Request for Proposal
RFP 24-06
For
Human Resources Information System

Closing Date: August 7, 2024 @ 2:00:00 p.m. Local Time
Location for Opening: Lancaster Room

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SECTION 1 - PURPOSE

This Request for Proposal (RFP) is issued by the **Town of Gander** (herein referred to as **"the Town"**) for the purpose of selecting a preferred supplier to provide a Human Resources Information System (HRIS).

SECTION 2 - STANDARD TERMS AND CONDITIONS

2.1 Acceptance of Terms and Conditions

Submitting a proposal indicates acceptance of all the terms and conditions set out in this RFP, including those that follow and that are included in all appendices and any addendums.

Proposals shall be original and irrevocably signed by an authorized representative of the Bidder when submitted. Upon award (if any), the successful Bidder will be required to supply proof, satisfactory to the Town, of appropriate authorization to bind the Bidder.

2.2 Submission of Proposals

Proposals must be submitted before closing time. Proposals received and not conforming will be returned (unopened) to the Bidder(s) without consideration.

Proposal documents must be completed in accordance with the requirements of the RFP documents and no amendments or changes to proposals will be accepted after the closing date and time.

2.3 Bidder's Expenses

Bidder(s) are solely responsible for any costs or expenses related to the preparation and submission of proposals.

2.4 Addendum

The Town reserves the right in its sole discretion to amend this RFP at any time prior to bid closing. An addendum, should one be necessary, will be posted electronically on the Town's website and social media pages. It is the responsibility of the Bidder to verify if any addendums have been posted. The Town reserves the right to revise this RFP up to the Proposal submission date. If an addendum is issued, the date for submitting proposals may be changed by the Town if, in its opinion, more time is necessary to enable Bidders to revise their proposals. The addendum shall state any changes to the proposal submission date; all terms and conditions which are not modified shall remain unchanged. All Bidders must acknowledge receipt of RFP documents and all addendums in their proposal.

2.5 Period of Validity of Proposals

Proposals shall be irrevocable for ninety (90) calendar days following the close of bidding and shall become the property of the Town.

2.6 Contract

The laws of the province of Newfoundland and Labrador shall govern this proposal and any subsequent contract resulting from this proposal.

2.7 Insurance

The Bidder must have Commercial General Liability of not less than $2,000,000 per occurrence.

2.8 Terms of Payment

All invoices must be submitted to the Town for reimbursement. All payments will be made within thirty (30) days from receipt of an approved invoice. Payments will be made upon successful completion of each milestone as per price schedule.

SECTION 3 - INSTRUCTIONS TO BIDDERS

3.1 Submission Information

The RFP may be submitted to the Procurement Officer up to closing of 2:00:00 pm on August 7, 2024 and may be delivered as follows:

- Emailed to: tenders@gandercanada.com
- Mailed or couriered in a sealed envelope clearly marked "RFP #24-06 Human Resources Information Systems", with vendor name, and addressed to:

Suzanne White
Procurement Officer
Town Hall, 100 Elizabeth Drive
Gander, NL
A1V 1G7
Ph: 709-800-4543

A mailed, couriered or hand delivered proposal must be sealed and contain one original and three (3) copies.

3.2 Schedule of Events

The following is a tentative schedule that will apply to this RFP but may change in accordance with the Town's needs or unforeseen circumstances.

RFP Issued:	July 19, 2024
Deadline for questions (5 working days prior to closing date):	July 29, 2024
Proposal submission deadline:	August 7, 2024
Evaluation, selection of Bidders and presentations for RFP:	Aug 12-23, 2024
Staff recommendation reviewed by Council:	August 28, 2024

3.3 Communications

For questions relating to the RFP process (up to 5 working days prior to the closing date), please email the Procurement Officer at purchasing@gandercanada.com.

For technical questions relating to the Town's HRIS process (up to 5 working days prior to the closing date), please email payroll@gandercanada.com.

No other representative of the Town is to be contacted regarding this RFP. The Town accepts no responsibility for, and the Bidder agrees not to rely upon, any verbal or written statements or representations from any other person, whether or not employed by the Town.

SECTION 4 - SCOPE OF WORK

4.1 Community Profile and Information

The Town of Gander is in Central Newfoundland, on a high plateau overlooking Gander Lake with a population of 12,720 residents. Its main economic industries include transportation, communications, public administration, and defense. In addition, a large portion of the economy in Gander is driven by the service industry as it is central to a service area consisting of more than 80,000 people in some 130 communities within a 100 km radius.

The community has 4,353 households, 455 businesses and the Gander International Airport. Residents enjoy a full slate of municipal services including, potable water, wastewater treatment, snow clearing, curb side garbage collection, fire protection, policing, recreation facilities and programming.

The Town has approximately 95 full-time employees and 23 part-time/seasonal employees.

Further information on the Town of Gander can be found at www.gandercanada.com.

