



# WILL COUNTY, ILLINOIS

## PURCHASING DEPARTMENT

P. 815-740-4712  
F. 815-740-4604  
E. [klynn@willcountyillinois.com](mailto:klynn@willcountyillinois.com)

WILL COUNTY EXECUTIVE

**KEVIN LYNN**  
DIRECTOR

County Office Building  
302 N. Chicago Street  
Joliet, IL 60432

November 2, 2023

To Whom It May Concern:

You are invited to submit your proposal for Payroll and Human Resources Software.

Responses to this solicitation will be received in the Purchasing Department, 2nd floor, Will County Office Building, 302 North Chicago Street, Joliet, IL 60432, **not later than 11:00 A.M., “as so indicated by the time stamp clock of Will County,” Wednesday, January 3, 2024.**

The respondent acknowledges the right of the County of Will to reject any or all responses and to waive non-material informality or irregularity in any response received in whole or part as may be specified in the solicitation.

Should you have any questions regarding this RFP, please contact Kevin Lynn, Purchasing Director, at [klynn@willcountyillinois.com](mailto:klynn@willcountyillinois.com).

We welcome your response to this solicitation.

Sincerely,

*Kevin Lynn*

Kevin Lynn  
Purchasing Director

## REQUEST FOR PROPOSAL (RFP) FOR PAYROLL AND HUMAN RESOURCES SOFTWARE

RESPONSES TO THIS REQUEST FOR PROPOSAL (RFP) FOR PAYROLL AND HUMAN RESOURCES SOFTWARE WILL BE RECEIVED AT THE PURCHASING DEPARTMENT, 2ND FLOOR OF THE WILL COUNTY OFFICE BUILDING, 302 N. CHICAGO ST. JOLIET, IL 60432, UNTIL THE HOUR OF 11:00 A.M., ON WEDNESDAY, JANUARY 3, 2024.

RESPONSES TO THIS RFP WILL BE REVIEWED BY THE COUNTY EXECUTIVE OR HER REPRESENTATIVE TEAM WHO RESERVES THE RIGHT TO ACCEPT OR REJECT ANY OR ALL RESPONSES RECEIVED AS A RESULT OF THIS SOLICITATION.

THIS RFP IS AVAILABLE IN ELECTRONIC FORMAT AT [www.willcountyillinois.com](http://www.willcountyillinois.com), AND [www.demandstar.com](http://www.demandstar.com), AS WELL AS THE PURCHASING DEPARTMENT, 2ND FLOOR, WILL COUNTY OFFICE BUILDING, 302 N. CHICAGO ST., JOLIET, IL 60432, (815) 740-4712 OR BY EMAIL [purchasing@willcountyillinois.com](mailto:purchasing@willcountyillinois.com).

RESPONSES TO THIS RFP SHALL BE CONSTRUED AS ACCEPTANCE OF THE TERMS AND CONDITIONS INCLUDED WITHIN THIS SOLICITATION. THE COUNTY OF WILL RESERVES THE RIGHT TO ACCEPT OR REJECT ANY OR ALL RESPONSES RECEIVED AS A RESULT OF THIS SOLICITATION.

BY ORDER OF THE WILL COUNTY EXECUTIVE, JENNIFER BERTINO-TARRANT.

**INSTRUCTIONS TO RESPONDENTS**  
**REQUEST FOR PROPOSAL (RFP) FOR PAYROLL AND HUMAN RESOURCES SOFTWARE.**

**GENERAL SPECIFICATIONS:**

Vendors are invited to submit sealed Proposal for Payroll and Human Resources Software for the County of Will, Joliet, IL. The contract period shall begin on or after February 23, 2024, upon execution by the County Executive.

**RESPONSES:**

Sealed responses will be received in the Purchasing Department, 2nd floor, Will County Office Building, 302 N. Chicago St., Joliet, IL 60432, **not later than Wednesday, January 3, 2024, at 11:00 A.M. “as so indicated by the time stamp clock of Will County”.** **RESPONSES RECEIVED AFTER THIS TIME WILL NOT BE ACCEPTED.**

Sealed responses must be made in accordance with the instructions contained herein. All terms and conditions as attached hereto shall be included in the contract for the work to be performed. Responses shall be submitted to the County of Will in a sealed package marked with the respondent’s name and address and the notation:

**SEALED RFP:**                    **2024-94 RFP – Payroll and Human Resources Software**

**PROPOSALS DUE:**            **Wednesday, January 3, 2024 - 11:00 A.M.**

Sealed responses shall be addressed to the Will County Purchasing Department, Will County Office Building, 302 N. Chicago St., Joliet, IL 60432.

Please affix the label included on the outermost package of your sealed response to help ensure proper delivery!

**SIGNATURE OF AUTHORIZED PERSONNEL:**

The signature on all documents shall be that of an authorized representative of the firm. An officer or agent of the business entity who is empowered to bind the firm in a contract shall sign the proposal response and any clarifications thereto.

Each respondent, by producing and signing a proposal, represents that he/she has read and understands the solicitation documents. **Any response not containing said signed documents shall be non-conforming and shall be rejected.**

## **PROCEDURES:**

1. The responses must be prepared as indicated in the “Submittal Requirements” section. One (1) original, three (3) paper copies (plainly marked) and **one (1) digital copy on a digital storage device must be included in the sealed response package.**
2. A response is invalid if it has not been deposited at the designated location prior to the time and date for receipt of RFP indicated in the Advertisement for RFP or prior to any extension thereof issued by the County of Will.
3. Each respondent shall carefully examine all documents and all addenda thereto; and, shall thoroughly familiarize itself with the detailed requirements thereof prior to submitting a response. Should a respondent find discrepancies, ambiguities or omissions in documents; or, be in doubt as to meaning, shall at once, and in any event not later than seven (7) days prior to RFP due date, notify the County of Will. If necessary, the County of Will shall issue a written addendum to all respondents. The County of Will is not responsible for any oral instructions. All inquiries shall be directed to Kevin Lynn in writing at: [klynn@willcountyillinois.com](mailto:klynn@willcountyillinois.com).
4. Changes or corrections may be made in the documents after they have been issued and before responses are received. In such cases a written addendum describing the change or correction will be issued by the County of Will to all parties recorded as having received the documents and will be available for inspection wherever issued. The County of Will shall issue a written addendum to all recorded parties via email and post on [www.demandstar.com](http://www.demandstar.com) and [www.willcountyillinois.com](http://www.willcountyillinois.com). Such addendum shall take precedence over that portion of the documents concerned and any conflicting provisions, and shall become part of the documents. Unless impracticable, such an addendum will be issued to reach the respondents at least five (5) days prior to date established for receipt of bids.

