



# **WORKFORCE** **CENTRAL FLORIDA**

**REQUEST FOR QUALIFICATIONS**

**PAYROLL SERVICES**

**ISSUE DATE:**  
**November 25, 2013**

**PROPOSAL SUBMISSION DEADLINE:**  
**JANUARY 10, 2014, NOON (ET)**

**VENDOR SELECTION:**  
**January 21, 2014**  
**(Planned)**

**Workforce Central Florida**  
**707 Mendham Boulevard, Suite 250**  
**Orlando, Florida 32825**

## **REQUEST FOR QUALIFICATIONS**

### **PAYROLL SERVICES**

#### **INTRODUCTION:**

Central Florida Regional Workforce Development Board, d/b/a Workforce Central Florida (WCF) is requesting proposals from qualified firms to provide payroll services.

#### **SCOPE OF WORK:**

WCF is a 501(c)(3) non-profit agency and requires payroll services for approximately 250 employees. Current payroll cost is approximately \$8.6M annually plus taxes and benefits. The estimated contract period will be July 1, 2014, to June 30, 2015, and may be renewed for four additional one-year periods. Renewal will be at the option of WCF.

WCF will be the employee of record and the number of employees will remain fairly stable throughout the contract period of performance. Services by the proposer will include:

- Timely processing of bi-weekly payroll
- Payroll registers and reports
- Delivery services
- Tax payments and related employer tax return preparation and filing
- Direct deposit services in the bank of the employee's choice
- Benefit time accrual
- Administration of retirement plan – 403(b) employee contributions and employer contributions
  - Compliance with plan requirements
  - Employer and employee contribution payments

#### **OPTIONAL/DISCRETIONARY SERVICES:**

Describe the scope of administrative services available:

- FMLA Administration
- Benefits Administration
- COBRA Administration

WCF receives funding from several state and federal funding sources, and costs are required to be tracked and reported by funding source. WCF currently utilizes charge codes in the Microix Timesheet Module to allow each employee to track time/efforts by funding source or cost center, which interfaces with WCF's payroll system. The proposer would be responsible for either utilizing data extracted from the Microix

Timesheet Module, which can be provided in Excel (.csv) format, or customizing a time tracking system utilized by the proposer that allows for set up of possible multiple charge codes to allocate payroll costs for each employee by charge code. The proposer will be responsible for providing payroll reports to WCF each pay period that compiles all payroll and benefit costs by charge code.

WCF will be responsible for Human Resources and management functions, including:

- Personnel policies
- Personnel actions (new hires, terminations, etc.)
- Workers' Compensation claims
- Unemployment claims
- 403(b) Plan audit and required filings (Form 5500)

It is expected that the selected provider will work collaboratively to implement and manage payroll services.

**APPLICABILITY OF SUNSHINE LAWS:**

Pursuant to Section 445.007, Florida Statutes, regional workforce boards (including WCF) are subject to Florida Sunshine Laws (chapters 119 and 286 and s. 24, Art. I of the Florida State Constitution). The respondents acknowledge that WCF is subject to Florida's Public Records and Sunshine Laws. Accordingly, materials produced by the respondents under this RFQ, as well as certain meetings and other communications, will be subject to such laws.

**SCOPE OF SERVICES AND REQUIREMENTS:**

The proposal should include description of the payroll service expertise of your company with respect to non-profit agencies. Describe your customer service approach with non-profit organizations. Describe your company's market resources and your ability to provide a quality product at a competitive price.

**QUALIFICATION REQUIREMENTS:**

All organizations interested in submitting a proposal must meet the following qualification requirements in order for their proposal to be reviewed and considered for contract. Organizations not meeting these minimum requirements need not apply.

Failure to have performed any previous contractual obligations with Workforce Central Florida or the State of Florida in a manner satisfactory to Workforce Central Florida may be sufficient cause for disqualification.

**Note to Minority/Women Business Enterprises:** Vendors that qualify as minority-owned or women-owned enterprises under a federal, state or local government or public authority certification process (**M/WBE**) are encouraged to submit proposals and to identify themselves as M/WBE respondents by providing evidence of certified M/WBE status (such as a copy of the certification letter, etc.).

**INSTRUCTIONS TO PROPOSERS:**

This Request for Qualifications (RFQ) is a solicitation and not an offer to contract. Firms desiring to provide proposals as described in this RFQ must submit sealed responses in

the following manner: one (1) original and five (5) copies plus one digital (flash drive) version of the proposal clearly marked with the Respondent's business name not later than noon, EST. on, January 10, 2014, directly to WCF.