The Town currently uses the following software to manage HRIS functions:

Payroll System	Microsoft Dynamics GP - Diamond Canadian Payroll
Time Reporting	Joe Software – Penney 5.0
Time Clocks	Manual
Job Costing	Pearl - Worktech
Scheduling	Manual / Excel
Call ins and Schedule Changes	Manual process
Training Tracking, Qualifications and Employee data	Excel, InfoHR, Sharepoint
Compensation	Excel
Employee Benefits	Excel
Disability and Attendance Management	Excel, InfoHR
Performance Appraisals	Adobe, InfoHR, Sharepoint
Discipline, Grievances	Manual /Excel and HR Downloads
Health and Safety, Recruitment and Orientation	Manual
HR Policies and Job Descriptions	HR Downloads and stored SharePoint
Employee data and files	Employee information is on Dynamics GP - Diamond Canadian Payroll, Info:HR and SharePoint
IT Environment	IT Server Environment – Hyperconverged Virtual On-Premise. Microsoft Windows Server 2016 and MS SQL Server 2018. Desktops/Laptops - Window 10 Pro. Microsoft 365 e3

The Town is looking for a single software platform to replace the existing software suites. Whatever solution is selected, it must not only streamline processes and reduce the total cost of administering those functions, but it must also provide real-time up-to-date information to improve decision making and reporting capabilities. Ideally, any proposed solutions will incorporate the latest technologies available and allow for the incorporation of additional software modules later, as required.

4.2 Preferred Features and Capabilities

a) Human Resources and Payroll in a single system
b) Efficient processes, no duplication of processes
c) Enhanced security features
d) Real time reports
e) Full suite of HRIS functionality
f) Organizational data
g) Leave eligibility
h) General ledger interface
i) A common "look and feel" across systems
j) Automated routing and approvals
k) Remote access to information
l) Web-enablement
m) Mobile application

4.3 Technical Overview

Provide an overview of the technical aspects of the system, including but not limited to:

a) System architecture: describe the system architecture. Is the system cloud or locally hosted? If it's cloud, who provides the cloud and where is the data stored? What redundancies are in place for data security?
b) Does the system have data limitations or a tiered storage pricing model?
c) How is the software licensed? Per user, per population?
d) How is the software accessed? What devices are compatible with your system?
e) Integration capabilities: describe capability to integrate with third-party systems, any integration costs should be outlined in the price proposal.
f) Robust security features:
    i. Permission-based access based on assigned role.
    ii. Single sign-on support utilizing Active Directory or Azure authentication. Does your software support MFA or 2FA and how is that supported?
    iii. Encryption of all data at rest and in transit.
g) Audit trails: the system shall include audit trails of system changes, including what was changed, when it was changed, and by whom.

4.4 Bidder Overview and Qualifications

Each Bidder's proposal should include an introduction of the Bidder, including:

Company profile

a) Company name and address, contact information.

b) Person responsible for information contained in this RFP.
c) Location of corporate office, local office.
d) Number of employees.
e) Declaration of any conflict of interest.
f) Demonstration of financial capability and stability.
g) Business model, corporation, partnership, consortium, etc.

Experience and expertise

a) Relevant experience and expertise.
b) How long has your company been in business?
c) Similar projects undertaken and references.
d) Experience with municipal government sector and similar services.
e) Number of installations of the version of software(s) being proposed.
f) Description of any third-party alliances/relationships.

Product information

a) When processing payroll how much lead time does your system require?
b) What are the key features of your solution/software?
c) How would your solution create efficiencies?
d) What Operating System(s) are required for the software to run?
e) What training do you offer?
f) What Town resources would be required for implementation?
g) Would your solution involve partners or sub-contractors?
h) Is your solution scalable and are there other modules that can be added later?
i) What IT staffing do you require to support implementation of your system?
j) How many hours of project management will you provide to the Town?
k) Do you offer telephone support for application system problems?
l) What is your guaranteed response time for an application support call?
m) What hours of support are you offering? Also include the location of primary support.
n) How often do you upgrade your system?
o) How do you develop your system year over year? For example, user suggested improvements.

4.5 Data Migration

Please complete the following information regarding date migration

		YES/NO – explain if needed
1	Migration of present data files is required. It is expected that the conversion programs will be thoroughly tested, and that full data sets will be totally converted and loaded into the system.	
2	Programs/scripts for scrubbing data (i.e. addresses) prior to data migration.	

3	Provide information on vendor team utilized for conversion with their experience converting for similar sized organizations.	
4	List acceptable data formats.	
5	Explain the process for acceptance and remediation of issues following conversion.	
6	Describe how existing history is extracted and imported to your system at conversion.	
7	Are there fees associated with converting history?	
8	Define the historical information your system maintains and how long it is available to your customers.	

4.6 Implementation

Provide a detailed plan for implementing the proposed software, including but not limited to:

a) Approach & methodology.
b) Schedule of key activities, timelines and resources.
c) Project Implementation Team & qualifications.
d) Description of Town resources required including both estimated staff time and additional hardware required.
e) Description of training provided to Town staff and time commitment, specifying how and when training will be delivered.
f) Description of ongoing support and typical response time to address issues.
g) Application customization & development services.
h) Customization should only be undertaken if necessary.
i) Identify any customization and development services included in the proposal.
j) Interface creation services.
k) Identify the costs and the recommended approach for custom programming, if any, that will be needed to provide interfaces between the proposed solutions.
l) Outline test plan that provides a comprehensive system acceptance and production testing for the proposed system.

4.7 Training

The Vendor is responsible to complete a training plan including:

a) A training strategy, including one-on-one training with critical users.
b) Training methodology to ensure smooth implementation.
c) Training requirements by job function.
d) Training location and schedule.