## **REJECTION OF RESPONSES:**

The respondent acknowledges the right of the County of Will to reject any or all responses, to waive any non-material informality or irregularity in any response received, and to accept the response deemed most favorable to the interest of the County of Will after all have been examined and evaluated. In addition, the respondent recognizes the right of the County of Will to reject a response if it is in any way incomplete or irregular.

## **CONTRACT COMMENCEMENT:**

The contract is expected to commence on or after February 23, 2024

## **EXTENT OF SERVICES:**

Will County reserves the right to renegotiate at its discretion to reduce the number of services provided under any contract resulting from this solicitation. This reduction in services shall be effectuated by written amendment to the contract and subject to approval by Will County.

**PRIME CONTRACTOR CERTIFICATION:**

Included in this packet is a prime contractor certification form. This form **must** be filled out, signed and returned with your proposal or it will not be considered.

**SUBCONTRACTORS:**

Will County will contract only with the successful proposer who is the prime contractor and considers them as the sole contractor regarding all provisions of the solicitation and the contract resulting from the Request for Proposal or RFP. Any known/planned use of subcontractors must be disclosed in detail with the proposal. No subcontract entered into by the vendor shall relieve them of any liabilities or obligations in the RFP or the resultant contract. Accordingly, the vendor accepts full responsibility for the actions of any employee or subcontractor who carry out any of the provisions of any contract resulting from this RFP. The vendor's use of subcontractors shall not diminish its obligations to complete the work in accordance with the contract and shall coordinate and control the work of its subcontractors. The vendor is responsible for informing the subcontractors of all terms, conditions, and requirements of the contract documents.

**NON-DISCRIMINATION:**

The respondent shall at all times observe and comply with any applicable laws, statutes, regulations or the like relating in any way to civil rights including but not limited to the Public Works Employment Discrimination Act, 775 ILCS 10/0.01 et seq.

**RETAINAGE:**

Will County shall retain 20% of the total amount billed by the vendor for each deliverable. The retained amount shall be released by Will County according to the following schedule: 75% will be paid following receipt of an invoice after final acceptance of system deployment. The remaining 25% will be paid following receipt of an invoice after the successful conclusion of the final warranty period and the completion of all necessary activities for a fully functioning system meeting all requirements, including data conversion and data migration allowing for a successful go live.

**DEFAULT:**

In case of default by the successful respondent, the County of Will may procure the services from other sources and may deduct from the unpaid balance due the successful respondent any of its costs resulting from the default, and the prices paid by the County of Will shall be considered the prevailing market price at the time such purchase is made.

**INDEMNIFICATION:**

The vendor assumes all risks of liability for its performance and that of its officers, employees, subcontractors and agents of any contract resulting from this solicitation and shall be solely responsible and liable for all liabilities, losses, damages, costs or expenses including attorney fees arising from any claim, action, or proceeding relating to or in any way connected with the performance of this agreement.

**HOLD HARMLESS CLAUSE:**

The respondent will save and hold harmless the County of Will from and against all causes of action, liabilities, claims, demands and damages of whatsoever kind or nature arising out of or connected

with the performance of services by the respondent, whether such injury, death, loss or damage shall have been occasioned by the negligence of the respondent, or a sub-consultant of the respondent, or their employees, or otherwise. The respondent will defend at its own expense any actions based thereon and shall pay all charges of reasonable attorneys, all costs, damages and other expenses arising therefrom. All obligations arising from this clause shall survive termination of the agreement resulting from award of a contract derived from this RFP.

**TAX EXEMPTION:**

The County of Will is exempt from Federal, State and Municipal Taxes.

**TERMINATION:**

Will County hereto may, at any time during the term hereof, terminate the contract, with or without cause, upon thirty (30) days written notice to the other party of such termination. At the end of said thirty (30) days' notice period, the contract shall be terminated.

Immediately upon the termination of the contract for any reason, all debts, obligations and liabilities theretofore accrued between the vendor and Will County will be paid, performed and discharged except for the provisions of the Hold Harmless Clause which shall survive any termination of the Agreement resulting from the award of this solicitation.

**TRANSITION SERVICES:**

Upon notice of termination, vendor shall provide knowledge transfer and any other reasonable transition services requested by Will County.

**COMPLIANCE WITH APPLICABLE LAW:**

In all aspects relative to the performance of their respective obligations under this contract, the respondent and County of Will shall conduct their respective businesses in accordance with all applicable federal, state and local laws.

**CHOICE OF LAW**

Responses to this RFP and any agreement connected herewith shall be governed by the laws of the State of Illinois, without regard to conflict of law provisions.

**VENUE**

Venue for any cause of action related to this RFP and any agreement connected herewith shall be filed with the Twelfth Judicial Circuit, Will County, Illinois.

**REQUESTS FOR DATA BY THIRD PARTIES:** Unless prohibited by law, vendor shall notify Will County in writing within 24 hours of any request for data (including requestor, nature of data requested, and timeframe of response) by a person or entity other than Will County and the vendor shall secure written acknowledgement of such notification from WC before responding to the request of data. Unless compelled by law, the vendor shall not release data without WC's prior written approval.

