



# **Biloxi Housing Authority**

330 Benachi Avenue  
Biloxi, MS 39530

**REQUEST FOR PROPOSAL (RFP)**  
**PAYROLL/BENEFITS/COMPENSATION SYSTEM**  
**PROVIDER**

**RFP Number: PRS09.19**

**September 08, 2019**

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## I. Introduction & Organizational Details

The Biloxi Housing Authority (BHA), serves the housing needs of lower income residents within Biloxi, Mississippi. The Housing Choice Voucher Program subsidizes rent to private landlords and assists approximately 1627 families. There are additional mixed finance properties developed with Low-Income Housing Tax Credits in the portfolio.

Currently, BHA's payroll system requires time-consuming manual operations, such as entering hours worked, coding vacation and exception time, checking leave balances, and issuing reports. BHA has approximately 37 full time and 1 part time employees: contract workers, exempt employees, non-exempt employees, and security personnel. The Biloxi Community Development Corporation (BCDC), is a non-profit organization associated with BHA and consists of 4 full time employees. The current payroll system is used for both entities for a total of 41 full time and 1 part time employee.

Organizational payroll frequency is bi-weekly for all employees

There are two (2) FEINS for Biloxi Housing, one is BHA and the second is BCDC. employees per FEIN?

BHA – 37 employees for this EIN

BCDC – 4 employees for this EIN

### **BHA and BCDC have the following benefits:**

#### **BHA:**

Health - Blue Cross Blue Shield PPO

Dental - Guardian

Vision - Guardian

Life - Guardian

Supplemental – AFLAC and Colonial

Telemed – HealthiestYou

Retirement – PERS and Great West

#### **BCDC:**

Health – Blue Cross Blue Shield

Dental – Principal Life Insurance

Vision – Always Care

Telemed – Healthiest You

BHA and BCDC's Time Off accrual is 3.70 hours per pay period for Sick Leave

BHA and BCDC Annual Leave details are the following:

<b>Years of Service</b>	<b>Accrual Rate</b>
First year – 3 <sup>rd</sup> year	5.54 hours per pay period
4 – 8 years	6.47 hours per pay period
9 – 15 years	7.39 hours per pay period
15 or more years	8.31 hours per pay period

BHA/BCDC employees use the following timekeeping methods; two (2) time clocks and time sheets. The organization will consider time clocks, timekeeping through computer login and timekeeping remotely through smartphones (with GEO-Fencing).

Employees of BHA/BCDC have location codes attached to their employee profile which is important to be captured from GL (General Ledger) to payroll. There are some employees that may have multiple location codes.

BHA invites all interested vendors to submit proposals to provide a payroll system. Proposers may respond to this Request for Proposals (RFP) according to the guidelines outlined in this RFP.

BHA will accept proposals for providing all Payroll functions described in this RFP, including but not limited to:

- **PAYROLL**
- **TIME AND ATTENDANCE**
- **COMPENSATION AND BENEFITS ADMINISTRATION**
- **EMPLOYEE ON AND OFF BOARDING**

## **II. Purpose of RFP**

The purpose of this RFP is to solicit qualified proposals so that BHA may select a Payroll system which best meet the needs and requirements of BHA. It is desired that the RFP process will ensure cost competitiveness among respondents. BHA urges all interested firms to carefully review the requirements of the RFP. Written proposals containing the requested information will serve as the primary basis for initial selection. The final selection will be based on the evaluation criteria as outlined in Section XVI of this RFP.

### **III. RFP Terms and Conditions**

All proposals shall remain valid for a period of one hundred and eighty (180) calendar days after the date specified for receipt of proposals. All costs of the proposal process, interviews, contract negotiation, and related expenses, are solely the responsibility of the vendors.

BHA reserves the right to reject any or all proposals, to waive informalities and minor irregularities, and/or to modify or cancel this solicitation. Proposals which appear unrealistic in terms of management commitments or are indicative of failure to comprehend the complexity of this RFP and subsequent contracts may be rejected.

BHA reserves the right to reject, for specific reasons, any and all proposals received which include, but are not limited to, noncompliance with the RFP and stated requirements.

Proposers are requested and advised to be as complete as possible in their response. BHA reserves the right to 1) contact any proposer to clarify any response; 2) contact any current users of the proposer's services; 3) solicit information from any available source concerning any aspect of the proposal; and, 4) seek and review any other information deemed pertinent to the evaluation process.

### **IV. Contract Period**

The term of the contract awarded shall be for three (3) years, with the option to renew the contract for two (2) one-year periods based on satisfactory performance. The total contract time is not to exceed five (5) years. As outlined in Section XVIII (cost), all proposing vendors will also need to outline costs in terms of installation, data conversion, training, software, ongoing software maintenance and software upgrades.

### **V. Electronic RFP Bid Notification**

BHA will provide an electronic copy of the Proposal Format and Bidding Requirements for this RFP. The intent is to save significant time for vendors responding to the RFP. Elaborate proposals are not necessary. Quality, substance, brevity, clarity, and responsiveness to BHA's requirements as outlined in the RFP will be highly regarded throughout the evaluation process.

