



REQUEST FOR PROPOSAL (RFP) – BID# 7497393

RFI - IMPLEMENTATION OF ONLINE PAYROLL REMITTANCES

SUBMISSION DEADLINE: Friday, September 20, 2013 at 11:30 AM (ET)

PRE-BID CONFERENCE: **NO**
 YES _____

Mandatory: **NO**
 YES: Any vendor who intends to submit a bid proposal in response to this solicitation must have its designated representative attend the mandatory pre-bid conference. The representative must register at the pre-bid conference and disclose the identity of the vendor whom he/she represents. Because attendance at the pre-bid conference is mandatory, a vendor’s failure to attend and register at the pre-bid conference shall result in disqualification of the vendor’s bid proposal as non-responsive to the solicitation.

Buyer Name: **Gail Walsh**
Title: **Chief Buyer**

QUESTIONS concerning this solicitation must be received by the Division of Purchases at (gail.walsh@purchasing.ri.gov) no later than (Monday, September 09, 2013, 5:00 PM (ET)). Questions should be submitted in a *Microsoft Word attachment*. Please reference the bid number (Bid #7497393) on all correspondence. Questions received, if any, will be posted on the Rhode Island Division of Purchases website as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

SURETY REQUIRED: **NO**

BOND REQUIRED: **NO**

DISK BASED BID: **NO**
 YES: See attached Disk Based Bidding Information

NOTE TO VENDORS:
Vendors must register on-line at the Rhode Island Division of Purchases website at www.purchasing.ri.gov. Offers received without the completed four-page Rhode Island Vendor Information Program (RIVIP) Generated Bidder Certification Cover Form attached may result in disqualification.

THIS IS NOT A BIDDER CERTIFICATION FORM



Disk Based Bidding Information

File Format

All disk based bid files are ZIP files that you can open using the WinZip 8.1 software. The ZIP file will contain one or more files based on the type of Bid/RFP.

Downloading the Disk Based Bid

Bids that have a file for download are marked with a "D" in the Info field of the bid search results. The "D" will be an active link to the WinZip file until the bid reaches its opening date. Clicking on the active "D" link will allow you to open or save the ZIP file associated with the bid. Opening the WinZip file will download a copy to your computer's temporary directory.

Opening the Disk Based Bid

Once downloaded, you can open the ZIP file with WinZip and view the Microsoft Office files contained within the WinZip file. Immediately save (extract) the individual files to an appropriate directory on your computer, such as "Desktop" or "My Documents".

FOR THE DEPARTMENT OF TRANSPORTATION AND OTHER SPECIFIC PROJECTS:

Completing the Disk Based Bid

Once the Microsoft Office files are properly saved, open the individual files and enter the required information in the appropriate fields. Save each file again to capture the new information you entered.

Submitting the Disk Based Bid

Save the completed files to a CD or diskette. Label the CD or diskette with the Bid/RFP number and bidder's name (company name, not contract name). Submit as instructed in the Bid or RFP solicitation document.

The Rhode Island Department of Administration/Division of Purchases, on behalf of the Department of Information Technology and the Office of Accounts & Control is soliciting responses from qualified entities to explore the implementation of payroll on-line remittances.

This is a Request for Information (RFI). No award will be made as a result of this solicitation.

INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:

- Potential respondents are advised to review all sections of this Request carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
- Alternative approaches and/or methodologies to accomplish the desired or intended results of this request are solicited. However, responses which depart from or materially alter the terms, requirements, or scope of work defined by this Request will be rejected as being non-responsive.
- All costs associated with developing or submitting a proposal in response to this Request, or to provide oral or written clarification of its contents shall be borne by the offeror. The State assumes no responsibility for these costs.
- Responses are considered to be irrevocable for a period of not less than sixty (60) days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
- Responses misdirected to other State locations or which are otherwise not present in the Division of Purchases at the time of opening for any cause will be determined to be late and may not be considered. The “Official” time clock is in the reception area of the Division of Purchases.
- Interested parties are instructed to peruse the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFI.

Request for Information

REQUIREMENTS AND DEADLINES FOR QUESTIONS AND RESPONSES

This RFI outlines the type of information being solicited from potential respondents and includes guidelines for content and format of responses.

All questions regarding this RFI must be in written form, pursuant to the terms & conditions expressed on page one of this solicitation.

Respondents desiring to reply to this RFI must do so, in writing, providing one (1) original and ten (10) complete copies by the date & time indicated on page one of this solicitation. Submit responses to this RFI, marked **“RFI # 7497393: Online Payroll Remittances – DOIT-A&C** to:

RI Department of Administration
Division of Purchases, 2nd Floor
One Capitol Hill
Providence, RI 02908-5855

Note:

Responses received after the above-referenced due date and time may not be considered. Responses misdirected to other State locations or which otherwise not presented in the Division of Purchases by the scheduled due date and time will be determined to be late and may not be considered. Responses faxed or emailed, to the Division of Purchases will not be considered. The “official” time clock for this solicitation is located in the Reception Area of the Department of Administration/Division of Purchases, One Capitol Hill, Providence, RI.