**ILLINOIS FREEDOM OF INFORMATION ACT**

Any and all submissions to the County of Will become the property of the County of Will and these and any late submissions will not be returned. Responses will be open to the public under the Illinois Freedom of Information Act (FOIA) (5 ILCS 140) and other applicable laws and rules, unless you request in your response that we treat certain information as exempt. We will not honor

requests to exempt entire responses. You must show the specific grounds in FOIA or other law or rule that support exempt treatment. If you request exempt treatment, you must submit an additional copy of the response with exempt information deleted. This copy must tell the general nature of the material removed and shall retain as much of the response as possible. In the event the County of Will receives a request for a document submitted, the County of Will shall provide notice to the respondent, as soon as practicable. Regardless, the respondent will be responsible for any costs or damages associated with defending any request for exempt treatment. Furthermore, respondent warrants that County of Will's responses to requests for a document submitted that is not requested to be exempt will not violate the rights of any third party.

Please be advised that if your response is accepted by the County of Will and a contract between the respondent and County of Will results for subsequent negotiations, all related records maintained by, provided to, or required to be provided to the County of Will during the contract duration are subject to FOIA. In the event the County of Will receives a request for a document relating to the respondent, its provision of services, or the arranging for the provision of services, the County of Will shall provide notice to the respondent as soon as practicable; and, within the period available under FOIA, respondent may then identify those records, or portions thereof, that it in good faith believes to be exempt from production and the justification for such exemption. Regardless, respondent will be responsible for any costs or damages associated with defending the request for exempt treatment. Furthermore, respondent will warrant that County of Will's responses to requests for a document relating to the respondent, its provision of services, or the arranging for the provision of services, will not violate the rights of any third party.

Please also be advised that FOIA provides that any record in the possession of a party with whom the County of Will has contracted to perform a governmental function on behalf of the County of Will, and that directly relates to the governmental function and is not otherwise exempt under FOIA is considered a public record of the County of Will for purposes of FOIA (5 ILCS 140/7(2)). As such, upon request by the County of Will (or any of its officers, agents, employees or officials), the respondent shall provide to the County of Will at no cost and within the timeframes of FOIA, a copy of any "public record" as required by FOIA and in compliance with the provisions of FOIA. After request by the County of Will, the respondent may then identify those records, or portions thereof, that it in good faith believes to be exempt from production and the justification for such exemption. Regardless, the respondent will be responsible for any costs or damages associated with defending the request for exempt treatment.

## **INSURANCE REQUIREMENTS FOR INFORMATION TECHNOLOGY**

Vendor/Consultant shall procure and maintain for the duration of the contract insurance against claims for security breaches, system failures, injuries to persons, damages to software or damages to property (including computer equipment) which may arise from or in connection with the performance of the work hereunder by the Vendor/Consultant, its agents, representatives, or employees. Vendor/Consultant shall procure and maintain for the duration of the contract insurance claims arising out of their professional services and including, but not limited to loss, damage, theft or other misuse of data, infringement of intellectual property, invasion of privacy and breach of data.

## **MINIMUM SCOPE AND LIMIT OF INSURANCE**

Vendor Coverage shall be at least as broad as:

1. Commercial General Liability (CGL): Insurance Services Office Form CG 00 01 covering CGL on an “occurrence” basis, including products and completed operations, property damage, bodily injury and personal & advertising injury with limits no less than \$1,000,000 per occurrence. If a general aggregate limit applies, either the general aggregate limit shall apply separately to this project/location (ISO CG 25 03 or 25 04) or the general aggregate limit shall be twice the required occurrence limit.
2. Automobile Liability: Insurance Services Office Form CA 0001 covering, Code 1 (any auto), or if Consultant has no owned autos, Code 8 (hired) and 9 (non-owned), with limit no less than \$1,000,000 per accident for bodily injury and property damage.
3. Workers’ Compensation insurance as required by the State of Illinois, with Statutory Limits, and Employer’s Liability Insurance with limit of no less than \$1,000,000 per accident for bodily injury or disease.
4. Cyber Liability Insurance, with limits not less than \$2,000,000 per occurrence or claim, \$2,000,000 aggregate. Coverage shall be sufficiently broad to respond to the duties and obligations as is undertaken by Vendor/Consultant in this agreement and shall include, but not be limited to, claims involving security breach, system failure, data recovery, business interruption, cyber extortion, social engineering, infringement of intellectual property, including but not limited to infringement of copyright, trademark, trade dress, invasion of privacy violations, information theft, damage to or destruction of electronic information, release of private information, and alteration of electronic information. The policy shall provide coverage for breach response costs as well as regulatory fines and penalties as well as credit monitoring expenses.
5. Technology Professional Liability Errors & Omissions Insurance appropriate to the Vendor/Consultant’s profession and work hereunder, with limits not less than \$2,000,000 per occurrence. Coverage shall be sufficiently broad to respond to the duties and obligations as is undertaken by the Vendor/Consultant in this agreement and shall include, but not be limited to claims involving security breach, system failure, data recover, business interruption, cyber extortion, social engineering, infringement of intellectual property, including but not limited to infringement of copyright, trademark, trade dress, invasion of privacy violations, information theft, damage to or destruction of electronic information, release of private information, and alteration of electronic information. The policy shall provide coverage for breach response costs, regulatory fines, and penalties as well as credit monitoring expenses. The policy shall include, or be endorsed, to include property damage liability coverage for damage to, alteration of, loss of, or destruction of electronic data and/or information “property” of the County in the care, custody, or control of the Vendor/Consultant. b. If not covered under the Vendor/Consultant’s liability policy, such “property” coverage of the County may be endorsed onto the Vendor’s Cyber Liability Policy as covered property as follows: If the Vendor/Consultant maintains broader coverage and/or higher limits than the minimums shown above, the County requires and shall be entitled to the broader coverage and/or higher limits maintained by the Vendor/Consultant. Any available insurance proceeds in excess of the specified minimum limits of insurance and coverage shall be available to the County.