4.8 References

Provide examples of three recent projects, which are similar in nature and size. Preferred references would be from municipalities or other organizations with similar service provision. This list will be used to provide references for the Vendor. Include details such as:

a) Scope and objectives of the project.
b) Name of client organization, contact name, address, telephone numbers.
c) Project duration.
d) Project budgets, final costs, and schedules.
e) Brief description of the project.
f) Project implementation timing.
g) Number of staff that assisted with the implementation of the project.

4.9 Price Proposal

Please complete the following sections to provide your price proposal. The Bidder shall identify the software and services required to support their work.

All prices and charges quoted for the proposed equipment and services must show applicable taxes separately and shall be expressed in Canadian currency. The prices will remain firm for a period of one hundred and twenty (120) calendar days after the closing time.

Pricing can include pricing on either a hosted or in-house system or both options, if applicable.

1. List all software modules included in your proposal. Use additional sheets as required and number all the pages.

Software Solution	**Description**	**Number of licenses**	**Unit Cost**	**Initial Purchase cost***
REQUIRED				
Hiring & Onboarding				
Human Resources				
Payroll				
Time & Attendance				
Benefits				
Leave Administration				
OPTIONAL				
Performance Development				
Scheduling				
Applicant Tracking				

*Initial purchase price should include the following:

a) Total all-inclusive cost to the Town for the complete project and the per diem rates for all proposed staff, including mileage costs, and any other fees that may be applicable.

b) Software costs for each application and its components which should include warranty costs associated with all elements of the proposal. The Town reserves the right to select some or all of the applications as it deems necessary.
c) Implementation/Testing Costs.
d) Third-party products cost, if applicable.
e) Application customization & development services.
f) Backup & restore costs.
g) Data conversion.
h) Training costs.
i) Other costs (detailed).

2. Annual Maintenance & Support Fees – Annual maintenance and ongoing support costs must be completed using table below. The first year of charged maintenance or license charges must be included in the initial purchase cost.

Software Solution	Year 2	Year 3	Year 4	Year 5
REQUIRED				
Hiring & Onboarding				
Human Resources				
Payroll				
Time & Attendance				
Benefits				
Leave Administration				
OPTIONAL				
Performance Development				
Scheduling				
Applicant Tracking				

Please indicate if software upgrades are included in annual fees.

3. Hourly Support Fee
   Specify the hourly support rate for work not included within the annual maintenance & support fees.

4. Demonstrations
   The Town will require the preferred Bidders to make presentations in support of their proposals or to exhibit or otherwise demonstrate the information contained therein.

   Demonstrations will take place during the Evaluation Period (Section 3.2), with three hours allotted for presentation, questions, and answers.

   The demonstration must rely on current production versions of the Bidder's proposed software and related systems. It will be in the interest of the Bidder to provide sample data for their demonstration that is relevant to the subject of this RFP and to the context in which the proposed solution will operate. Evaluation of each demonstration will include the following criteria:

a) Functionality.
b) Ease of use, user friendliness, and initial user acceptance.
c) Interface design.
d) Operational performance.
e) Reliability and stability.
f) Other criteria that are deemed appropriate.
g) All costs incurred by the Bidder for demonstrations shall be borne entirely by the Bidder.

5. Additional Information
   Bidders can provide any additional information which they think is relevant to the RFP or necessary to assist the Town in its planning.

6. Preparation of Response
   Bidders are requested to provide one original and three (3) copies of their response.

Section 5 EVALUATION CRITERIA/SCORESHEET

Stage I: RFP Compliance

Proposals must be received prior to the proposal submission deadline as set out in Section 3.2 of this RFP. Proposals will first be reviewed for compliance with the criteria of this RFP; any proposal not complying with the criteria may be considered non-compliant and removed from further consideration.

Stage II: Scoring and Evaluation after the closing date

A Selection Committee will evaluate each proposal based on the following criteria:

Criteria Weight	(%)
Company Profile	5 %
Proposed Software	30 %
Implementation and Training	15 %
Support and Maintenance	20 %
Proposal Cost	30%

Stage III: Product Demonstrations

After evaluation, Bidders receiving the highest scores will be required to provide demonstrations of their proposed solution to the Selection Committee via a virtual meeting as scheduled by the Town.

Stage IV: Bidder Selection

The successful Bidder will be requested to enter into direct contract negotiations to finalize an agreement with the Town for the provision of the deliverables as outlined in the Scope of Work. The term of agreement is to be for a period of five (5) years with an option to renew at the end of this term.

All Bidders are requested to provide a copy of their standard contract(s) with their proposal submission to use as a starting point for negotiations.

Based on this review, the Town will determine which Bidder will be recommended to Town Council for their consideration.

SECTION 6 SUBMISSION INFORMATION

Bidders must provide the following information:

a) Certificate of insurance (Section 2.7).
b) Proposal submission form (Appendix A).
c) Overview of the technical aspects of the proposed software solution(s) (Section 4.3).
d) Bidder overview (Section 4.4).
e) Functional requirement forms for the proposed software (Appendix B & C).
f) System feature forms (Appendix D).
g) Implementation, training plan and references (Section 4.6, 4.7 & 4.8).
h) Price proposal and annual maintenance & support fees (Section 4.9).