Responses must be submitted to the attention of:  
Nilda Blanco, *Compliance Director*,  
C/o Workforce Central Florida  
707 Mendham Boulevard, Suite 250  
Orlando, Florida 32825.

We will only accept electronic copies compatible to Microsoft Office Word 2010 or in Acrobat PDF. Responses by telephone, fax, or e-mail will not be accepted. Such responses will be rejected as non-responsive regardless of when such responses are received. **It is the respondent's sole responsibility to ensure his or her proposal reaches WCF on time.**

Respondents are cautioned that they are responsible for delivery to the specific location cited above. Therefore, if your bid, proposal or quotation is delivered by an express mail carrier or by any other means, it is your responsibility to ensure delivery to the above address.

Any proposal may be withdrawn until the date and time set above for final submission of proposals. Any proposals not so withdrawn will constitute an irrevocable offer, for a period of 90 days, to provide the services set forth in this Request for Qualifications, or until one or more of the proposals have been awarded. Preparation costs for responses to this RFQ are solely those of the respondent, and WCF assumes no responsibility for any of such costs.

WCF contemplates entering into a one-year, renewable agreement for services (with a right of convenience termination in favor of WCF). WCF shall have the option, in its sole and absolute discretion, to renew the contract for four additional terms of one year each. The offer of an option renewal period is not guaranteed, and the award of the initial contract does not imply an exercise of the option renewal. Acceptable proposals shall, at a minimum, meet the specifications contained in this RFQ. The agreement form and terms and conditions will be negotiated with the selected agency (but will be generally consistent with this RFQ).

**Important Notice to All Respondents: WCF is funded entirely by federal grants. Accordingly, all sums due and payable by WCF are subject to ongoing Congressional appropriation and actual funding from the U.S. Department of Labor, the U.S. Department of Health and Human Services, the U.S. Department of Agriculture and the Florida Department of Economic Opportunity.**

**RFQ QUESTIONS:**

All questions/inquiries regarding this RFQ are to be submitted electronically to: [VendorResponses@wcfla.com](mailto:VendorResponses@wcfla.com) between November 25, 2013 and January 10, 2014.

**Please type “Payroll Services RFQ” in the subject line.** Final clarifying and technical questions are due by 3:00 P.M. (EST) on January 8, 2014. All questions by potential proposers will be addressed in a Q&A section posted to WCF’s website. ([www.workforcecentralflorida.com](http://www.workforcecentralflorida.com)).

Respondents may not direct any queries or statements concerning their proposal to the WCF board of directors, officers or staff (or business associates or family members of any of the foregoing). Any respondent who initiates any communications in any manner other than that described below is subject to disqualification from this procurement.

WCF may issue an addendum to this Request for Qualifications. WCF will make the addendum available on its website for access by potential respondents.

**PROPOSAL FORMAT AND REQUIREMENTS:**

Proposals must be in the format delineated below with each section specifically tabbed and identified. Responses must be no longer than 20 Pages in length as per the proposal format outlined below. Acceptable proposals shall, at a minimum, meet the specifications contained in this RFQ. Respondents are responsible for determining all factors necessary for the preparation of informative, responsive proposals. Proposals should demonstrate methods and expertise to accomplish the tasks identified in the Scope of Work. The contents of the proposals should be clear, concise, and easy to understand. Proposals that do not meet the requirements will be deemed non-responsive.

**WCF reserves the right to award a contract pursuant to this RFQ without further discussion with respondents. Therefore, it is important that each proposal is complete and adheres to the format and instructions set forth below:**

**1. Attachment A - Cover Page**

**2. Experience and Capability:**

- Describe your organization’s experience in providing payroll services and processing of employer and employee benefit contribution payments.
- Describe your organization’s reliability and capability to provide the services.
- Describe how your organization ensures security of information.
- Describe your organization’s experience in reporting payroll costs by project or cost center, including experience in utilizing time data from the Microix Timesheet Module and/or time data provided in Excel (.csv) format to distribute payroll costs in the proposer’s payroll system.
- Describe the experience of the professional staff to be assigned to this contract, the location of the staff, and availability to answer questions and/or provide on-site assistance in a timely manner.
- Describe your process of handling employee payroll inquiries.