Purpose of this Request for Information

The Department of Information Technology and the Office of Accounts and Control are divisions within the Department of Administration (DOA).

This RFI seeks information from qualified entities as follows:

The purpose of this Request for Information (RFI) is to provide interested vendors with sufficient information to enable them to prepare and submit a proposal for developing or providing a COTS solution to online payroll remittances.

Currently, the State’s payroll is performed on an IBM mainframe. The current payroll application is written in COBOL. Payroll is processed on a bi-weekly basis and employees have the option of receiving either direct deposit or a paper check. Employees that opt for direct deposit receive a paper remittance which includes wages, deductions and accrued hours information. These payroll remittances are distributed via inter-office carriers and hand delivered to employees. Paper checks are also distributed in this same manner.

The purpose of this RFI is to inquire about providing online remittances for those employees who opt for direct deposit. We would however, want to have the data available for those employees that do not elect to receive direct deposit in case those employees sign up at a later date so a historical view would be available online.

Potential vendors should describe the process in which the state would follow to implement such an online system. Topics to be included are:

- Data transfer from the state's payroll mainframe to the website
- Establishing On line accounts for employees
- Security features of the solution
- Support of the proposed solution
- Potential internal process changes to interface with proposed online solution
- System features to address other online forms and notifications for employees such as:
 - W2
 - Employee Flyers
 - Employee Notifications

The state would also require vendors to discuss how social security numbers would be used in the system. Note: The state is opposed to using social security numbers to establish accounts or to be transferred to the hosting site.

In addition to online remittances, the State would like potential vendors to describe their solution and any added value services. Such services would include electronic notifications of new remittances; IVR capabilities; smart phone applications and any other services that would allow employees to view their remittances

Background

The Division of Accounts and Control within the Department of Administration oversees the payroll processing functions. The Division of Information Technology (DOIT) maintains the application. There are approximately fifteen thousand (15,000) employees who get their payroll processed in the State's payroll system. They include employees from all branches of government, colleges and universities and boards and commissions. Though some colleges and universities may have an internal payroll system to process payroll for certain types of individuals, all colleges and universities use the State's payroll system in some capacity.

The payroll system also processes payments for severance pay, back pay and other payments that need to be made from time to time. These payments are processed with the regular bi-weekly payroll.

The state currently uses an in-house developed mainframe COBOL application to process payroll. The payroll is processed on a bi-weekly basis and employees have an option of direct deposit or to receive a paper check. The payroll is typically processed on Thursday of a pay week and remittances are distributed on Friday. On certain occasions, due to holidays, the payroll may be processed a day earlier. Currently direct deposit is not mandatory. As mentioned earlier, paper checks and paper remittances are distributed every pay period via inter-office carriers. The checks and remittances are printed in-house for distribution.

Inter-Office carriers are dispatched from their designated department or agency for pickup and delivery of the paper checks and remittances to certain agency personnel. On certain occasions, checks may be mailed for employees.

ANALYSIS:

Contract Responsibilities

The selected vendor must assume all responsibility for delivery, installation and maintenance of all software and support services provided by the successful vendor whether or not they are the manufacturer. Further, the State will consider the selected vendor to be the sole point of contact with regard to contractual matters, including payment of any and all charges.

Maintenance

- As this employee portal must have a high availability, vendors must explain how the site maintains an up-time of 99.9% or higher. Vendors should explain their disaster recovery plan and their data center rating that will support a 99.9% or higher up-time.
- Vendors must explain how they will respond to all requests for corrective maintenance within four (4) business hours of notification of a problem. In the event of total failure of either the communications front end system or the retrieval system, the vendor will be required provide immediate response.
- Vendors must explain how they will supply, as part of the maintenance coverage, all upgrades and new releases of software required to maintain the system at a supportable level, for the full term of the contract.
- Vendors must provide a list of all “hot line”, on-line services, user bulletins, or other means of preventive or corrective maintenance of system, and any customer services available to provide assistance in problem resolution or obtaining optimal usage of the system.
- Vendors must warranty that all service personnel will be fully trained and competent to perform their duties. Vendors must state that all maintenance will be performed by the Vendor.

B. Training

The successful Vendor must provide training plan for State employees. All technical and user training may be conducted at the State, online or hard copy documentation. Vendor should outline training plan for rollout. Vendor should outline all costs associated with training.

D. Project Management

- The successful Vendor must appoint a Project Leader. The State will appoint a Project Manager to be the primary point of contact for the online check remittance system.
- The Vendor must provide an implementation plan describing major milestones and activities from contract signing to final acceptance. The plan must include a timetable that meets the project schedule and must provide for hardware and software testing.

Response Date

Submit one (1) original and ten (3) complete copies of responses by the date and time stated on page one of this RFI. Submissions should be single spaced on 8 ½” by 11” pages with 1” margins using Times Roman 12 font.

Disclaimer

This Request for Information is solely for information and planning purposes and does not constitute a Request for Proposal. All information received in response to the RFI and marked as “Proprietary” will be handled accordingly. Responses to the RFI cannot be accepted by the Government to form a binding contract. Responses to the RFI will not be returned. Respondents are solely responsible for all expenses associated with replying to this RFI.

END