To request an electronic copy of this RFP, please send an e-mail request with the subject line Payroll RFP to: Tom Noland, Administrative Services,

[tnoland@biloxihousing.org](mailto:tnoland@biloxihousing.org) or download from the BHA Website at [www.biloxihousing.org](http://www.biloxihousing.org).

## VI. Scope of Work

Software selected will manage the following functions of the Agency. Specific requirements are listed in the features and capabilities section (*Attachment 1*) of the RFP:

- **PAYROLL**
- **TIME AND ATTENDANCE**
- **COMPENSATION AND BENEFITS ADMINISTRATION**
- **EMPLOYEE ON AND OFF BOARDING**

BHA is seeking a payroll system to meet the following objectives:

- To capture and report employee time electronically (time clocks, PCs, and mobile application);
- To process payroll electronically on time and accurately with minimal adjustments required by the employee or employer due to errors;
- To automate data collection and approval functions, so that common tasks or requests such as time entry, benefits enrollment/changes, address changes, compensation changes can be entered directly by the employee or manager and approved electronically;
- To provide managers and employees direct access to employment-related data and workforce management tools so that they can use this information in decision making.

We are looking for a solution that:

- Is intuitive to understand by administrators and end users;
- Is flexible for routine changes to data or processes, such as adding a field, creating a report, or workflow process, with minimal outside assistance or fees;
- Allows employees to both clock in/out electronically from time clocks, as well as PCs;
- Reflects our complex organizational structure in a way that allows us to access or report data easily and in a variety of combinations;
- Requires limited support for IT functions. Upgrades would be included

as part of the service.

We are looking for a vendor that will:

- Serve as "specialist" and provide relevant technical and legal updates;
- Provide a seasoned implementation team that will assist in making an orderly transition
- Provide training that will be separated into at least the following categories; Administrators; Management, and Regular Employees
- Provide a reliable customer service center with experienced, informed staff that respond to questions within minutes. We would prefer an assigned service team.

## **VII. Project Management**

Project Management must include the data conversion strategy to import and/or convert BHA's current data from the existing HAB system. BHA will consider proposals for parallel processing or a flash cutover depending upon the proposer's timeline, approach and past experience with these methods.

Project management includes successful implementation and testing of hardware and software on existing data infrastructure within a prescribed timeframe. It also includes hardware installation/coordination, configuration, testing and training with BHA management, Outsourced IT Services and end users.

## **VIII. Training**

Responding vendors must have sufficient resources to provide end user training for all application modules to include technical training for BHA management and outsourced information technology staff. Technical training must include a conceptual overview of all modules and how they interact and interface. The cost of training must be clearly stated in detail in the RFP response. BHA will also require proof of concepts from proposers regarding the system's project-based accounting and management abilities. The proof of concepts will be outlined during the selection process.



## **IX. Technical Support and Software Updates**

Responding vendors must have sufficient resources to ensure technical support and software upgrades in order to:

1. Maintain compliance with ongoing changes in the Department of Housing and Urban Development (HUD), Federal and State regulations;
2. Provide continuous product enhancements; and
3. Correct software / hardware compatibility bugs, if any.

## **X. Network Hardware**

If the proposed software modules will not operate on BHA's current network environment, vendors responding to this RFP must include specifications for a computer hardware platform for the application software. The specifications should include minimum, recommended and optimal specifications for the application software to operate within BHA's infrastructure (e.g. bandwidth, etc.). In addition, the successful bidder will be required to coordinate any hardware upgrades with BHA and Outsourced IT Services, if desired by BHA. Section XII describes BHA's current computer environment.

## **XI. Vendor Requirements**

### **A. Experience**

Vendors responding to the RFP must be thoroughly familiar with the application areas specified. BHA will be seeking customer references and interviewing current clients regarding the vendor's abilities as they relate to integration and testing, technical support, change management, documentation, software functionality, or the equivalent credentials for a "design-build" proposal. Vendors must have the staff, technical, and financial resources to reliably install and support the proposed system.

### **B. Hardware Upgrades and Support**

Vendors whose response includes hardware upgrades will be responsible for coordinating the proposed upgrades with BHA and Outsourced IT Services. This includes any support for installation and testing of the hardware and system(s)/component(s) to the point of independent operation. Vendors will provide support services necessary to ensure successful conversion and operation of the system. Vendors whose response requires hardware upgrades must have demonstrated the ability to provide support of the system after installation is completed and accepted.

### C. Application Software Support

Application software support must take the form of ongoing programming and management support to accommodate regulatory changes and for immediate resolution of user problems. Furthermore, the ongoing programming support must have the capability of using remote access for communications for online problem solving and analysis.

Vendor must also clearly deliver a written service level agreement (SLA) to be negotiated between BHA and the proposing vendor. The SLA will include a clear remediation path for all issues and will address issue categorization, method and time of contact and expected and actual resolution times.