## **Other Insurance Provisions**

The insurance policies are to contain, or be endorsed to contain, the following provisions:



### **Additional Insured Status**

The County, its officers, officials, employees, and volunteers are to be covered as additional insureds on the CGL policy with respect to liability arising out of work or operations performed by or on behalf of the Vendor/Consultant including materials, parts, or equipment furnished in connection with such work or operations. General Liability coverage can be provided in the form of an endorsement to the Vendor/Consultant's insurance (at least as broad as ISO Form CG 20 10 11 85 or both CG 20 10, CG 20 26, CG 20 33, or CG 20 38; and CG 20 37 forms if later revisions used).

### **Primary Coverage**

For any claims related to this contract, the Vendor/Consultant's insurance coverage shall be primary and noncontributory. Coverage for commercial liability shall be at least as broad as ISO CG 20 01 04 13 as respects the County, its officers, officials, employees, and volunteers. Any insurance or self-insurance maintained by the County, its officers, officials, employees, or volunteers shall be excess of the Vendor/Consultant's insurance and shall not contribute with it.

### **Waiver of Subrogation**

Vendor/Consultant hereby grants to County a waiver of any right to subrogation which any insurer of said Vendor/Consultant may acquire against the County by virtue of the payment of any loss under such insurance. Vendor/Consultant agrees to obtain any endorsement that may be necessary to affect this waiver of subrogation, but this provision applies regardless of whether the County has received a waiver of subrogation endorsement from the insurer.

### **Self-Insured Retentions**

Self-insured retentions must be declared to and approved by the County. The County may require the Vendor/Consultant to purchase coverage with a lower retention or provide proof of ability to pay losses and related investigations, claim administration, and defense expenses within the retention. The policy language shall provide, or be endorsed to provide, that the self-insured retention may be satisfied by either the named insured or County. The CGL and any policies, including Excess liability policies, may not be subject to a self-insured retention (SIR) or deductible that exceeds \$25,000 unless approved in writing by the County. All deductibles and SIRs shall be the sole responsibility of Vendor/Consultant or sub vendor who procured such insurance and shall not apply to the Indemnified Additional Insured Parties. The County may deduct from any amounts otherwise due Vendor/Consultant to fund the SIR/deductible. Policies shall NOT contain any self-insured retention (SIR) provision that limits the satisfaction of the SIR to the Named Insured. The policy must also provide that Defense costs, including the Allocated Loss Adjustment Expenses, will satisfy the SIR or deductible. County reserves the right to obtain a copy of any policies and endorsements for verification.

### **Acceptability of Insurers**

Insurance is to be placed with insurers with a current A.M. Best's rating of no less than A: VII, unless otherwise acceptable to the County.

### **Claims Made Policies**

If any of the required policies provide coverage on a claims-made basis:

1. The Retroactive Date must be shown and must be before the date of the contract or the beginning of contract work.
2. Insurance must be maintained, and evidence of insurance must be provided for at least five (5) years after completion of the contract work.
3. If coverage is canceled or non-renewed, and not replaced with another claims-made policy form with a Retroactive Date prior to the contract effective date, the Consultant must purchase "extended reporting" coverage for a minimum of five (5) years after the completion of contract work.

### **Verification of Coverage**

Vendor/Consultant shall furnish the County with original certificates and amendatory endorsements, or copies of the applicable policy language effecting coverage required by this clause and a copy of the Declarations and Endorsements Pages of the CGL and any excess policies listing all policy endorsements. All certificates and endorsements and copies of the Declarations & Endorsements pages are to be received and approved by the County before work commences. However, failure to obtain the required documents prior to work beginning shall not waive the Vendor/Consultant's obligation to provide them. The County reserves the right to require complete, certified copies of all required insurance policies, including endorsements required by these specifications, at any time. The County reserves the right to modify these requirements, including limits, based on the nature of the risk, prior experience, insurance, coverage, or other special circumstance.

### **Special Risk or Circumstances**

County reserves the right to modify these requirements, including limits, based on the nature of the risk, prior experience, insurer, coverage, or other special circumstances.

### **WARRANTIES**

Vendor warrants to Will County that services shall be performed in a timely, professional, and workmanlike manner in accordance with applicable commercial standards and the best practices generally observed in the industry for similar professional services. Vendor further warrants that Services provided under this Agreement shall conform with all specifications and documentation related thereto and shall not violate or infringe upon any United States copyrights, patents, trade secrets, or other intellectual property, contractual, employment or confidentiality right of a third party. Regarding Software Warranty-Vendor warrants that their software will perform without Defects during the term of the agreement. If the software does not perform as warranted, vendor shall use all reasonable efforts, consistent with industry standards and for no additional fees to cure the Defect in accordance with the maintenance and support process.

### **CUSTOMIZATION:**

Unless expressly agreed to by Will County, any customization shall not contain any computer code that would disable the product or upgrade or impair in any way its operation based on the elapsing period of time, exceeding an authorized number of copies, advancement to a particular date or other numeral or other similar self-destruct mechanisms or that would permit the vendor to access the product to cause such disablement or impairment.

**SOFTWARE SUPPORT SERVICE LEVELS:**

Vendor shall provide the software support service levels it described in its RFP response.

**SUBMITTAL REQUIREMENTS:**

Each of the following items shall be submitted by the time mentioned herein in order that the RFP will be considered:

1. Cover Letter, signed by firm's principal, describing project team and approach.
2. Business organization including the date established, number of employees, and brief history of the firm.
3. Proposal, including a description of the approach the Consultant will employ in carrying out the work described in the Scope of Services.
4. At least five (5) references of past clients with similar Scope of Services conducted and the period that was involved to complete the client's projects. Include company name, address, contact name, and phone number.
5. Completed Attachment A forms.
6. Signed Prime Contractor Certification.
7. Completion of Bid Form.
8. Completion of Receipt of Addenda Form (if addenda are issued).