**3. Cost:**

Summarize the following costs in the table provided below:

- Detail the cost per employee for the initial set-up in the payroll system. This cost should include any required training.
- The cost per employee for set-up of new hires and for terminations.
- Detail the cost per employee for each pay period for the following:
  - payroll processing
  - tax payments
  - direct deposit
  - benefits processing and payments
  - expense reimbursement payment
  - distributing employee payroll costs by project/cost center utilizing time data provided by WCF
- Detail other payroll processing costs that will be charged each pay period (services such as hard copy of payroll reports, delivery services, etc.)
- Detail the costs of filing requisite employer payroll tax returns, new hire reports and W-2s/W-3.
- Training costs

Description	Initial fee	Recurring Fees
Initial set-up		
Personnel actions -New hires -Terminations		
Recurring payroll -Processing -Tax payments -Direct deposit		
Benefits processing and payments		
Expense reimbursement payments		
Payroll cost distribution by project/cost center		
Other costs (describe)		
Filings - Employer payroll tax returns - New hire reports - W-2s/W-3		

**4. Additional Services:**

Summarize the following additional services in the table provided below:

- Detail whether HR services can be provided on an as needed basis and the hourly cost for these services.
- Employee expense reimbursements
  - If the proposer has an expense reimbursement reporting system that could be utilized by WCF, provide information on the expense reporting system, the benefits of the system, costs for set-up and training, and monthly fees and/or usage fees.
- Detail your company’s ability to provide leave administrative services associated with absences and leave benefits on behalf of WCF. Describe your FMLA administration process, the concurrent tracking of disability and workers compensation benefits, and your company’s ability to provide detailed monthly leave reporting. What is the initial set-up cost and training, and the cost per employee enrolled in FMLA.
- Reporting payroll costs by project or cost center
  - If the proposer has a time reporting system that interfaces with the proposer’s payroll system and would meet the needs of WCF in reporting time by project/cost center, provide information on the time reporting system, the benefits of the system, costs for set-up and training, and monthly fees and/or usage fees.

Description	Initial fee	Recurring Fees
Ad-Hoc hourly cost for consulting services or reporting as needed.		
Expense reimbursement reporting system		
FMLA Administration Cost		
Time reporting system		

**EVALUATION PROCESS AND SELECTION CRITERIA:**

The appointed WCF Evaluation Committee will review and evaluate each proposal and will make a recommendation to the WCF President and CEO based on the criteria established in this section. The WCF Board of Directors will make the final selection of the vendor in its discretion.

All proposals will be discussed by the members of the WCF Evaluation Committee. The points given to each selection criteria category (see below) by individual Committee members will be averaged to determine a respondent’s score for each category. Each respondent’s category scores will be added to arrive at a total overall score. **Although the Committee will use the category and overall scores as a guide, the Committee has the right to make its final recommendation based on the best interest of WCF to depart from such scores.**

WCF intends to award the agreement for the required services to the firm that most closely meets the specific needs of WCF, not solely on the basis of price. Proposals will be evaluated upon a combination of price and qualitative considerations. Qualitative considerations may include professional reputation, experience, expertise and other factors. The Committee may request additional information while reviewing proposals from any or all respondents. The Committee reserves the right to contact and evaluate any respondent's references; contact any respondent to clarify any response; contact any of respondent's current or former clients or solicit information from any available source deemed pertinent to the evaluation process.

**ELECTION CRITERIA AND MAXIMUM POINT VALUES:**

<b><u>CRITERIA</u></b>	<b><u>MAXIMUM POINTS</u></b>
<p><b>Experience and Qualifications</b></p> <p>A. Qualifications to deliver payroll services, including:</p> <ul style="list-style-type: none"> <li>• Definition of services offered</li> <li>• Number of years of experience delivering each service</li> <li>• Qualifications held by support staff</li> <li>• Guarantee of reliability</li> <li>• Licensed, Bonded, and Insured</li> </ul> <p>B. Organization's capability to provide the services.</p>	<b>50</b>
<p><b>Proposed Fees</b></p> <p>A. Fees to accomplish the services:</p> <ul style="list-style-type: none"> <li>• Individual Set up fees</li> <li>• Processing fees</li> <li>• Reporting Fees</li> <li>• Tax Preparation / Payment Fees</li> <li>• On-site Training Fees</li> <li>• Any additional fees that could occur</li> </ul>	<b>30</b>
<p><b>Availability to Perform Services</b></p> <p>A. Ability to meet the schedule and service requirements as described above?</p> <p>B. Availability to answer questions and requests for information during the course of the contract period?</p>	<b>20</b>
<b>M/WBE STATUS – 5 points bonus</b>	
<b>TOTAL</b>	<b>100</b>