## **XII. BHA's Computing Environment**

### **Biloxi Housing Authority (BHA) Computing Environment**

#### **Server Operating Systems**

BHA core server system consists of multiple Windows servers, ranging in version from 2012R2 to 2016. All servers are virtual machines running on a Windows 2016 Hyper-V physical host. BHA maintains an Active Directory-based domain. All workstations are domain-joined.

The Local Area Network consists of both locally connected workstations (the "Main Office" location houses the server system) and remotely connected workstations via a VPN system.

#### **Applications and Application Servers**

The primary line of business application is "HAB Encompass" and is hosted on 2 servers:

- "APPSERVER2016" is for locally connected workstations (see below). This server also hosts the application's required database and related services.
- "RDSERVER" is used exclusively by remotely connected workstations and delivers HAB Encompass via Microsoft's RemoteApp functionality.

#### **Workstations**

All workstations, both remote and local (relative to the server's local area network (LAN)) will have a minimum configuration consisting of:

- Intel Core i3 processors or higher (at least 5<sup>th</sup> generation)
- 4 GB RAM (most have 8 GB)
- 250 GB HD (most with SSD type drives)
- Gigabit network interface for wired NICs

- Local and network connected printers
- Operating systems consist of Windows 7 Pro and Windows 10 pro (majority are Win10)
- All workstations use Microsoft Office 365 (current version is Office 2019)
- Accounting (including General Ledger) and Payroll software is HAB – Through MRI Housing software solutions
- There are approximately 26 workstations in the Main Office location that have direct, gigabit access to the server-hosted resources.

There are approximately 20 workstations in remote offices (relative to the Main Office) which connect by VPN to the network edge device (firewall) at the main office. These workstations also have LAN access to the server-hosted resources while the VPN tunnel is up for any given workstation. The VPN is intended to be up at all times.

### **Network Hardware and Connectivity**

- Main Office
  - o The main office uses multiple network switches, all operating at Gigabit speeds.
  - o Internet at the Main Office is asynchronous “cable” service rated at approximately 100 mbps down and 10 mpbs upload speed. This bandwidth is not guaranteed and can fluctuate at any given time.
- Remote Offices
  - o Remote offices network switching is also all Gigabit speed minimum.
  - o Internet at the remote offices are also asynchronous “cable” service rated similarly to the main office in most cases. Download speeds for clients located in remote offices are limited to the upload speed for the main office when connected to the BHA VPN.

### **Backup and Business Continuity**

BHA uses an image-based backup system which incrementally captures changes to all servers continually and saves these “recovery points” to a local server which is responsible for also replicating them to an offsite data center. Data within applications which are “VSS-Aware” or VSS-Compatible will be captured in a state that is expected to be restorable without relying on the application’s native backup processes. Data within applications which are NOT VSS-compatible must have their data backed up periodically (to a designated storage location) so that the imaging system can capture that “clean” backup for potential restoration when/if needed.

### **XIII. RFP Schedule**

<b>Event</b>	<b>Date</b>
Advertise / Formally Issue RFP:	<b>September 8, 2019</b>
Questions Due	<b>September 16, 2019 @ 1:00PM (CDT)</b>
Final Addendum to RFP (Questions and Responses Available)	<b>September 18, 2019</b>
Vendor Proposals Due:	<b>September 25, 2019 @ 4:00PM (CDT)</b>
Onsite or Web Software Demonstrations	TBD
Site Visits	TBD
Vendor Selection/Board Approval:	TBD

*BHA reserves the right to modify this schedule at BHA's discretion. Proper notification of changes in the response due date will be made to all interested parties by e-mail.*

### **XIV. RFP Submission**

Proposals must be received no later than September 25, 2019 @ 4:00PM Central Daylight Time (CDT). Late bids will not be accepted.

Proposals must be submitted in the following manner: One (1) original hard copy, and one electronic copy provided via flash drive of the proposal in a sealed envelope or package. The envelope must include the following information; firm name, RFP name and number. The original hard copy must be stamped "ORIGINAL".

One copy of all "sales literature" must be included with the ORIGINAL proposal.

Delivery Address

Attn: Tom Noland- Administrative Services  
Biloxi Housing Authority  
330 Benachi Avenue  
Biloxi, MS 39530

### **XV. BHA Contact**

Procedural and Technical Inquiries:

All procedural and technical questions will be sent via email to [tnoland@biloxihousing.org](mailto:tnoland@biloxihousing.org). The deadline for submitting all written questions via email is September 16, 2019 by 1:00PM CDT. Responses to written questions will be e-mailed on September 18, 2019.

If in the opinion of BHA additional material or interpretation is needed, it will be

provided as an Addendum to the RFP and e-mailed to the respondents. Such Addendum will have the same binding effect as though contained in the original RFP.

Oral instructions or information concerning the specifications of the project given by BHA employees to prospective respondents shall not bind BHA.

## XVI. Evaluation Criteria

The following table lists the criteria that will be used by BHA in evaluating all proposals (100 points).