**RFP PROCESS TENTATIVE TIMELINE:**

- |    |                       |   |
|----|-----------------------|---|
| 1. | November 2            | RFP Released                              |
| 2. | December 15           | Questions/clarifications due              |
| 3. | December 22           | Final Addendum Released                   |
| 4. | January 3             | RFP Responses Due by 11:00 A.M.           |
| 5. | January 3-26          | Internal Review                           |
| 6. | January 29-February 9 | Interviews/Demo                           |
| 6. | February 23           | Selection Finalized/Contract Commencement |
| 7. | March 18              | Implementation Begins                     |

## **Background:**

Will County is one of the fastest growing counties in the United States and is the fourth most populous county in Illinois. Will County is governed by a 22-member County Board elected from 11 districts. Each district elects two members. Accordingly, the County Executive, County Clerk, Coroner, Auditor, Treasurer, Recorder of Deeds, State's Attorney and Sheriff are all elected through a countywide vote.

## **Objective:**

Will County seeks a Payroll and HR software system that will integrate recruiting, onboarding, payroll, time and attendance, and benefits that all work together as one solution and will eliminate redundant entry of information. Moreover, the County wants a self-service system where employees' documents, benefit and personnel information can be stored, modified and downloaded by them electronically at any time of the day. The system must integrate with Microsoft Dynamics 365.

## **Current legacy application:**

Will County's current Payroll software is New World Systems, which is now owned by Tyler Technologies. The current product has been in production for 23 years. It currently resides on an IBM iSeries Power 7 that is located on-premises at the Will County ICT Datacenter. The size of the data including the programs total 350 GB. The programming language is RPG.

## **Key Facts:**

Number of Full Time Equivalents: 2259  
Number of Collective Bargaining Units: 16

## **The project goals include:**

1. Streamline business processes to improve efficiency.
2. Increase transparency of services and information through improved electronic workflows and notifications.
3. Reduce workarounds, manual processes, and off-system data.
4. Empower stakeholders with integrated data, task management, and self-service capabilities.
5. Ensure that reliable and timely information is available for reporting.
6. Ensure end-to-end visibility with a holistic view of transactions through a standard interface.
7. Eliminate current legacy applications.

## **Steering Committee Key Stakeholders on Evaluation Committee:**

1. County Executive Office
2. Human Resources
3. Information, Communication & Technology
4. Sheriff's Office
5. Sunny Hill Nursing Home
6. County Clerk's Office
7. The County Auditor

**The Committee reserves the right to require written questionnaire responses, telephone or video interviews, and/or conduct interviews with Proposers. Committee members shall not be contacted by the Proposer during the entirety of the solicitation process.**

**Evaluation:**

An evaluation committee selected by the County will review, evaluate, and rank responses in accordance with the evaluation criteria to be determined by the steering committee. Clarification of submitted material may be requested during the evaluation process. The County may award the successful Vendor based on their initial proposal or invite them to enter into contract negotiations.

\*For Total 3 Year Cost, please include licensing, implementation of the entire solution, ongoing support and three years of maintenance and support costs.

**The County reserves the right to select a Vendor based solely on the information submitted in its proposal and to make a contract award without any further discussion with the Vendors regarding the responses received. Therefore, responses should be submitted initially on the most favorable terms available to the County from a price, contractual terms and conditions, and technical standpoint. The County also reserves the right to conduct discussions with Vendors who submit proposals. The County is not under any obligation to reveal to a Vendor how a response was assessed or to provide information relative to the decision-making process.**

**Proposal Documents Required:**

The following documents and forms in the following arrangement must accompany each submission:

- 1. Cover Page:** This is to be used as the first page of the submission. This form must be fully completed and signed by an authorized officer of the firm.
- 2. Executive Summary:** This part of the response to the RFP should be limited to a brief narrative highlighting the Proposer's Proposal and experience and your financial health. Typically, this section should not exceed 2-3 pages.
- 3. Firm Information/Organization:** The Proposer must identify the Account Manager who will be working directly with the County and engaged in managing the work. Resumes must be included which reference the individual's Proposal and experience in managing similar projects. Please list relevant projects worked on, dates showing the length of time spent on each project and the specific duties and responsibilities for each project. Identify the responsibilities of the key individuals, other than the Project Manager, who will be assigned to the proposed contract, and who will have major responsibilities for performance of the services required. Include resumes that list relevant projects worked on, dates showing length of time spent on each project and the specific duties and responsibilities for each project.

**The County reserves the right to approve or disapprove any change to the successful Proposer's Account Manager. Personnel changes that impact on the contract may result in the cancellation of the contract.**

- 4. Firm Experience:** a Proposer should have been in business as a provider for a minimum of five (5) years. The Proposal shall include at least five (5) references from past or current local government

clients for agencies with employees equal to the County's size and similar software modules implemented. Include title and brief description of each project with the following information:

- Client (contact person, address, telephone number and email address).
  - Date contract started to date completed.
  - Nature of work for each contract (include all applicable modules).
- 5. Intangibles:** Describe any significant or unique accomplishments or awards for work performed for similar agencies. Provide any additional information which may be relevant to the evaluation of your submission to the County's project.
- 6. Litigation:** Please list any past and/or pending litigation or disputes relating to the work described herein, that your firm has been involved in within the last five years. List should include project name, nature of litigation and outcome of litigation (if resolved).
- 7. Debarment:** Indicate whether you are or have ever been debarred from working with any public or governmental entity. If so, describe the circumstances of any and all debarments including the name of the entity issuing the debarment, the reasons for debarment and the dates of debarment.
- 8. Project Approach:** Proposer shall include a comprehensive narrative section that illustrates Proposer's understanding of the requirements of the project and project schedule, and that Proposer will be fully responsible for setting up the technical and functional capabilities of their software modules in the most effective, integrated and optimized manner. The proposer shall also include a comprehensive narrative section that sets out the methodology, strategy and intended management plan and a solution overview of each module based on the questions below.
- 9. Human Capital Management (HCM)**
- Provide a brief overview of your HCM solution.
  - What benefits can be achieved by using it?
  - Describe the mobile capabilities provided by your offering?
  - Describe manager and employee direct access.
  - Describe digital employee document management capabilities.
- 10. Human Capital Management Reporting**
- Describe standard and ad hoc reporting functionality.
  - How easy is it to create ad hoc reports? What tool?
  - Describe your dashboard and workforce analytics capabilities.
  - Describe the ability to schedule reports to run automatically.
  - How is security integrated with the reporting tool?
- 11. HCM Configuration & Workflow**
- Please describe how we can configure the solution to meet our needs without system customization.
  - Describe notification email template features and reminder notices.
  - Describe automated approval and notification workflow capabilities. Can we configure these, as well as approval paths and conditional workflow triggers?
- 12. HCM Data Management & Interfacing**
- Describe how your solution supports interfaces to third-party service providers. What responsibility do clients have for the design, development, testing, maintenance and transmission of third-party service provider interfaces? What responsibility does our third-party provider have?