APPENDIX A PROPOSAL SUBMISSION FORM

Request For Proposal No. 24-06
Project: Human Resources Information System
Closing: August 7, 2024 at 2:00 PM Local Time

I/WE, hereby submit my/our proposal for the provision of the goods and/or services as described within the request for proposal document for the above, named project.

I/WE, have carefully examined the documents and have a clear and comprehensive knowledge of the requirements and have submitted all relevant data.

I/WE, agree, if selected, to provide those goods and/or services to the Town in accordance with the terms, conditions and specifications/terms of reference contained in the proposal document and in our submission.

I/We, agree that we are in receipt of addendum ______to __________inclusive, and the proposal price includes provisions set out in such addendum.

I/We, agree that the undersigned is/are authorized and empowered to sign and submit this proposal.

THE HIGHEST SCORING BIDDER OR ANY PROPOSAL NOT NECESSARILY ACCEPTED AND THE TOWN RESERVES THE RIGHT TO AWARD ANY PORTION THEREOF.

Bidders Legal Name

Street Address City/County Postal Code

Print Name & Title of Person Signing for Company

E-mail address Phone No. Fax No.

Signed at ___________this ___day of ______, 2024

Signature of Person Signing for Company

THIS FORM SHALL BEAR AN ORIGINAL SIGNATURE (electronic), BY AN OFFICER WITH AUTHORITY TO BIND THE COMPANY AND BE SUBMITTED TO BE A VALID OFFER

APPENDIX B FUNCTIONAL REQUIREMENTS

1. Hiring and Onboarding

Please note: the code is either M-Meets, D-Does Not Meet, or P- Partially Meets

	Requirement	Code	Comments
1.	Ability to provide task response and status via electronic messaging.		
2.	Ability to monitor the overall status of the onboarding process, providing a clear indication of "new hire readiness".		
3.	Ability to enter new hire before start date (effective dating) and new person will not appear on org charts until effective start date.		
4.	Ability to generate acceptance email notice/workflow notification to hiring manager with start date.		
5.	Ability to connect new hire to onboarding process prior to start date.		
6.	Ability to automatically notify other areas of organization of new hire (IT, payroll, key access etc.).		
7.	Manager is prompted to assign correct property/equipment/resources to the employee.		
8.	Ability to facilitate automation of new hire paperwork collection and new hire responses.		
9.	Ability to automatically notify new hire of activities to be completed and send reminder if not completed in a timely manner.		
10.	Ability to print a new hire package for candidate's signature as well as workflow to generate appropriate pre-employment forms to be sent to the candidate.		
11.	Ability to make completion of one task a prerequisite before moving to the next tasks.		

12.	Ability for Payroll/HR to enter all required data on behalf of the contingent worker.		
13.	Ability for HR and Manager of new hire/rehire to create/access checklist, by position, with check-off ability as tasks are completed (e.g., offer letter has been sent and received).		
14.	On hire, data is automatically routed to payroll, benefits, and other applicable areas.		
15.	Ability to deliver employment eligibility verification, with automatic status update and validation noted in employee profile.		
16.	Training notification/workflow for new hires.		
17.	Onboarding process for internal and external employees. Triggering specific training for internal movement when moving into a any position.		

2. Human Resources

Please note: the code is either M-Meets, D-Does Not Meet, or P- Partially Meets

	Requirement	Code	Comments
1.	Set up of positions and associated salary grids.		
2.	Ability to increase salary grid with effective date by position via amount or percentage.		
3.	Maintain historical data for current/former employees (e.g., names, employment, job/assignments, performance ratings, status, and pay).		
4.	Life-to-date history on all employee fields.		
5.	Narrative history (e.g., disciplinary actions, grievances).		
6.	No limit to historical data captured.		

7.	Retains employee status code history.		
8.	Unlimited user defined fields.		
9.	User defined reporting.		
10.	Create department specific cost centers.		
11.	New hires automatically route approval based on company's hierarchy.		
12.	Establish jobs/roles/positions and all relevant details.		
13.	Maintain data for all job-related details (e.g. pay equity).		
14.	Maintain education, and certification data.		
15.	Track employee hours of work and apply/trigger payment of defined allowances when certain threshold reached (e.g premiums, clothing allowances, etc.).		
16.	Make simultaneous changes to large employee groups (e.g., new hires, salary changes, transfers).		
17.	Create, modify, and distribute various forms for employees and managers.		
18.	Ability for users to initiate form, submit for approvals via defined workflows.		
19.	Support multiple employee types (full time, part time, casual, etc.).		
20.	Routes job/salary changes electronically for approval based on user defined approvals.		
21.	Track employee direct reports for Senior Leaders and Managers.		
22.	Enable effective/future dating of pending transactions/events and maintain transaction history.		
23.	Generate, identify, and track employees by unique employee number.		

24.	Maintain employee demographic data for all employment-related details (e.g., birth date, employee number, gender, hire date, contact information).		
25.	Identify, track, and modify employee status (e.g., full time, part time, casual, etc.).		
26.	Ability to track assets assigned to an employee (create record and modify).		
27.	E-mail alerts can be generated based on system or user defined events.		
28.	Audit trails for all additions, updates and changes.		
29.	Progressive disciplinary actions can be tracked and reported.		
30.	Managers can run reports.		
31.	Managers can create ad-hoc reports based on security access.		
32.	Managers can view employee training.		
33.	Data/transactions submitted by managers automatically validate for accuracy and completeness.		
34.	Ability to define, modify and/or delete as required job titles, organizational structures, compensation rules.		
35.	Create, modify, and export organizational charts.		
36.	Trigger organizational chart updates based on new hires/ employee changes.		
37.	Maintain job requirements including licenses, certifications, and compliance related training, clearance and other requirements.		
38.	Generate seniority and service time reports. Indicate if system can calculate service and seniority based on specific rules for leaves such as maternity and parental leaves.		