<b>Criteria</b>	<b>Points Available</b>	
<p><b>Strength and Experience of the Vendor</b> The software meets the functional requirements listed in the RFP without requiring modification or future development and/or the vendor has the strength and experience to design and build the software.</p>	<b>30</b>	<b>Attachment 1</b>
<p><b>Cost</b> Cost includes cost of software; installation; implementation; project management; training. Total cost of ownership will be evaluated and considered.</p>	<b>30</b>	<b>Section XVIII Part J-K-L-M-N-O</b>
<p><b>Support Services and Service Level Agreement</b> Support services include ongoing maintenance, new releases, support of HUD mandated changes and service level agreement (SLA) related to issue resolution and overall responsiveness. Other factors include change management and documentation.</p>	<b>20</b>	<b>Attachment 8</b>
<p><b>Implementation Methodology and Conversion Services</b> Ability to deliver and install software within an acceptable timeframe as determined by BHA.</p>	<b>10</b>	<b>Attachments 5 &amp; 7</b>
<p><b>Training Services</b> Training services include training approach, education options, and training with like or test system.</p>	<b>10</b>	<b>Attachment 6</b>

## **XVII. Vendor Selection**

BHA reserves the right to make an award based solely on the responses to this RFP or to negotiate further with one or more vendors. The vendor selected for the award will be chosen on the basis of greatest benefit to BHA, based on evaluation criteria provided.

After BHA completes evaluation of all proposals submitted by the deadline, it is the intent of BHA to select up to two (2) finalists to give a demonstration of software functionality. The finalists should be prepared to field questions throughout the demonstration. In the event that the demonstration is unsuccessful and appears not to meet the requirements of BHA, BHA may then opt to contact the vendor(s) with the next highest-ranking proposal(s).

## **XVIII. Proposal Guidelines**

### **A. Qualified vendors wishing to submit a written proposal must address the following items:**

1. The intent of this RFP is to establish the minimum requirements and specifications for application software to be acquired by BHA. The information herein is intended to provide proposers with sufficient information to enable them to prepare an acceptable response to this RFP.
2. BHA intends to maximize the utilization of its existing data communications network and network equipment.
3. BHA recognizes that proposed application software solutions may necessitate new server hardware. The proposed minimum configuration for server(s) must be sufficient to operate the proposed software and include sufficient disk storage for a minimum of three (3) years from the 'go-live' date.
4. Each proposal must include a full description of all software modules, features and functionality.
5. Each proposal must include installation, training, project management, software and other one-time costs.
6. Each proposal must include all initial guarantees and warranties.
7. Each proposal must detail cost of adding electronic time clocks to system and explain if the time clock system is a separate service provider total cost for implementation.
8. Each proposal must include all annual (reoccurring) costs such as software licenses fees, and software maintenance, product upgrade fees, etc. These fees must be detailed for a period of five (5) years from install date.

## B. Proposal Format and Submission Requirements

All proposals should follow the format provided. Responses will be reviewed for completeness prior to detailed evaluation. Any response submitted in a manner that makes evaluation unnecessarily time consuming may be eliminated from further consideration.

## C. Letter of Transmittal

All proposals must include a letter of transmittal which includes the company name, address, telephone, fax, e-mail and authorized contact person. An individual within the company who is authorized to contractually bind the vendor must sign the letter of transmittal.

## D. Attachments to Letter of Transmittal

The letter of transmittal must be accompanied by the following attachments to constitute a complete proposal:

## E. Non-Collusive Affidavit (Attachment 2)

## F. Insurance Requirements

BHA's insurance requirements are attached to the Request for Proposal (Attachment 3). The successful proposer will be required to satisfy these requirements prior to performing any work and prior to BHA signatory on the contract execution.

## G. Executive Summary

Provide a brief, non-technical overview of the vendor's background or capabilities including the range of products and services being proposed.

## H. Vendor Information

Respond to questions concerning vendor credentials as specified in Attachment 5.

## I. Technical Proposal

Describe the specific software products and all services to be provided. This section must include warranty information covering all software and hardware being proposed.

J. Proposal Cost

Responding vendors must provide cost information according to the following outline. Respondents must clearly and unambiguously specify the total cost of each element of the proposed system and must include a table summary as noted below.

K. Software costs

Software costs include but are not limited to the cost for each software module or capability, to include annual maintenance fees.

L. License fees

License fees include license fees for system software, license fees for operating system, database, development tools, third party license fees, software license fee (by module or function), terminal emulation license fees.

M. Training costs

Responding vendors should base training costs on providing end user training to all BHA departmental members using the appropriate departmental modules.

N. Other costs

Responding vendors must include all related costs that will be incurred by BHA.

O. Optional costs

List any optional program applications that are not included in this RFP separately, along with implementation, training and other expenses related to these applications. If modules like benefits, compensation, performance are priced separate from system, vendor should include each module cost.

**XIX. Implementation Plan**

Respond to the questions in Attachment 5.

**XX. Training Plan**

Respond to the training approach and training documentation in Attachment 6.

**XXI. Data Conversion**

Respond to the data conversion questions in Attachment 7.

