

**JERSEY CITY HOUSING AUTHORITY (JCHA)
REQUEST FOR PROPOSALS FOR PAYROLL PROCESSING &
ANCILLARY SERVICES**

The JCHA requires the services of a company to provide **Payroll Processing & Ancillary Services For A Period Of Three (3) Years With Option For An Additional Two (2) Years.**

Bids or RFP documents may be obtained from our website www.jersecityha.org by clicking **Doing Business With Us**, scrolling down on page, then clicking **BID/RFP Package** to download the bid package once identifying bid title. Any questions can be emailed to kpinnock@jcha.us or faxed to the Purchasing Department at 201-547-6648 between the hours of 8:30 A.M. and 4:30 P.M., Monday through Friday, (excluding holidays). TDD # 201-706-4695 starting Wednesday, August 14, 2019 through Monday, September 9, 2019.

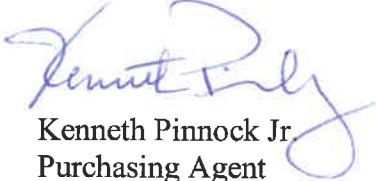
All firms must submit 1 original, 5 copies (**submit separate proposals if your submitting for more than 1 category**) and either a CD or flash drive of the proposal in a SEALED Envelope **LABELED APPROPRIATELY (PROPOSAL TITLE AND RETURN ADDRESS)** and received by the JCHA, c/o Kenneth Pinnock, Jr. Purchasing Agent, 400 U.S. Highway # 1, (Marion Gardens), Jersey City, New Jersey, 07306, **by or before Tuesday, September 10, 2019 at 2:00 P.M. EST**, using one of the following submission procedures:

HAND-CARRIED/MAILED/OVERNIGHT/EXPRESS MAIL DELIVERY


Prior to being awarded a contract the vendor must supply a copy of the organization's "Business Registration Certificate" issued by the Division of Revenue.

Proposals received after this date and time for any reason shall not be considered and will be returned to the sender.

By:


Kenneth Pinnock Jr.
Purchasing Agent

For:


Vivian Brady-Phillips
Executive Director

REF# 2019-RFP #8

Publication Dates: Wednesday & Thursday, August 14 & 15th 2019

SECTION I: PROPOSAL INSTRUCTIONS

INTRODUCTION

The Jersey City Housing Authority (herein referred to as JCHA) is requesting proposals from qualified firms with significant experience to assist JCHA with its payroll processing and other ancillary benefits management and human resource needs. JCHA will oversee all aspects of the selection process.

All responses for providing services under this RFP must include all of the elements described in this section. It is recommended that company's read the entire RFP before proceeding to draft any of the required elements of the proposal to be submitted.

The company should provide a one or two-page letter of introduction briefly describing the company and its work, especially as it relates to this prospective commission; **(minimum of five (5) years' in business with experience working with medium to large public sector organizations/agencies)**. Each company must state the date it was established and years of corporate experience.

The letter should include a statement that if the company is selected by the JCHA, the company will be ready to begin work on or about **November, 2019 for a maximum period of five (5) years (3 year base contract with 2 option years)**.

The JCHA reserves the right to reject any or all proposals, to waive any informality in the RFP process, or to terminate the process at any time if deemed by the JCHA to be in the best interest of the JCHA.

Proposals submitted shall not be withdrawn for a period of sixty (60) days subsequent to the deadline for receiving proposals without the written consent of the JCHA.

All proposals must then include the following elements:

1. STATEMENT OF PROFESSIONAL EXPERIENCE AND QUALIFICATIONS

- a) State your companies professional experience which offers evidence of qualifications to perform the requested services as described in **Section II (Part B)** of this RFP, Scope of Services: General Description. Specific work and expertise with directly related projects is of particular interest. The company's proposal must include a list of recent and current clients including contact information. (Note: The JCHA will perform reference checks as part of the evaluation process and shall presume that the company has no objection to the JCHA contacting listed clients to review the companies work, including: work quality, compliance with requested scope of service, cost control, ability to meet schedules and client satisfaction.)

2. Employment of Former Employees, etc.

In order for the JCHA to comply with its Ethics Policy, which states that:

“The JCHA shall not, for a period of one-year next subsequent to the termination of office of a member of the JCHA: a) award any contract which is not publicly bid to a former member of the JCHA; b) allow a former member of the JCHA to represent, appear for, or negotiate on behalf of any other party before the JCHA; or c) employ for compensation, except pursuant to open competitive examination in accordance with Title 11a of the New Jersey Statutes and the rules and regulations promulgated pursuant thereto, any former member of the JCHA.”

Thus, the company must furnish, as a part of its response to this RFP, the names of any former employees, and/or Commissioners of the JCHA who may be employed by the company and/or will participate in any way in the performance of this contract.