**APPEAL PROCESS:**

All proposers have the right to appeal the process. Parties wishing to protest a contract award may submit their objections in writing within 3 business days after the date of the



notification of intent to award to another proposer to the President/ CEO of Workforce Central Florida. The appeal must state the specific reason for the appeal and must be based on one or more of the following criteria:

- A clear and substantial error or misstated facts by the rating team upon which the decision was made.
- Unfair competition or conflict of interest in the decision making process.
- Any illegal or improper act or omission in connection with the solicitation or selection of the proposer.
- Other grounds that may substantially alter WCF's award decision.

The WCF President/CEO will review the appeal and respond within 10 days after receipt of the letter from the aggrieved proposer. Failure to file a protest within 3 business days after the date of notification of intent to award the contract will constitute a waiver of the proposer's right to appeal.

If the aggrieved proposer is not satisfied with the President/CEO's response, the proposer may appeal to the WCF Executive Committee by sending written request by certified mail, within 15 days after the proposer's receipt of the President/CEO's response to:

Chair, WCF Executive Committee  
707 Mendham Blvd., Suite 250  
Orlando, FL 32825

The appeal will be scheduled to be heard at a time and place set by the Executive Committee Chair within 30 days after receipt of proposer's request. The meeting will be advertised and open to the public in accordance with applicable law. Decisions by the WCF Executive Committee are final.

The appeal will not prevent WCF from conducting contract negotiations and implementation of tasks with the prevailing proposals if it is in the best interest of the organization to do so.

Proposers not selected for award may request a meeting to discuss their proposal and receive technical feedback from WCF staff. A written request for a debriefing may be submitted to the President/CEO who will designate staff to conduct the review within 30 days of such request.

**ATTACHMENT A**

**Cover Sheet**

**Business name of respondent:** \_\_\_\_\_

**Business Address:** \_\_\_\_\_

\_\_\_\_\_

**Phone:** ( ) \_\_\_\_\_ **Fax:** ( ) \_\_\_\_\_

**Years in Business:** \_\_\_\_\_

**DUNS Number:** \_\_\_\_\_ **FEIN Number:** \_\_\_\_\_

Name, title and contact information of person authorized to answer any questions about the proposal, negotiate the contract terms and contractually bind the respondent:

**Name and Title:** \_\_\_\_\_

**Phone:** ( ) \_\_\_\_\_ **Fax:** ( ) \_\_\_\_\_ **Email:** \_\_\_\_\_

**I do hereby certify that this proposal is submitted in accordance with the provisions and conditions outlined, that this firm, acknowledges and accepts the terms and conditions of this RFQ by tendering an offer to WCF; that all the information is complete and accurate, and that this proposal represents a firm and fixed offer to provide the requested services. This offer shall remain valid for a minimum of 90 days. I also certify that the fees in the proposal have been arrived at independently, without consultation, communication, or agreement with any other bidder or with any other competitor for the purpose of restricting competition, as to any matter relating to such fees; and no attempt has been made or will be made by the bidder to induce any other person or organization to submit or not submit a proposal for the purpose of limiting or restricting competition. I further certify that this organization can and will provide and make available, at a minimum, all services described in the proposal.**

\_\_\_\_\_  
Signature of Authorized Representative

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name and Title

## **Attachment B**

### **Relationship Disclosure Form**

#### **Relationship Disclosure Form**

The purpose of this form is to document any personal or business relationships between the Respondent (defined below) and any one or more of the following: (i) Pamela Nabors, President & CEO of WCF; (ii) WCF's current board of directors; and (iii) an employee of WCF. A listing of WCF's current board may be found here: <http://www.workforcecentralflorida.com/about-us/board-of-directors.stml>.

#### **QUESTIONS AND ANSWERS ABOUT THE RELATIONSHIP DISCLOSURE FORM**

#### **WHAT INFORMATION NEEDS TO BE DISCLOSED ON THE RELATIONSHIP DISCLOSURE FORM?**

The relationship disclosure form needs to disclose pertinent background information about the Respondent and his/her or personal or business relationship, if any, with any Workforce Central Florida staff or board member.