**XXII. Support Agreements and Support Services**

Provide one copy of applicable annual technical/maintenance contract(s).



Respond to the Support Services questions in Attachment 8.

### **XXIII. Schedule of Installation**

Detail time frames for hardware upgrade, implementation, training, data conversion, software installation, user and technical training, and an estimated go-live date with key dependencies noted. Assume that the implementation period starts shortly after the contract is signed. BHA is relying on each respondent's expertise in implementation to provide reasonable and practical timeframes for implementation.

### **XXIV. References**

Provide a minimum of three (3) customer references. Required reference information can be found in Attachment 9.

### **XXV. Resumes of Key Staff**

Provide resumes of key staff members who will be involved in system installation, project management, technical support, user and technical training.

### **XXVI. List of current customers**

Provide a list of customers using the proposed software modules. Include approximate size (number of employees) and modules in use.

### **XXVII. Attachment 1 – Applications Requirements**

#### Response Requirements

The following sections are intended to provide a better understanding to the evaluation panel of the capabilities of the system(s) you are proposing. For each item in the list, please indicate "yes" this feature is currently available or "no" it is not. For items requiring a narrative response in lieu of "yes" or "no", please use the comment section. You can add comments via an addendum, clearly identifying the software feature by section and number, to make your responses as complete and accurate as possible.

### **XXVIII. BHA Desired Features**

	YES/ NO	COMMENTS
<b>A. Payroll</b>		
<i>Pre-processing</i>		
1. Does the system provide pre-edit reports based on user-defined parameters for gross-to-net pay calculations?		
2. Is there an audit process for each payroll? If yes, describe.		
3. Are processes in place to make corrections to payroll errors? If yes, describe.		
<i>Payroll General</i>		
1. Does the system support an on-line "what-if" with update capability?		
2. What tax updates, if any, are provided and how are these updates received?		
3. Does the application allow for the allocation of costs to any level of detail?		
4. How does application handle multiple account numbers for the same employee?		
5. Can employees view W2 information throughout the year?		
6. Are there start and stop dates for deductions?		
7. Does the system have the ability to set-up deductions with appropriate future effective dates?		
8. Can batch input screens for hours and earnings be customized, or user defined?		
9. Can mass increases be generated?		
10. Does the system allow direct entry of employee time over the internet using a standard web browser?		
<i>Year End</i>		
1. Describe the vendor/client responsibilities for the year end and/or year begin process.		
2. Are year end services provided?		
3. Are garnishment payments automatically generated to the payee?		
4. Does the system maintain all federal and state regulations for garnishment processing?		
5. How do you meet the January 31 deadline for distributing W-2s?		

	YES/ NO	COMMENTS
6. How does your system handle manual checks?		
7. Can the user sort reports by name, classification, gender, and ethnicity?		
<b>Tax</b>		
1. Is there PC/online access to current and historical tax information?		
2. What is your process for tracking amendment and inquiry response time?		
3. How do you distinguish yourself from the competition in the area of tax processing?		
4. How do you keep clients informed of what's going on with the various tax jurisdictions?		
5. Will we have a dedicated Customer Support Representative (CSR) specifically to handle tax issues and have direct access to the CSR?		
6. What are the core competencies for CSR in the tax area?		
7. What is the average length of time a client retains the same tax support representative?		
8. How are adjustments handled?		
9. What type of tax reports are generated each pay period?		
10. Will you provide copies of all tax filings?		
11. What are three frequent reasons companies select your company over your competition?		
12. What is your process for quality control?		
13. Can a year be held "open" while continuing to process the new year's taxes?		
<b>Customization</b>		
1. Who has responsibility for maintaining customization changes?		
2. Will our customizations be overwritten in an upgrade?		
<b>Reporting</b>		
1. Does the system provide an integrated ad hoc report writing tool?		
2. Does the system allow generation of reports on all fields that exist in the data dictionary?		

	YES/ NO	COMMENTS
3. Does the system provide flexibility for defining selection criteria, data ranges, sorting and grouping options, and report output, enabling users to tailor information to their specific needs?		
4. Does the system provide point-in-time reporting capabilities?		
5. Discuss how a non-technical user can obtain reports from the system without assistance.		
6. Does the system have the ability to handle consolidated reporting across companies/organizations?		
7. Does the system have the ability to produce headcount reports using a user-defined FTE formula?		
8. Does the system provide standard report capabilities?		
9. Does the system provide the ability to schedule standard reports?		
10. Does the system provide the ability to set up and run batch reports?		
11. Explain how your system maintains OSHA logs. Describe the production of the OSHA log report.		
12. Does your system create dynamic organizational charts?		
13. Can EZ Queries be saved "globally" as well as "personally" so that users are not inundated with a barrage of queries in the drop-down list?		
14. Can the user sort reports by name, classification, gender, and ethnicity?		
15. Does the reporting tool have charting capabilities? Please explain.		
<b>Compliance Reporting</b>		
1. Are standard reports available for Occupational Safety & Health Administration (OSHA) and Equal Employment Opportunity (EEO) requirements?		
2. Is there any special employee setup required to print government compliance reports?		
<b>Security</b>		
1. Can functional privileges be assigned based upon user, user group or location?		
2. Can the application provide an interface (resume view or requisition view) for non-users?		
3. Describe security and user authentication.		