39.	Do you support electronic signatures?		

3. Payroll

Please note: the code is either M-Meets, D-Does Not Meet, or P- Partially Meets

	Requirement	Code	Comments
1.	Ability to set up two separate payroll CRA accounts.		
2.	Set up of employee includes assigning employee to a group that has associated pay codes attached.		
3.	Process payroll for hourly and salaried employees on a bi-weekly basis. Payments are made Friday in one single pay run.		
4.	Ability to split a pay period between 2 years.		
5.	Ability to review payslips prior to payroll being submitted to bank.		
6.	Automatically adjust calculations for mid-pay period salary and employment actions (Examples: wage increases, PT to FT, FT to PT, position & salary changes).		
7.	Calculate gross pay based on hourly pay rates and annualized salary rates using variety of different pay grids and salary levels.		
8.	Multiple types of time paid, including regular pay and leave pay.		
9.	Multiple types of differential pay, including on-call, standby and acting pay, but the hours are not included in "hours worked" for service time or vacation entitlement purposes.		
10.	Earnings can be identified as taxable or non-taxable. Taxable benefits calculated.		
11.	Different tax rates for various types of payments, including lump sum payments.		

12.	Automatic payment of hourly and/or salaried employees without entry of time worked.		
13.	Multiple overtime rules including 1.5 times and 2 times regular rates.		
14.	Overtime pay or banked are requested with start and end time.		
15.	Ability to add notes to all timesheet entries.		
16.	Automatic notification to Managers and users to submit/approve timesheets based on payroll deadline.		
17.	Retro calculations based on selected date range without re-entering hours worked and transferred to payroll based on pay period date.		
18.	Automated time and attendance collection.		
19.	Calculate payroll accruals for year-end salaries and benefits.		
20.	Payroll deductions can be set as flat dollar amount or as a percentage of salary with minimum or maximum deduction amounts. Calculate both employer and employee portion.		
21.	Payroll advances and unpaid deductions can be tracked.		
22.	Recover arrears over one or more pays.		
23.	Reduced EI rate for specific employee groups.		
24.	Application and update of CRA withholding tables and all legislative payroll deduction changes.		
25.	Ability to configure and setup new deduction types.		
26.	Ability to define deduction frequency (all pay periods, first two pay periods of month etc.).		
27.	User established priority for deduction hierarchy in the event salary is insufficient to cover established deductions.		

28.	User configured rules for deduction processing on special payroll runs.		
29.	Unique identifier for each deduction type. Provide number of deduction codes available if not unlimited.		
30.	System generated and user-formatted electronic file transmissions to outside vendors to report deductions or employer paid benefits (pension, receiver general, payroll tax, union dues, charities etc.)		
31.	Automatic calculation of pension deduction amounts, including which earnings are part of pension contribution calculation.		
32.	Automatic payroll payments via EFT to multiple banking institutions and ability to split pay to different institutions.		
33.	Confirmation from service provider that the payroll batch has been sent to the financial institution		
34.	User configuration of beginning and ending pay period dates for regular and special payroll runs.		
35.	Automated stop payment of earnings when an employee is on leave without pay, inactive etc.		
36.	System generated garnishment deductions and remittances.		
37.	Payroll expense journal entry, which distributes costs to multiple departments and easily imported to Diamond Great Plains (GP) financial accounting system.		
38.	Ability to import from a csv or tab delimited files.		
39.	Ability to split earnings and related expenses, including benefits and pension across several departments by percentage or hours worked.		

40.	Calculation of seniority/service by time and hours (grid movement, vacation entitlements, pension eligibility etc.)		
41.	Automatic update of journal entries for deductions and payroll remittances including benefits to GP financial accounting system.		
42.	Electronic filing of Federal/Provincial information such as CPP, EI, and income tax withholding.		
43.	Issue Records of Employment based on start and end dates within legislative timelines with upload to Revenue Canada.		
44.	Processing of cancelled or voided payroll payments and system generation of appropriate accounting transactions.		
45.	System generation of year end filing requirements (T4s, pension).		
46.	T4's – Ability to adjust all T4 boxes manually; *box 87 - $1000 exemption honorarium added automatically to T4; *Taxable benefit such as gifts, vehicle, and health & dental premium benefits.		
47.	Self-service options including viewing pay statements, completing TD1 forms, viewing employee banks (i.e. vacation & overtime) and submitting updated personal information.		
48.	Self-service options can be accessed remotely via web or mobile app.		
49.	Can system generate email notifications?		
50.	Generate reports on earnings, hours, benefits, and deductions by category (regular, overtime, vacation etc.) and by full time and part time.		