- Describe how you handle mass data loads or bulk data changes.
- Describe data import and/or data export tools and capabilities.
- Describe single sign-on capabilities, including single sign-on from client intranet.
- Describe how historical records are created, maintained, and updated.
- How does your system allow for user security? Describe your application's security model.

### **13. HCM Technology**

- Describe your solution's architecture and how it will benefit Will County.
- Describe your scalability strategy and how the solution allows for growth.
- Who will be responsible for application maintenance releases or upgrades? Can you please explain a normal process? What will be the client's responsibilities when a maintenance release or upgrade is applied?
- Do you charge separate application software maintenance fees for upgrades or are they part of your annual maintenance fee?
- Do you host solutions in your own data centers and are they located in the United States? If the County chooses a Cloud model, can they enable an upgrade on their own schedule, or will their application need to be upgraded along with your other clients?

### **14. Talent Acquisition Solutions**

- Provide an overview of your talent acquisition suite of services.
- Describe the key recruiting activities that can be carried out by the solution.
- How does the solution positively impact the experience for candidates, hiring manager and HR.
- Describe how requisitions are created leveraging the Human Resource Information System data.
- Describe the requisition approval workflow delivered by the system, including the mobile approval capabilities.
- Describe how postings are uploaded to job boards and external job aggregators.
- Describe all methods for entering applicant resume information to the system.
- Describe the candidate pre-screening or qualification process for large quantities of candidates; and confirm that screening can be integrated into our designated hiring workflow.
- Describe how the solution will accommodate for EEO4 compliance reporting requirements.
- Describe the system's ability to trigger alerts/automatic notifications throughout the hiring process.
- Describe recruiting communications and templates delivered; are they configurable and tracked?
- Describe the data exchange/integration between the core HRIS system of record and your recruiting system.
- Describe your background and drug screening services.

### **15. Human Resources (HR)**

- Describe onboarding capabilities and the ability to notify new hires of activities to complete.
- Describe How does the solution help clients complete the new hire, rehire, and termination processes.
- Describe how your system supports effective dating/ future dating of employee transactions. Describe how the system tracks the history of these changes.
- Describe the process to transfer employees from one entity or pay group to another.
- Describe the global HR capabilities that are available.
- Describe how the system will accommodate FMLA tracking and/or administration.
- Describe how pay plans are entered into your system. Describe whether pay plans can have the same job title and hourly rate across functional departments.

### **16. Benefit Services**

- Provide a brief overview of your health and welfare benefits administration solution.
- Describe how your solution applies business rules and logic checks to determine benefits eligibility.
- Describe the enrollment events supported by your solution (annual enrollment, life events and status changes).
- How do you support concurrent processing of elections for the current plan year (new hire elections) and annual enrollment changes for the future plan year?
- Describe the health and welfare actions employees can perform via self-service.
- Describe what decision support tools are available to our employees during the enrollment process.
- Describe the health and welfare self-service functionality for HR Administrators.
- Describe how your system handles retroactive effective dates or changes.
- Describe how and when you report eligibility to carriers.
- Please provide an overview of your proposed dependent verification process.
- Describe how employees submit documentation.
- Describe how your Benefits module integrates with Payroll.
- Can benefit plans be set up so only a specific group of employees are eligible for them?
- Can benefit cost changes be future dated for a future year within the current year?
- Are premiums automatically updated for age and salary benefit calculations?
- Are insurance amounts automatically adjusted based on a salary increase?
- Can you automatically enroll a certain amount of people in a benefit plan?
- Can your system handle calendar and fiscal benefit plans?
- Do you offer on-line benefit enrollment?
- Does your system calculate arrears on an employee's benefits while on disability or leave of absence?
- Will benefit election changes update payroll deductions?

## **16. Time & Attendance**

- Provide a brief overview of the capabilities and benefits of your time solution.
- Describe time data collection options available (mobile, web access, IVR, and clocks). How does your system account for positive pay? Accordingly, how does your system account for both union and non-union or salaried personnel accruing overtime or time due based on various work schedules.
- Describe real-time punch transaction capabilities.
- Describe time workflow automation capabilities and workflow related to time entry.
- Describe how employees request and managers approve time off.
- Describe available methods and levels of timecard approval.
- Describe scheduling functionality (vacation, holiday, work) including current and future week scheduling capability. How many weeks of future scheduling are available. Does your system handle atypical schedules for Sheriff and Medical staff?
- Please explain options for scheduling employees based on skills, certifications, seniority, availability, etc.
- Describe the number of labor levels/account values an employee can charge time against (division, department, job) for grant reporting and the maximum number of values that can be stored in each level.
- What types of time tracking allocations does your solution accommodate (project tracking, attendance, fringe benefits, etc.).
- Describe how your solution handles complex, non-standard pay policies for exempt and non-exempt employees.



- How does your system handle wage increases, cost of living increases, retroactive wage adjustments and other historical edits? Does your solution allow for multiple effective dates for one employee?
- Describe the options for calculating accruals. Are they user defined?
- Can the system allow employees to take time off that would result in a negative time-off balance?
- How does your system handle shift and job premiums?
- Describe your capabilities around overtime control. Can employees request overtime in advance?
- How are leaves of absence identified and processed in the system (Personal Leave and Family and Medical Leave Act or FMLA)?
- Does your system provide an audit trail of all time-related entries and changes? What information is logged and reported?
- Describe the procedure for restoring punches due to a power outage or loss of connectivity at one of the County's facilities.