	YES/ NO	COMMENTS
4. Describe the server environment for the application.		
5. Describe your application architecture.		
6. How do you guarantee security of data?		
7. How is downtime for regularly scheduled maintenance and upgrades scheduled?		
<b>C. Time &amp; Attendance</b>		
<i>General</i>		
1. Describe the process for adding a new employee to your system.		
2. How do you minimize downtime for 24/7 operations?		
3. How does the system enforce access control?		
4. Is data viewed and available in real time?		
5. Who can define access control rules?		
6. Describe the approval process within your application.		
7. Can employee and approver check status of the time records (processed or not processed) for a specific time period?		
8. Are employee and approver able to review information from the time records in detail and in summary form (as part of the core package)?		
9. Can an employee make edits to his/her timesheet prior to submission for approval?		
10. Is an audit trail of any edits kept?		
11. Does the system allow for Geo- Fencing? if so, describe if Geo-Fencing is part of your system, separate and if it's a separate cost.		
<i>Data Interface</i>		
1. Describe standard interface capabilities.		
2. Are there import and export capabilities with third party programs like Microsoft Word, Excel, Access, and Outlook?		
3. Can your system interface with a GL system to accommodate labor distribution reporting for employees who work in more than one cost center?		
4. What Outlook interface and protocols are used by your system?		
<i>Releases and Upgrades</i>		
1. Describe the process for determining what new functionality is incorporated into future releases.		

	YES/ NO	COMMENTS
2. How are updates/upgrades to the time and attendance software handled?		
3. What is the frequency of your product updates and technical upgrades - hosted employees?		
<b>Web-Technology</b>		
1. Describe the functions in your system that are web enabled?		
2. Where is the data center for the Application Service Provider (ASP) physically located?		
3. Describe the architectural layout of the data center.		
<b>D. Leave of Absence Tracking</b>		
1. Does your system have the ability to track Family & Medical Leave Act (FMLA)?		
2. Explain how your system facilitates handling the provisions of the FMLA.		
3. Does the system have the ability to automatically produce the many required letters and documents needed for each new FMLA case?		
4. Does the system have the ability to determine whether an employee's request for leave is an FMLA qualifying event?		
5. Does the system have the ability to locate employees with significant leave issues, such as balances that are too high or too low or excessive use of leave?		
6. Does the system have the ability to run FMLA reports?		
7. Does the system have the ability to track disability entitlements for particular employees?		
8. Does the system have the ability to track FMLA and Short-Term Disability (STD) usage over a rolling twelve-month period?		
9. Does the system maintain leave of absence history records?		
10. What self-service benefits does the FMLA solution provide to employees?		
<b>E. Employee &amp; Manager Self-Service</b>		
<b>Background</b>		
1. Does your self-service product offer real-time integration with the payroll application?		
2. What benefits does self-service offer?		
3. Do employees have passwords to protect their		

	YES/ NO	COMMENTS
information?		
<b>Employee Self-Service</b>		
1. Can users view pay stubs within the system? If yes, for how long?		
2. Can company forms be placed online for easy access to employees?		
3. Can employees be directed or linked to specific HR or Payroll contacts online?		
4. Can employees check the amount of available vacation and leave time?		
5. Can employees manage dependent data in the system?		
6. Can the system track an employee directory on-line?		
7. Does the system allow employees to view their master file information?		
<b>Manager Self-Service</b>		
1. What can a manager view versus an employee?		
2. Can managers hire new employees through self-service?		
3. Can managers directly terminate an employee in self-service?		
4. Can managers track employee status changes in self-service?		
5. Can managers track employee job information online?		
6. Does your self-service product track data point in time?		
7. What happens to changes that are keyed into self-service while the actual payroll is run?		
8. What reporting functionality is available to managers in self-service?		
9. Can managers track compensation information for their employees online?		
<b>General</b>		
1. What will be required of BHA IT staff to maintain the self-service environment?		
2. How do you help companies roll out a self-service solution to their employees?		
3. Can your self-service application be customized?		
4. Do employees have access to the self-service application remotely?		

	YES/ NO	COMMENTS
5. Is employee self-service available through the internet, intranet or extranet?		
6. Explain the security features of your self-service product.		
<b>Payroll and Tax</b>		
1. Can employees change W4 data online?		
2. Can employees do what-if scenarios or calculate their checks online?		
3. Can employees manage direct deposit data online?		
<b>Interfaces &amp; technology</b>		
1. What type of model do you support (ASP, installed at client, or both)?		
2. Describe the process to interface your product with third party programs.		
3. Is your solution configurable to interact with an existing security system to perform authentication?		
<b>Benefits</b>		
1. How does your system handle benefits administration?		
2. Describe the integration between benefits and payroll.		
3. Explain how your system facilitates reporting to third party vendors such as benefit providers.		
4. Does the system offer and support online benefit open enrollment? (Paperless OE)		
5. Does system offer an interface with benefit carriers? Which Ones?		
6. Does system offer employees with a Total Compensation Benefit statement?		
7. Does the benefit data automatically populate in payroll? Is it real-time or a batch process?		
8. Does your system have a module to maintain Worker's Compensation Claims, Costs, tracking lost time, restrictions, legal reporting requirements, regular reporting, etc.?		