51.	Generate employee list reports from master file information (emergency lists, active employees, pay rates by employee).		
52.	Ability to configure master file for optional fields, including tracking multiple dates (hire date, seniority date, service date, position date).		
53.	Ability to scan and attach documents to master file. (Employment contracts etc).		
54.	Capable of screen prints directly from the payroll system.		
55.	Calculate banked time by employee including user configured rules for maximums.		
56.	Calculate eligibility for statutory holiday pay, pay in lieu of benefits etc. based on user configured rule for all employee groups.		
57.	Ability to track stats worked, stat pay paid, stat hours to be on paystubs.		
58.	Comprehensive audit trail for all payroll changes.		
59.	Allow payment of sick time/vacation time/family time according to the employee's banks to avoid overpayment.		
60.	Automatically pay overtime when allowable bank time maximums are reached.		
61.	Ability to make prior pay adjustments.		
62.	Ability to accumulate, bank and pay out vacation pay based on a % of earnings.		
63.	Automatic calculation of earnings, deductions, vacation, and pension contributions within a pay period (specific date) when employees go from PT to FT.		
64.	Ability to future date changes.		

65.	Automatic wages increase based on anniversary dates and PT hours with approval workflow.		
66.	Track employee hours of work and apply/trigger payment of defined allowances when certain threshold reached (i.e. premiums, clothing allowances, etc).		
67.	Ability to show an employee with no hours on a schedule.		
68.	Ability to preview payroll to correct errors prior to final payroll run.		
69.	Ability to have multiple pay rates for Employees within a pay period and displayed on payslips.		
70.	Premiums/pay rate deductions for trainee's, trainers, acting roles etc.		
71.	Automatically add allowances, premiums, or deductions for employee's based on criteria, using % or fixed dollar amount (i.e. meal allowance, maternity leave top ups, wage garnishments).		
72.	Ability to set deduction start and end dates.		
73.	Ability to run additional/special pays. Are there additional costs?		
74.	EFT payments to third party providers.		
75. **REPORTS**	Ability to generate the following reports and export to excel: *Total hours submitted and approved on timesheet *Overtime reports including notes *Summary of overtime, banked and paid out by employee *Leave reports including notes *Report that shows all payroll deductions *Report that compares active employees with approved timesheets *Cheque register	☐ ☐ ☐ ☐ ☐ ☐ ☐	

	*Pension report to import into banking *Report for all paycodes which includes all pay period entries *Generate custom reports and give examples *Receiver General Reports	☐ ☐ ☐ ☐	

4. TIME AND ATTENDANCE

Please note: the code is either M-Meets, D-Does Not Meet, or P- Partially Meets

	Requirement	Code	Comments
1.	Includes the definition and application of complex pay rules based on timesheet details.		
2.	Date effective recording of all timesheets and employee-related data.		
3.	Can maintain and modify any complex pay rules without vendor intervention.		
4.	Allow group change capabilities to modify common elements in a group of employee timesheets.		
5.	Employees can enter hours using on-line timesheets.		
6.	Timesheet values can be adjusted by week and selected days within a week by authorized users.		
7.	Provides a comprehensive audit trail of all changes made to the timekeeping records.		
8.	Tracks both standard and actual hours by activity code for analysis purposes.		
9.	Allow the viewing of overtime by employee(s) and by time period.		
10.	Includes various types of payroll lockdown dates to freeze timesheet edits for payroll processing (i.e. supervisor lockout date, hands-off date, etc.).		

11.	Allow the real-time alerting of immediate time and attendance value/ rule violations including; *No shows *Approaching Overtime maximums *Unpaid hours or days		
12	Allow for defined deviation from schedule.		
13.	Allow employees to clock in and out. Create alerts (exceptions) when employee clock-in/outs are different than defined schedule. Ability to create parameters for exception creation.		
14.	Requested leave is selected by start and end time		
15.	Allow on-line edits to daily timesheets by employee and by authorized users.		
16.	Allow real time access to activities and related costing information.		
17.	Allow the validation of absence codes against associated leave balances.		
18.	Ability to track actual vs. budgeted hours by employee group and by department.		
19.	Allow for absence tracking with year at a glance capability.		
20.	Allow for viewing employee attendance data for a given year.		
21.	Allow employees to request time off, tracks status with validation against time off rules.		
22.	Allow for the employee to view their timesheet along with weekly hours.		
23.	Allow for defined users to generate standard reports.		
24.	Allow for scheduled reports to run automatically and be distributed to specific users/distribution lists, via email or other means of distribution.		

25.	Allow for the building, modification, and maintenance of custom reports for defined users.		
26.	Allow for the reporting of employee leave balances totals.		
27.	Allow for the routing of exception report results to supervisors.		
28.	Provide the ability for commenting on specific shifts and modifications.		
29.	Tracking current leave entitlements against time earned.		
30.	Email alerts to be sent to Management and the employee when employee vacation and in lieu time banks are above the maximums.		
31.	Ability to show an employee with no hours on in a pay period.		
32.	Ability to assign time worked against particular codes (e.g. GL codes or Work Order numbers).		
33.	Ability to assign, approve and pay multiple shift premiums to an employee based on hours worked, in accordance with-policy, employee MOU's and union agreement, within a pay cycle.		
34.	Approval process of overtime/in lieu time for multiple employee groups.		
35.	Maximum cap on overtime for employee groups.		

5. BENEFITS

Please note: the code is either M-Meets, D-Does Not Meet, or P- Partially Meets

	Requirement	Code	Comments
1.	Provides total integration between benefits and payroll.		
2.	Allows benefit costs to be set up for the new year while continuing processing for the current year.		