3. COST

All Proposals must clearly state the total **Annual Cost** and the Cost for **Each Area** of the Scope of Services as separate components.

4. SELECTION PROCESS

The JCHA reserves the right to utilize a two (2) step process for the procurement of the Payroll Services that will proceed in these stages.

Step 1. Evaluation of Proposal

The Authority, through its designated representatives, will review and evaluate the responses to the RFP, in accordance with the evaluation criteria identified in Section III (Evaluation Criteria). The Authority will select a number of qualified proposers to proceed to the competitive presentation/oral interview stage of the procurement process. The highest-ranked companies will be notified by phone to schedule their appearance (may be done remotely) at the competitive presentation/oral interview. The oral interview may be taped.

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Step 2. Presentation/Oral Interview

Each of the company's determined to be most qualified will participate in a detailed presentation/oral interview to more fully discuss how their software satisfies the evaluation criteria. Companies will be required to answer questions posed by the Evaluation Team to make the final selection of a company based on the evaluation of written responses to the RFP and presentation/oral responses received during the interview process. A more complete description of the interview format and logistical arrangements will be emailed to the finalists. The cost of any other expenses related to this RFP including but not limited to travel for interviews shall be entirely the responsibility of the proposer.

5. DOCUMENT REQUIREMENTS

Provide all formal documents, certifications, etc., as specified in **SECTION IV** of this RFP.

6. ADDITIONAL ELEMENTS

It is the sole responsibility of the company to provide all information requested and meet all requirements of this RFP. If any of the required information is not provided or requirements not met, the JCHA may, at its sole discretion, remove the proposal from any further consideration. All information must be clear, concise and complete.

SUBMITTAL REQUIREMENTS:

All company's must submit 1 original, 5 copies and a soft copy (either a CD or Flash drive) of the proposal in a SEALED ENVELOPE LABELED APPROPRIATELY (PROPOSAL TITLE AND RETURN ADDRESS) and received by the JCHA, c/o Kenneth Pinnock, Jr., Purchasing Agent, 400 U.S. Highway # 1, (Marion Gardens), Jersey City, New Jersey, 07306, by or before Tuesday, September 10, 2019 at 2:00 PM., using one of the following submission procedures: Hand-Carried / Mailed / Overnight/Express Mail Delivery. Proposals received after this date and time for any reason shall not be considered and will be returned to the sender.

If your company has any questions about the general procurement process for this RFP and/or the Scope of Services, please direct them to Kenneth Pinnock, Jr., JCHA Purchasing Agent, in writing via email kpinnock@jcha.us or via fax @ (201) 547-6648.

SECTION II: SCOPE OF SERVICES

Part A. Summary of Current Payroll and Ancillary Processing

The JCHA is requesting proposals from qualified firms with significant experience to assist with its payroll processing and other ancillary benefits management and human resource needs.

JCHA currently utilizes ADP Workforce Now product including HR Management Solutions and Benefit Support (Time and Attendance).

JCHA's relevant payroll-related facts:

- 216 W-2s in 2018
- Bi-weekly payroll for approximately 190 permanent employees * Full-time and part-time staff, FLSA exempt/nonexempt.
- Health, dental, vision, workers compensation, future employee assistance programs, disability and life insurance; 403B plan
- Optional Deductions. i.e. voluntary benefits, garnishments, etc.
- Payroll processed by outside vendor including bi-weekly payroll, quarterly reports, end-of-year processing and reporting
- Payroll period is Saturday through Friday
- Manage and process JCHA payroll on a 7-day, 24- hour per day basis
- Must provide access to a secure website with the ability to access via telephone, fax and mobile devices
- Normal payday is Friday

Goals of outsourcing services:

1. Efficient use of scarce resources through the reduction/elimination of duplicative processes; appropriate use of technology; process automation; access to data sets and reports.
2. Maintain accuracy and timeliness of all aspects of payroll processing including federal and state tax reporting and remittances.
3. Reduce risk by having more secure and solid payroll data, improved internal controls, automated regulatory filing and payment.
4. Flexibility to implement new requirements, fringe benefits offerings and any other changes to JCHA staff remuneration.

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The services solicited in this RFP should address the stated goals for the outsourced services and include the following component areas of service. **Each area of service should be quoted as separate components of the total bid price:**

SCOPE OF WORK:
PAYROLL PROCESSING AND ANCILLARY SERVICES

Part B. Scope of Services: Payroll Service

Area of Service: Accept Bi-weekly Time Reporting.