**XXIX. Attachment 2 - Non-Collusive Affidavit**

*NON-COLLUSIVE AFFIDAVIT*

STATE OF \_\_\_\_\_

COUNTY OF \_\_\_\_\_

\_\_\_\_\_, being first duly

sworn deposes and says:

THAT he/she is \_\_\_\_\_ (an owner/principal/partner of the

Firm of) \_\_\_\_\_ the party making the foregoing proposal or bid, that such bid is genuine and not collusive or sham; that said bidder has not colluded, conspired, connived or agreed, directly or indirectly with any bidder or person, to put in a sham bid or to refrain from bidding, and has not in any manner, directly or indirectly, sought by agreement or collusion or communication or conference, with any person, to fix the bid price of affidavit or any other bidder, or to fix any overhead, profit, or cost element of said bid price, or of that of any bidder or to secure any advantage against the Biloxi Housing Authority or any person interested in the proposed contract; that all statements contained in said proposal or bid are true.

\_\_\_\_\_  
(Name of Bidder if Bidder is an individual)  
(Name of Partner if the Bidder is a Partnership)  
(Name of Officer if the Bidder is a Corporation)

Subscribed and sworn to this

\_\_\_\_\_ day of \_\_\_\_\_

\_\_\_\_\_  
NOTARY PUBLIC

MY COMMISSION EXPIRES \_\_\_\_\_

### **XXX. Attachment 3 – Insurance Requirements**

Contractor shall maintain in force, during the full term hereof, insurance in the following amounts and coverage:

Workers Compensation: Insurance covering all employees and owners performing work or providing services meeting statutory limits in compliance with the applicable state and federal laws. The coverage must include employers' liability with a limit of \$100,000 for each accident, \$100,000 bodily injury by disease each owner/employee, and \$500,000 bodily injury by disease policy limit. Where applicable, coverage shall meet any additional requirements of state and federal law.

Comprehensive General Liability: Coverage shall have minimum limits of \$1,000,000 per occurrence, combined single limit for bodily injury liability and property damage liability. This shall include premises and/or operations; independent contractors; products and completed operations and contractual liability.

Business Auto Liability: Coverage shall have minimum limits of \$500,000 per occurrence, combined single limit for bodily injury liability and property damage liability. This shall include: owned vehicles, hired and non-owned vehicles and employee non-ownership.

Professional Liability: Coverage shall have limits not less than \$1,000,000 each claim with respect to negligent acts, errors and omissions, and any deductible not to exceed \$50,000 each claim.

The Biloxi Housing Authority (BHA) is to be listed as Additional Insured on both the comprehensive general liability and business auto liability policies. BHA shall be named as the Certificate Holder using the following name and address:

**The Biloxi Housing Authority  
330 Benachi Avenue  
Biloxi, MS 39530**

BHA does require a valid, up to date copy of your policy to be maintained on file with our Procurement Office during the duration of any service or particular project. Renewal certificates shall be sent to BHA via fax or mail 30 days prior to any expiration date. In addition, there shall be a 30-day notification to BHA in the event of cancellation or modification of any stipulated insurance coverage.

Certificates of insurance, in forma and with insurers satisfactory to BHA, evidencing coverage above shall be furnished to BHA before commencing any work under this Agreement (including any entry onto the Property), with complete copies of policies upon BHA request. Approval of insurance by BHA shall not relieve or decrease the liability of Contractor hereunder.

## XXXI. Attachment 4 – Vendor Information

Please provide information in the following format. Be sure to address each of the following concepts or questions.

- 1) Identify the individual(s) in your organization who will be our contact(s) throughout the evaluation process. Please include qualifications, name, title, mailing address, e-mail address, voice, and fax phone numbers.
- 2) Describe your primary business. Provide a short history of your business, including when it was founded, any major milestone events and a product list.
- 3) Discuss the factors that differentiate your system and service from systems and services offered by other Vendors.
- 4) How many employees does your business have in each functional area (sales, customer support, implementation, R&D, etc.)?
- 5) Did/Will your company design and develop the proposed software or are you marketing the proposed system for another vendor or third party?  
If marketing, who designed the system and who will provide on-going support?
- 6) How many customers do you have in total?
- 7) What percentage of your company is dedicated to non-profit and/or HUD business?
- 8) When was the proposed software system first developed and installed?
- 9) Do you intend to subcontract any part of the work for the proposed system? If yes, specify the percentage of the total contract to be subcontracted and identify the subcontractor organization(s). We reserve the right to approve all subcontractor participants and will expect you to perform as the primary contractor, responsible for all subcontractor activities. Additionally, we expect you to serve as the primary contact for all issues regarding implementation of the solution. If you do not agree to all terms, please identify and address differences.
- 10) If the company is privately held, who are the owners?
- 11) Is your company a certified Woman Business Enterprise (WBE) and/or a Minority Business Enterprise (MBE)? If yes, include certification.
- 12) Provide an overview statement describing your financial position (adequate resources); long-term business plan describing distribution of resources indicating percentages dedicated to product development and technical support.