3.	Assigns a rate schedule to apply new rates with future effective dates for the new plan year.		
4.	Establishes benefit/deduction plans with multiple types and options.		
5.	Assigns different benefit packages to different groups of employees based on eligibility rules.		
6.	Supports a designated default amount for each deduction code.		
7.	Processes one-time benefit/deductions.		
8.	Supports multiple types of health, dental, ADD. life insurance, optional critical and life insurance, long term disability, and short-term disability.		
9.	Defines and maintains benefit/deductions for the employee and employer. (i.e. cost shared ratio 50/50 or 100% employee paid).		
10.	Includes defined start and end dates for benefit/deduction.		
11.	Updates benefit/deduction plans based on employee status change.		
12.	Tracks "waived" benefit/deduction plans.		
13.	Automatically updates premiums for age/salary driven benefit calculations. Alert for: *Life benefit being reduced by 50% at age 65. *LTD benefit for active employee 120 days prior to reaching age the employees 65 birthday. *Critical and optional life age band premium increase.		
14.	Can trigger invoicing/payments for employee on an unpaid leave/LTD for benefits.		

15.	Automatically enrolls employees in required plans.		
16.	Automatically cancels specified employee benefits upon termination.		
17.	Tracks and maintains information for dependents and beneficiaries.		
18.	Provides one screen that shows employee data ("benefits-at-a-glance"), without having to scroll through multiple screens.		
19.	Provide summarized benefits statement to individual employee via self-service.		
20.	Includes automated schedules for benefits/deductions.		
21.	Recovers benefit/deduction amounts that have been put into arrears.		
22.	Supports multiple arrear types.		
23.	Supports “catch up” contributions on deferred compensation plans.		
24.	Employee self service functions. Module includes electronic signatures.		
25.	Email notifications to the Benefit Administrator about upcoming changes.		
26.	Benefit reconciliation between system generated costs and invoice from benefit carrier.		
27.	Facilitates reporting to third-party vendors such as benefit providers.		
28.	Audit trail for tracking changes. Allows for note taking, i.e., benefits suspended for 1 month during approved unpaid leave, etc.		
29.	How do you support electronic signatures?		
30.	Describe the benefit premium collection process when staff are on leave without pay.		

6. LEAVE ADMINISTRATION

Please note: the code is either M-Meets, D-Does Not Meet, or P- Partially Meets

	Requirement	Code	Comments
1.	Supports maximum duration of leave types.		
2.	Tracks due dates of Physician Assessment forms.		
3.	Supports and tracks workflow approval processes for leave requests initiated by managers or employees.		
4.	Displays warning message during pay processing if time entered exceeds the leave balance.		
5.	System has ability to differentiate between vacation pay and accrued vacation leave.		
6.	Two system rules for vacation pay: #1- increase vacation pay % is based on service time. #2-when seasonal employees work more than 26 weeks consecutively the employee switches from vacation pay to vacation leave.		
7.	Leave entitlements plans can be configured to accrue based on length of service and user defined values.		
8.	Leave can be configured to accrue based on user-defined frequencies. Per number of days Per number of weeks Per number of months Per number of years Per fixed date Per included hours Per included earnings Per pay period Per customer defined rules		
9.	Leave can be configured to adhere to user-defined carryover rules.		
10.	Automatic payout of accrued leave based on workflow.		

11.	Supports unlimited types of leave.		
12.	Employees can request leave.		
13.	Tracks the approved date when the employee's leave is expected to start and end.		
14.	Employees and Managers can view leave balances, as well as any leave pending request.		
15.	Tracks and reports cumulative time taken.		
16.	Maintains leave of absence history.		
17.	Ability to have multiple leave rules.		
18.	Support leave-bidding functionality.		
19.	Support for blackout days and time unavailable for leave.		

APPENDIX C OPTIONAL SOFTWARE

1. PERFORMANCE DEVELOPMENT

Please note: the code is either M-Meets, D-Does Not Meet, or P- Partially Meets

	Requirement	Code	Comments
1.	Intuitive user experience that eliminates the need for end-user training for administrators, employees, and managers.		
2.	Saves work in process/draft reviews and provides option to return to complete.		
3.	Enables employees to complete self-evaluations.		
4.	Tracks performance review status and dates (i.e. complete, incomplete, due dates).		
5.	Provides email reminders and overdue notices throughout the process.		
6.	Maintains performance feedback and ratings history.		
7.	Provides historical reviews that can be accessed easily by managers or administrators.		
8.	Enables administrators to view the status of the review process at any time.		
9.	Provides delivery of standard competencies and objectives.		
10.	Provides goals management that allows either the employee or manager to create and add their own personal goals or objectives.		
11.	Enables individual weighting of goals.		
12.	Provides ability to assign employee performance objectives that align with your department.		
13.	Provides a centralized gateway for managers to monitor the progress of their performance management activities - in one place.		

14.	Summarizes performance review in an easy-to-read format that can be printed for future reference.		
15.	Integrates with career development and succession management applications and processes (i.e. learning plans/career planning).		
16.	Can generate Performance Improvement Plans and tracking.		