## **17. Payroll General**

- Provide a brief overview of your payroll solution.
- Describe the steps to process payroll. Can gross to net reports be executed in the system before a final payroll run?
- What is the standard turnaround time for processing payroll?
- Describe the methods available for paying employees (direct deposit, manual check).
- Describe the off-cycle manual check process.
- Does your system support payments to employees with a terminated status?
- What check fraud protection is available?
- What happens when an employee does not have enough net pay to cover his or her deductions for the pay period?
- Can your system accept the import of exceptions to pay or one-time deductions in CSV or another format?
- How does your system handle garnishment payments? Is the process configurable?
- Does your system produce W-2, and 1099 documents?
- How will employees access pay statements and W-2s?
- Describe how the County will interface detailed payroll & HR payroll runs from this system into our Microsoft Dynamics 365 ERP solution's General Ledger.
- Do you offer GL summary or drill down reporting?
- What is the maximum length of the GL account number?
- Describe your tax reporting services and how do you handle inquiries, discrepancies, and resolution for federal, state and local tax issues.
- Can the payroll application handle multiple General Ledger account numbers for the same employee?
- Describe how your system allows for the allocation of payroll and fringe benefits cost for Grant reporting.

## **18. Year End & Tax Reports**

- Describe the County's responsibilities for your year-end processing.
- Will year end services be included in the project plan?
- What type of tax reports are generated each pay period?
- How are adjustments made to the tax reports?
- Please describe the tax reporting process and what competencies your company holds that will separate you from the competition.

## **19. Implementation & Support Services & Licensing**

- Provide a brief overview of your implementation methodology phases including estimated completion date.
- Will the County be able to test solution features using their own data?
- Do you leverage third parties to implement your solutions? If so, why?
- What differentiates your implementation approach from your competitors?
- Based on the County's size and complexity, describe your approach to initial training of the project team, functional users and the County's Information Technology team.
- Please provide a proposed high-level timetable for this project.
- Describe your approach to post-implementation Support Services.
- Describe your Support Services team including their experience.
- Will a specific service contact be assigned?
- Describe how the County will contact your support staff and how our inquiries are managed until resolution.
- What are the operating hours for client support?
- What online tools and support do you offer clients?
- Please describe your firm's licensing strategy.
- Based on the County's number of users, please describe your proposed licensing strategy for this project.

## **20. Data Conversion**

- Describe your data conversion approach of the County's legacy relational data. Do you have tools to assist with the conversion?
- The County has over twenty years of historical payroll and HR data that will need to be converted or do you have an innovative approach that would allow the County to search on this history without integrating it into the application?

## **21. Security, Compliance and Disaster Recovery**

- Summarize your information security policy and how you ensure the integrity of information.
- What are your firm's procedures for intrusion detection, incident response, and incident investigation/escalation?
- How will the County's data be isolated from other client's data?
- Do you leverage public or private cloud storage for client data?
- Will our data be encrypted at rest? In-transit?
- Describe your firm's back-up and disaster recovery/business continuity strategy.
- How often are your disaster recovery plans reviewed and tested?

### **Scope of Services & Requirements**

- The Proposer shall state within their response how their software modules meet the system requirements outlined in this RFP (See Attachment A). You need to complete the entire worksheet by indicating your response in each column. The County wants to know either yes or no if each requirement can be configured in your current software. If the requirement can be currently configured according to the County's requirement, type yes in the column and type configuration in the next column. If the functionality currently does not exist and you need to customize your module, place no and type the word customization in the next column. If the functionality currently does not exist, but you have it on a roadmap, please place no in the first column, customization in the next one and put the date of when the functionality will be available and in what version of your software.

- The Proposer shall state the method of training that will be used to train Payroll/HR staff and department staff and what has been successful for other clients.
- Proposer shall also provide or highlight any additional features and/or functionality of their software, not mentioned in this RFP, while describing how it can be used to meet the County's goals.

Please include the following clauses:

*Data Ownership-County will own all rights, title and interest in its data and vendor will only access the County's user accounts and data in the course of the requirements of this RFP.*

*Data Protection-Protection of personal privacy and data shall be an integral part of the business activities of Vendor's firm to ensure that there is no inappropriate or unauthorized use of the County's information at any time.*

*Data Location-Services shall be provided solely from data centers located in the United States along with its at rest storage. Please do not allow your employees or contractors to store any County data on portable devices or personal computers but shall permit its personnel to access sensitive County data remotely only as required to provide technical support.*

*Background Checks-Need to conduct criminal background checks and not utilize any staff, including subcontractors, to fulfill the obligations of this RFP who have been convicted of any crime.*

### **Cost Proposal:**

Please include a Microsoft Excel Worksheet as part of your response with your not to exceed three-year detailed total cost of ownership fee schedule delineated by below. Please include your cost assumptions for each of the following:

- Implementation-Proposer will be responsible for setting up all modules according to the County's system requirements. Will County staff will assist as needed mainly to verify data and sign-off to its correctness and will participate in this project at 30% due to limited County FTEs. Accordingly, Proposer shall provide their proposed implementation schedule and project plan and include it in your response. Please include all risks associated with your proposed project plan.
- Annual license fee based on number of functional and technical users. 2500 employees and 42 departments, five core Payroll/HR Staff for functional training and 2 IT Technical Users.
- Data Conversion of seven complete years of historical payroll & HR data from legacy environment.
- Training-Please include costs for both technical and functional users and specify the number of users and methodology enabled.
- Support & Maintenance-Please include after system conversion support along with a three - year annual cost for maintenance.

**All submission materials become the property of the County and may be returned only at its option. The County is not obligated to accept any Proposal or to negotiate with any candidate. All transactions are subject to the final approval of the County who reserves the right to reject any or all Proposal without cause for liability.**

**Minimum Required Proposal:**

The County is seeking a proven and experienced consultant, preferably with proven experience with a county similar in size and character to Will County, to provide Payroll and HR software. Please provide a minimum of five (5) government client references.