## **XXXII. Attachment 5 - Implementation**

Please provide information in the following format. Be sure that each of the following questions/concepts is addressed:

- 1) Describe your company's implementation plan.
- 2) What are the responsibilities that will be required of BHA and what are the responsibilities that will be covered as part of your company's services?
- 3) What technical and non-technical resources need to be represented on BHA project team?
- 4) Describe your plan to coordinate any required hardware upgrades.
- 5) How soon can you deliver the software applications after contract execution?
- 6) What tools are provided with the system to support user customization?
- 7) Describe your company's philosophy on customization.
- 8) Provide an organizational chart that describes the team members that will be involved with the implementation and describe how the implementation plan will be created.
- 9) Provide references for similar data conversions with other clients.

### **XXXIII. Attachment 6 - Training**

Please provide information in the following format. Be sure that each of the following questions/concepts is addressed:

- 1) Describe your Database Management and User Training Approach.
- 2) Describe the training/education options available to your customers for the proposed hardware environment.
- 3) Describe the PC configuration necessary for training.
- 4) Will there be an exact replica to the system on-line which can be used during implementation and training? If not, can this be added and at what cost?
  - a. Describe your user training process for new implementations and enhancements.
  - b. Describe on-site training.
  - c. Describe web-based training.
  - d. What is the average number of trainees in your classes?
  - e. How much of your training class is hands-on?
  - f. Approach for ongoing training?

## **XXXIV. Attachment 7 – Data Conversion**

Please provide information in the following format. Be sure that each of the following concept/question is addressed:

- 1) Describe data conversion assistance you will provide during implementation from the current system?
- 2) Can you convert existing data – provided that BHA supplies you with the record layouts?
- 3) Do you provide sample data with which to conduct system installation verification testing? Describe the testing process.
- 4) What level of support do you provide for the conversion from our current systems to the new one?
- 5) What is the recommended sequence of programs to be converted? Is it required to convert in that sequence?
- 6) Provide the steps that will be taken to cut over to the new systems?
- 7) Does your system require BHA to run parallel?

## **XXXV. Attachment 8 – Support Services**

- 1) Describe in detail the customer support services that are provided by your company.
- 2) Will BHA be assigned an account representative who will work with us through implementation?
- 3) Is a hotline telephone service part of your support? During what hours is this service available? Is there an additional charge for this service? How are support calls prioritized?
- 4) Do you charge for telephone support if the reported problem is a customer/user problem and not a software problem?
- 5) Do you provide an Internet Site with FAQs (Frequently Asked Questions), updates, software patches, device drivers, etc.?
- 6) Is there a formal user group for the proposed product? Are there user conferences or training events? Describe.
- 7) Do you offer consulting services to assist a business in defining, designing and implementing custom enhancements to your system? Are the consultants your own employees or do you recommend third parties?
- 8) Describe your policy on modifications that might be made to your system by a customer after initial installation. What impact would such customer modifications have on your system's warranty? On future releases?
- 9) Is system maintenance included in the license fee for the software?
- 10) Describe your release schedule for maintenance updates; enhancement updates; tax/legislative updates. How long does it take to implement new changes in HUD statutes and regulations into your software? Do you have a warranty specifying timelines?
- 11) Must customers request an update release or are they sent automatically?
- 12) What is your company's policy on keeping up with new versions of dependent products, such as the operating system or database system it runs on?

- 13) Describe how you determine the content of maintenance/enhancement releases.
- 14) Describe how your customers influence and contribute to the content of the enhancement update.
- 15) How many prior releases are supported?
- 16) Describe the contents of your system maintenance/update releases for the previous twelve (12) months and the date each was released.
- 17) If a product is discontinued or your company is sold, do you have any minimum guarantees for continued product support?



## **XXXVI. Attachment 9 – Sample Reference Form**

Provide a complete list of current clients and a minimum of three (3) organizations that are using your proposed system and who can be contacted for reference purposes. Include the following information:

**1. Organization:**

**Where Located:**

**Contact Person:**

**Contact's Title:**

**Contact's Phone Number:**

**Short system description (what installed, when, etc.):**

**2. Organization:**

**Where Located:**

**Contact Person:**

**Contact's Title:**

**Contact's Phone Number:**

**Short system description (what installed, when, etc.):**

**3. Organization:**

**Where Located:**

**Contact Person:**

**Contact's Title:**

**Contact's Phone Number:**

**Short system description (what installed, when, etc.):**