In particular, Respondents must disclose whether any of the following relationships exist: (1) Respondent is a relative of a WCF staff or board member; (2) a WCF board member is an employee of Respondent; (3) Respondent is an employee of WCF; or (4) Respondent is a business associate of any WCF board member.

#### **HOW ARE THE KEY RELEVANT TERMS DEFINED?**

*Respondent* means the individual(s) or firm making any proposal pursuant to this RFQ (and, if Respondent is a law firm, all partners and other equity-level lawyers of the law firm).

*Business associate* means any person or entity engaged in or carrying on a business or commercial activity with any other person who is a WCF staff or board member, whether as an independent contractor, co-owner, partner, member, trustee or beneficiary, joint venturer, vendor, consultant, service provider, officer, director or shareholder (excluding shares traded on a regulated national or regional securities exchange).

*Employee* means any person who receives remuneration from an employer for the performance of any work or service while engaged in any employment under any appointment or contract for hire or apprenticeship, express or implied, oral or written, whether lawfully or unlawfully employed, and includes, but is not limited to, aliens and minors. (See Section 440.02(15), Florida Statutes)

*Relative* means an individual who is related to a WCF staff or board member as father, mother, son, daughter, brother, sister, uncle, aunt, first cousin, nephew, niece, husband,

wife, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, stepfather, stepmother, stepson, stepdaughter, stepbrother, stepsister, half-brother, half-sister, grandparent, great grandparent, grandchild, great-grandchild, step-grandparent, step-great-grandparent, step-grandchild, step-great-grandchild, person who is engaged to be married to a WCF Principal or who otherwise holds himself or herself out as or is generally known as the person whom a WCF Principal intends to marry or with whom the WCF Principal intends to form a household, or any other natural person having the same legal residence as the WCF Principal. (See Section 112.312(21), Florida Statutes.)

**DOES THE RELATIONSHIP DISCLOSURE FORM NEED TO BE UPDATED IF INFORMATION CHANGES?**

Yes. It remains a continuing obligation of the applicant to update this form whenever any of the information provided on the initial form changes until a vendor is selected.

**WHO WILL REVIEW THE INFORMATION DISCLOSED ON THE RELATIONSHIP DISCLOSURE FORM AND ANY UPDATES?**

The information disclosed on this form and any updates will be a public record as defined by Chapter 119, Florida Statutes, and may therefore be inspected by any interested person. Also, the information will be made available to the Legal Services Committee and the President & CEO of WCF.

## RELATIONSHIP DISCLOSURE FORM

This form must be completed by the Respondent.

In the event any information provided on this form should change, the Respondent must file an amended form on or before the date the item is considered by WCF.

### Part I

#### INFORMATION ON RESPONDENT:

Legal Name of Respondent: \_\_\_\_\_

Business Address (Street/P.O. Box, City and Zip Code):  
\_\_\_\_\_  
\_\_\_\_\_

Business Phone (    ) \_\_\_\_\_

Facsimile (    ) \_\_\_\_\_

### Part II

**IS RESPONDENT A RELATIVE OF ANY WORKFORCE PRINCIPAL?**

\_\_\_ YES \_\_\_ NO

**IS ANY WORKFORCE PRINCIPAL AN EMPLOYEE OF RESPONDENT?**

\_\_\_ YES \_\_\_ NO

**IS RESPONDENT AN EMPLOYEE OF ANY WORKFORCE PRINCIPAL?**

\_\_\_ YES \_\_\_ NO

**IS RESPONDENT A BUSINESS ASSOCIATE OF ANY WORKFORCE PRINCIPAL?**

\_\_\_ YES \_\_\_ NO

If you responded "YES" to any of the above questions, please state with whom and explain the relationship:

\_\_\_\_\_  
\_\_\_\_\_

*(Use additional sheets of paper if necessary)*

**Part III**  
**ORIGINAL SIGNATURE REQUIRED**

I hereby certify that information provided in this relationship disclosure form is true and correct based on my knowledge and belief. If any of this information changes, I further acknowledge and agree to amend this relationship disclosure form prior to the date on which WCF awards an agreement for legal services. In accordance with s. 837.06, Florida Statutes, I understand and acknowledge that whoever knowingly makes a false statement in writing with the intent to mislead a public servant in the performance of his or her official duty shall be guilty of a misdemeanor in the second degree, punishable as provided in s. 775.082 or s. 775.083, Florida Statutes.

\_\_\_\_\_  
Signature of Respondent

Date: \_\_\_\_\_

Print name and title of person completing this form:

\_\_\_\_\_