1. Provide online access for employee entry time reporting, management of accrual balances, leave requests and approvals, and exception reporting.
2. During implementation and departmental transitions, accept upload of biweekly employee time sheets in Excel 2013 or later version format.
3. Ability to handle various time reporting configurations of time sheets, various hour work week, various accruals.
4. Ability to track time by multiple codes such as, but not limited to, specific general ledger accounts, projects, workers compensation codes.
5. Proposal for alternate time reporting technology that meet JCHA needs will be considered and should be described and priced clearly.
6. Provide Supervisor online window to approve employees' time entry.
7. Provide ability for second review of time entry for accounting through online window prior to payroll processing for payment.
8. Provide method to suspend the processing of time sheet entries that do not have two levels of review prior to processing entire payroll batch, along with a warning method to notify accounting that suspended records exist prior to payroll processing deadline.

Area of Service: Process Payroll.

1. Process bi-weekly payroll for entire employee base, to include direct deposit and paper checks and/or any combination of both payment methods. Direct deposit must have capability to accommodate two additional banking transfers per employee.
2. New banking instructions from employees shall be pre-noted with employee's banking institution prior to initiating new banking instructions to test validity of employee's banking information.
3. Provide ability to include and track taxable benefits.
4. Provide ability to include and track employee vacation and sick time.

Part B. Scope of Services: Payroll Service (continue)

5. Process retro check payment amounts, final checks or special pay runs that do not occur in conjunction with the standard payroll schedule. Process to occur in a timely manner and to be paid by paper check regardless of employee's regular preference of payment method.
6. Provide online access for employee self-serve, including capabilities to view current & historical payroll information, demographics, W-4 election changes, address changes and direct deposit changes.
7. Provide ability to load and calculate variable pay items, i.e. substitute pay, temporary increases, longevity, stipends, etc.)

Area of Service: Tax Deposits, Quarterly & Annual Payroll Tax Reports, W-2 filing, and 1099 submissions

1. All federal and state tax deposit to be made in a timely manner consistent with applicable federal and state law and reporting requirements.
2. Completion and filing of federal and state quarterly payroll tax reports in a timely manner consistent with federal and state law and reporting requirements.
3. Completion and filing of W-2 forms, including distribution to employees.
4. Electronic submissions of W-2 files to federal and state government.

Area of Service: Reporting and Data Download

1. Provide general ledger journal entry to record payroll batches into accounting software
2. Ability to generate Excel reports to be used for:
 - a. Detailed payroll distribution information.
 - b. Bi-weekly leave accrual balances by department, supervisor and/or employee.
 - c. Exception by department, supervisor and/or employee.
 - d. Bi-weekly deductions.
 - e. Health insurance and dental insurance by insurance provider, by billing category and by employee
 - f. FLSA, and other reporting as required per applicable government agency
 - g. Grant and/or project reporting for staff costs
 - h. Annual staff statements of total salary and benefits remuneration, EEO status, including automated reports for EEO-4 reporting

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Part B. Scope of Services: Payroll Service (continue)

- i. Bi-weekly retirement contributions by contribution component by employee for the purposes of reconciling bi-weekly payroll deductions and/or benefits paid.
 - j. And, other extensive report capacity including but not limited to DOB/age list, home mailing labels, anniversary lists, seniority lists, pay/hour reports by employee, department, job history reports, organizational reports related to all hires.
3. Provide and/or design other specialized HR reports for recurring needs or special project purposes.
 4. Provide format for storing emergency contact information

Area of Service: Employee Records and Interface

1. Provide online access, upload ability and/or other methodology for a single employee record set-up and maintenance. Record changes could include but are not limited to pay rate changes, position changes, address changes, benefit eligibility/election changes.
2. Ability to distribute payroll and benefits costs to multiple general ledger cost center accounts and multiple projects.
3. Provide security levels that will facilitate internal controls such as but not limited to discrete staff user rights to update employee records, upload hours, approve payroll disbursement, and/or sole HR access to non-payroll records.
4. Provide processes and security levels that facilitate efficient use of JCHA resources by reducing data entry burden on HR staff by providing employees the ability to directly update their records, including but not limited to data such as contact information, emergency contacts, W-4 deductions, and qualifying event changes for insurance plan elections.
5. Ability to track former employees who remain on JCHA health insurance plans through COBRA.
6. Employee records should retain/maintain history of employee over time. List additional cost, if any to download/add history to system.
7. Provide verification of employment responses made by employees' lenders.
8. Provide duplicate copies or access for online self-service to employees to produce copies of past pay check stubs and prior year W-2's.
9. Provide process automation wherever possible, including but not limited to annual COLA pay scale update process, annual employee step increase process, annual open enrollment, and elections.