**PRIME CONTRACTOR CERTIFICATION:**

The undersigned hereby certifies that \_\_\_\_\_

Company Name

Is not barred from contracting with any unit of State or local government as a result of a violation of either Section 33E-3 or 33E-4 of the Criminal Code of 1961.

\_\_\_\_\_  
Name of Authorized Representative

\_\_\_\_\_  
Title

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Note: A person who makes a false certificate commits a Class 3 Felony.

Sections 33E-3 and 33E-4 provide as follows:

**33E-3. Bid-rigging.** A person commits the offense of bid-rigging when he knowingly agrees with any person who is, or but for such agreement would be, a competitor of such person concerning any bid submitted or not submitted by such person or another to a unit of State or local government when with the intent that the bid submitted or not submitted will result in the award of a Contract to such person or another and he either (1) provides such person or receives from another information concerning the price or other material term or terms of the bid which would otherwise not be disclosed to a competitor in an independent noncollusive submission of bids or (2) submits a bid that is of such a price or other material term or terms that he does not intend the bid to be accepted.

Bid-rigging is a Class 3 felony. Any person convicted of this offense or any similar offense of any state or the United States which contains the same elements as this offense shall be barred for 5 years from the date of conviction from Contracting with any unit of State or local government. No corporation shall be barred from Contracting with any unit of State or local government as a result of a conviction under this Section of any employee or agent of such corporation if the employee so convicted is no longer employed by the corporation and: (1) it has been finally adjudicated not guilty or (2) if it demonstrates to the governmental entity with which it seeks to Contract and that entity finds that the commission of the offense was neither authorized, requested, commanded, nor performed by a director, officer or a high managerial agent in behalf of the corporation as provided in paragraph (2) of subsection (a) of Section 5-4 of this Code.

**33E-4 Bid rotating.** A person commits the offense of bid rotating when, pursuant to any collusive scheme or agreement with another, he engages in a pattern over time (which, for the purposes of this Section, shall include at least 3 Contract bids within a period of 10 years, the most recent of which occurs after the effective date of this amendatory Act of 1988) of submitting sealed bids to units of State or local government with the intent that the award of such bids rotates, or is distributed among, persons or business entities which submit bids on a substantial number of the same Contracts. Bid rotating is a Class 2 felony. Any person convicted of this offense or any similar offense of any state or the United States which contains the same elements as this offense shall be permanently barred from Contracting with any unit of State or local government. No corporation shall be barred from Contracting with any unit of State or local government as a result of a conviction under this Section of any employee or agent of such corporation if the employee so convicted is no longer employed by the corporation and: (1) it has been finally adjudicated not guilty or (2) if it demonstrates to the governmental entity with which it seeks to Contract and that entity finds that the commission of the offense was neither authorized, requested, commanded, nor performed by a director, officer or a high managerial agent in behalf of the corporation as provided in paragraph (2) of subsection (a) of Section 5-4 of this Code.

Possible violations of Section 33 can be reported to the Office of the Will County State's Attorney at (815) 727-8453.

COMPANY NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

SOC. SEC # or FEIN: \_\_\_\_\_

CONTACT: \_\_\_\_\_

PHONE: \_\_\_\_\_ FAX: \_\_\_\_\_

EMAIL: \_\_\_\_\_

Agency Name and Delivery Address:	WILL COUNTY 302 N. CHICAGO STREET, JOLIET, IL 60432
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For Additional information contact:	KEVIN LYNN PURCHASING DIRECTOR, <a href="mailto:klynn@willcountyillinois.com">klynn@willcountyillinois.com</a>
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Signed by: \_\_\_\_\_ Title: \_\_\_\_\_

Authorized Representative of Company

Please list five (5) references, other than the County of Will, you have done similar work, service or supplied similar products to.

Entity: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Email Address: \_\_\_\_\_

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Entity: \_\_\_\_\_

Address: \_\_\_\_\_

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Address: \_\_\_\_\_

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Telephone Number: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Email Address: \_\_\_\_\_

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Entity: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Email Address: \_\_\_\_\_

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Entity: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Email Address: \_\_\_\_\_

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COMPANY NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

SOC. SEC. or F.E.I.N. # \_\_\_\_\_

CONTACT \_\_\_\_\_

PHONE \_\_\_\_\_ FAX \_\_\_\_\_ EMAIL \_\_\_\_\_

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ADDENDUM RECEIPT: Receipt of the following Addendum to the Bidding Documents is hereby acknowledged:

No. \_\_\_\_\_, dated \_\_\_\_\_, signed \_\_\_\_\_

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ADDENDUM RECEIPT: Receipt of the following Addendum to the Bidding Documents is hereby acknowledged:

No. \_\_\_\_\_, dated \_\_\_\_\_, signed \_\_\_\_\_

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ADDENDUM RECEIPT: Receipt of the following Addendum to the Bidding Documents is hereby acknowledged:

No. \_\_\_\_\_, dated \_\_\_\_\_, signed \_\_\_\_\_

**LATE RESPONSES CANNOT BE ACCEPTED!**

<b><u>Respondents Return Address:</u></b>	
<b><u>RFP #:</u></b>	<b>2024-94 Payroll and Human Resources Software</b>
<b><u>DUE DATE:</u></b>	<b>1/3/2024</b>
<b><u>DUE:</u></b>	<b>11:00 A.M.</b>
<b>DATED MATERIAL-DELIVER IMMEDIATELY</b>	
<b>WILL COUNTY PURCHASING DEPARTMENT</b>	
<b>302 N. CHICAGO ST., 2<sup>ND</sup> FLOOR</b>	
<b>JOLIET, IL 60432</b>	

PLEASE  
CUT OUT AND AFFIX THIS LABEL (ABOVE) TO  
THE OUTERMOST PACKAGE OF YOUR SEALED RESPONSE  
TO HELP ENSURE PROPER DELIVERY!

**LATE RESPONSES CANNOT BE ACCEPTED!**