated cost?
  - Do you provide user reference guides?
  - How often is the software updated?
  - What controls are in place to ensure a smooth process through software update processing?
  - Describe the expected availability of personnel as of that date to support the proposal.
  - Will there be a designated contact person that action pact will work with specifically during the implementation and ongoing service process?
  - Describe what the applicant proposes to perform that will especially benefit the system users and/or make the proposal stand out from other applicants. This may include outstanding features of the system, integration, guarantee project timeliness, etc.

## V. SELECTION CRITERIA

Proposals will be evaluated using the following criteria and the associated weight:

- A. Qualifications narrative: 10%
- B. Application capabilities, system functionality and operability: 35%
- C. Client references: 15%
- D. Implementation timeline: 10%
- E. Cost: 30%

Action pact may request the top scoring applicants to present their proposals to action pact at its office in Waycross, GA. If selected, action pact will contact the Service Providers to schedule the date and time of the meetings.

## VI. SUBMISSION OF PROPOSALS

**Responses to this RFP** must be delivered to action pact to be stamped “received” no later than **4:30 pm October 25, 2024.**

Submit all components to:

Diane Rogers, Exec. Director, [drogers@myactionpact.org](mailto:drogers@myactionpact.org)

Hayley Stephens, Fiscal Director, [sstephens@myactionpact.org](mailto:sstephens@myactionpact.org)

Sonja F. Eason, HR Director, [season@myactionpact.org](mailto:season@myactionpact.org)

## VII. ACTION PACT TERMS

Quotes submitted in response to this RFP by an applicant shall be valid for at least 90 days following the closing date of this RFP.

Proposals must provide a straightforward, concise description of the applicants’ proposals to meet the requirements of this RFP. Neither multiple nor alternate proposals will be accepted. An applicant should give specific attention to the clear identification of those portions of its proposal that it considers confidential, proprietary commercial information or trade secrets.

The selected applicant shall be responsible for all services required by this RFP. Subcontractors must be identified and a complete description of their role relative to the proposals must be included in the applicants' proposals.

By submitting an offer in response to this RFP, an applicant, if selected for award, shall be deemed to have accepted the terms of this RFP. Any exceptions to this RFP must be clearly identified in the proposal. A proposal that takes exception to these terms may be rejected.

As part of the RFP review process, action pact may share materials, data, other information and analyses with applicants. As a condition of receiving such Information, applicants responding to this RFP shall be deemed to agree to protect, preserve and maintain all such Information on a strictly confidential basis, and to promptly return to action pact upon its request all tangible copies of such Information in your possession.

Action pact is not responsible for loss or damage to material submitted with or in support of this RFP. Any submission to action pact shall become the property of action pact (not including any intellectual property rights contained in such submission), and action pact is not required to return any submitted materials to any Applicant. Action pact is not responsible for any violation of copyright, trademark, patent, trade secret, or other rights that may result from disclosure made by response to this RFP.

Solicitation by action pact of proposals does not constitute an agreement by action pact to extend funding to any party for the project under consideration. Action pact may, in its sole discretion, elect not to pursue this project in any manner.

By submitting a proposal, each applicant grants to action pact the right to duplicate, use, disclose, and distribute all of the materials submitted for purposes of evaluation, review, and research. In addition, each Applicant has full and complete rights to all of the information and materials included in the proposal. Each applicant also guarantees that all such materials are not defamatory and do not infringe upon or violate the privacy rights, copyrights, or other proprietary rights of any third party.

Action pact will not be responsible for any costs incurred by an applicant in preparing and submitting a proposal, or in performing any other activities relative to this solicitation.