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B. Scope of Services: Payroll Service (continue)

General for Areas of Service

1. Data Security: provide information about your security standards given the sensitive nature of payroll data including tech specifications of any hosted data servers and software, web-based communications, electronic payments, data encryption, data storage, backup systems for data and continuity of service for payroll processing, etc.
2. Technical specifications: describe minimum and optimal technical specifications required for JCHA devices, hardware, software and connectivity to implement proposed services.
3. Research payroll and HR issues on request.
4. Provide training and act as a resource to JCHA's Executive Director and Accounting Department when needed.
5. Provide training resources to JCHA departments, general and specific, to educate employees and supervisors on use of interfaces where applicable. Training resources should include but are not limited to the use of any remote time entry devices, how to upload documents, and how to create self-generated reports.
6. Other services as may be agreed to by the parties, or as proposed pursuant to this RFP.

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SECTION III: PROPOSAL EVALUATION CRITERIA

The JCHA will evaluate all proposals based upon two (2) criteria that equal a **Maximum Score of 100 points** as follows:

CRITERIA #1 MAXIMUM SCORE 70 POINTS

A. PROPOSED SERVICES (20 points)

For the Scope of Services, provide:

1. Description of the services proposed including work and/or inputs required by JCHA.
2. Staff, routine deadlines for bi-weekly, quarterly and annual processes.
3. Address how your services map to the outsourcing goals of efficiency, accuracy, risk reduction and flexibility.
4. Cost of service and pricing information (note any alternate or grouped service pricing)

B. STATEMENT OF QUALIFICATIONS and EXPERIENCE. (10 points)

Provide a brief explanation of why your firm is qualified to provide payroll processing and ancillary services to JCHA. Describe the experience of your firm in providing payroll processing and ancillary services for non-profit sector clients.

C. STAFFING. (10 points)

Identify the specific personnel who will be assigned to provide services pursuant to this RFP. For each of these persons, please provide a bio as an exhibit.

D. Minority Business Enterprise (5 points)

Identify state of your company incorporation. State if company is minority business enterprise "MBE".

E. SAMPLE REPORTS, DATA SETS and TECHNOLOGY (10 points)

1. Provide samples of the kind of reports you would be preparing for JCHA and data sets available to same if selected to provide payroll processing and ancillary services.
2. Describe format and availability options (web based, self-service, file format, etc.) for reports and data sets.
3. Provide information on your data security as well as software and hardware requirements for JCHA.

F. RESPONSE SERVICE. (5 points)

Explain how your firm will be able to provide the immediacy of response and personal quality of service needed for a small nonprofit organization with limited staff.

G. CLIENTS/REFERENCES. (5 points)

Provide a list of clients for whom you have provided payroll and human resources services during the past three years. Include names and telephone numbers of at least three references with the types of services noted.

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H. AVAILABLE OPTIONAL SERVICES. (5 points)

Describe the associated services your firm will be able to offer JCHA to assist it in maximizing the use of scarce JCHA resources, both direct cost and staff time, that are directed towards payroll and benefits processing as well as data-intensive human resources processes. Pricing models and estimates for these additional services shall be provided.

Note: References will be evaluated as part of the above referenced category and scored as excellent, good and fair (multiple references will be requested and averaged into one composite rating).

Select companies may be interviewed prior to completion of the evaluation process.

If two or more company's meet the standard in any of the above categories, the company with professional experience, which is most similar, will receive higher scores.

CRITERIA #2 COST – MAXIMUM SCORE: 30

1. State your firm's pricing model for providing the different areas of services described in the scope of services.
2. Provide estimate of any one-time conversion or startup costs associated with implementing the proposed services.
3. If your company does not provide a specific service described in the RFP, simply note that service is not offered.

The Cost criteria will be scored in relative terms, i.e., lowest relative costs receiving the highest relative scores, with scoring differences proportional to cost differences.

SECTION IV: DOCUMENT REQUIREMENTS

All proposals **must** include:

1. Incorporation certification or affidavit stating the date partnership was established, including the names and addresses of corporate ownership/partners.
2. Professional licenses, certifications relevant to the scope of services.
3. If the company or individual intends to subcontract any portion of this commission, a statement regarding to whom, with attendant corporate identification and certifications. Sub-contractors will be evaluated as part of the proposer's team.
4. If not included in the PROFESSIONAL EXPERIENCE sections of the proposal, summary resume of the principal to be assigned to prospective JCHA work.
5. Certified statement that neither the company or nor members of the company or individual are debarred, suspended or otherwise prohibited from providing these services by any Federal, State or local oversight, regulatory or law enforcement authority.
6. Statement that the company or individual is financially sound and has financial resources sufficient to successfully execute this prospective JCHA agreement.
7. Evidence of all appropriate and applicable insurance coverage carried by the company or individual, including policy coverage periods. JCHA must be named as additionally insured.
8. Statement that the company operates in full compliance with all applicable civil rights and non-discrimination statutes, executive orders, rules and regulations.
9. **Prior to being awarded a contract the vendor must supply a copy of a New Jersey organization's "Business Registration Certificate" issued by the Division of Revenue. <http://www.state.nj.us/treasury/revenue/busregcert.shtml>**