2. SCHEDULING

Please note: the code is either M-Meets, D-Does Not Meet, or P- Partially Meets

	Requirement	**Code**	**Comments**
1.	Rules can be applied how schedules are created according to labor law and collective bargaining.		
2.	Can copy shifts.		
3.	Can import schedules.		
4.	Manual overrides to schedules.		
5.	Unlimited shift definitions. Defined by various shift start times and lengths.		
6.	Support shift premiums.		
7.	Employees are able to set availability and handle trading of shifts with approvals.		
8.	The system is visual and interactive.		
9.	Schedules update in real time.		
10.	The system shows when we are over and understaffed on an hourly, daily, weekly or bi-weekly period.		
11.	The system will send email reminders to employees advising them of their schedule and/or shift changes.		

12.	The system has the capacity to provide up-to-date staff availability and immediately see and correct any conflicts due to overlapping shifts, overtime, and unavailability for example.		
13.	There is the ability to view the schedule in different formats including daily, weekly, bi-weekly, monthly in visual, list or graphic formats.		
14.	It automatically creates employee schedules.		
15.	Unlimited Schedules - It will create different employee schedules with different settings for each work team within our organization.		
16.	Multiple Schedulers - More than one person can manage the scheduling.		
17.	Self-service access to users own schedule.		
18.	Generate schedules according to seniority.		
19.	Shift replacement according to defined rules.		
20.	Ability to create employee schedules with more than one shift in a 24-hour period.		
21.	Ability to create average/modified schedules over various time periods.		

3. Recruiting and Applicant Management:

Please note: the code is either M-Meets, D-Does Not Meet, or P- Partially Meets

	Requirement	**Yes/No**	**Comments**
1.	Allows HR to customize e-mail messages to external and internal applicants/candidates (including confirmation/acknowledgement and job filled notification).		
2.	Allows HR to e-mail potential interview times, documents, job opening status etc.		

3.	Provides a library of standard communication correspondence.		
4.	Workflows for approvals including job description, job posting, and new hires.		
5.	Increments job posting numbers automatically (with ability to change).		
6.	Job posting will track the competition number, status, and reason for the opening.		
7.	Job openings will include title, full/part time and permanent/temporary indicators, responsibilities, education, and other skill requirements, as well as hourly/salary range.		
8.	Posts internal and external jobs to social media and on-line job banks.		
9.	Applicants are directed to a specific job posting based on job number.		
10.	Distinguishes applicant/candidate status for internal or external candidates.		
11.	Allows applicants/candidates to modify or replace their existing resume up to the closing date.		
12.	Sends automatic responses, notifications, or e-mails to applicants/candidates.		
13.	Hiring Managers can only review pre-screened applicant/candidate. Printing only available for HR.		
14.	Integrates with other screening tools including written assignments or assessments to a job number.		
15.	Hiring Managers can track applicant/candidate status.		
16.	HR can schedule interviews, notify interviewers of times, locations, and topics to cover.		
17.	HR can communicate with applicants/candidates via electronic messaging.		
18.	Hiring Managers can view assessments between applicants/candidates.		

19.	HR can record interview notes.		
20.	HR can enter additional applicant/candidate information, if needed.		
21.	Generates offer letters containing all compensation options to applicant/candidate after approval.		
22.	HR can generate reports on all fields that exist in the database.		
23.	Can a resume/application be searched using key words?		
24.	Stores resumes (specific time frame) for future use by category, job title, skill, or other user- defined attributes.		
25.	Searches applicants/candidates based on a variety of criteria (e.g., location, skills, prior employers, postal code).		

APPENDIX D SYSTEM FEATURES

1. REMOTE ACCESS

Please note: the code is either M-Meets, D-Does Not Meet, or P- Partially Meets

	Requirement	Code	Comments
1.	Internal access for employees in Town facilities.		
2.	Mobile applications for cellphones.		
3.	Demonstrate consideration for accessibility needs.		

2. SECURITY

Please note: the code is either M-Meets, D-Does Not Meet, or P- Partially Meets

	Requirement	Code	Comments
1.	Provide the ability to export all Town data.		
2.	Adhere to privacy guidelines defined by the provincial government.		
3.	Full security audit trails for user activities. (User, time, transaction detail, contents before and after transaction).		
4.	Encryption of Town data.		
5.	End to end encryption of all data transmitted.		
6.	Strategy to export and retain full backups of Town data.		
7.	Restoration\recovery options and strategy.		
8.	Demonstrate data portability at the end of service term.		
9.	Access and functionality on supported versions of Windows and IOS		
10.	Demonstrate commitment to supporting emerging computer system updates. (i.e. Windows 11, new browser versions).		
11.	Passwords have complexity and expiration rules and enforcement.		

12.	Passwords are not readable by anyone - not even system administrators. New passwords are assigned when passwords are forgotten.		
13.	System crash recovery planning including offline processes for continued operation and recovery.		
14.	Supports MFA (Multi factor authentication).		

3. HISTORY

Please note: the code is either M-Meets, D-Does Not Meet, or P- Partially Meets

	Requirement	**Code**	**Comments**
1.	Provides point-in-time reporting capability.		
2.	All historical data is viewable and reportable.		
3.	Maintain unlimited history on the following: *Job information *Salary and wage data *Evaluation and performance data *Career, skills and education *Training information *Workers' compensation data *Organizational changes *Employee status *Benefit elections *Pay cheque details *Earnings detail *Deduction detail *Tax detail		
4.	Archives older historical data.		
5.	Can bring Town history from prior software.		