Request for Proposal for
Professional Employer Organization (PEO)

RFP-PWDB-23-PEO-01
Date Issued: September 21, 2023
DEADLINE FOR SUBMISSION: October 9, 2023

Submit Reponses to:
Professional Employer Organization's Proposal
Joylette Stevens, Vice President of Operations
Polk County Workforce Development Board, Inc., dba CareerSource Polk
600 North Broadway, Suite B
Bartow, FL 33830-3804

Contents

REQUEST FOR PROPOSAL FOR PROFESSIONAL EMPLOYMENT ORGANIZATION
(RFP-PWDB-23-PEO-01)

The Polk County Workforce Development Board, Inc., dba, CareerSource Polk (CSP) is seeking a qualified entity (as described below) to act as a Professional Employer Organization (PEO) to provide Payroll Services and Benefits administration.

BACKGROUND

CSP is a not-for-profit corporation organized under the laws of the State of Florida and has been determined exempt by the Internal Revenue Service under the provisions of IRS Code, Section 501(c)(3). CSP is certified by the Governor as a Local Workforce Board for the purposes of implementing programs authorized by the federal Workforce Innovation and Opportunity Act (WIOA), Temporary Assistance for Needy Families (also known as TANF or Welfare Transition), Wagner-Peyser and related enabling legislation, and the State of Florida Workforce Investment Act. Our principal function is the provision of, oversight of, and policy guidance to, the workforce development system in Polk County.

PURPOSE AND SCOPE:

The scope of service includes payroll services (payment of wages and payroll taxes), benefits and benefits administration, including health, dental, vision, life insurance, Flexible Spending, Employee Assistance Program, FMLA, COBRA, workers compensation insurance, and 401K (Savings & Retirement Plan).

Potential respondents to this RFP must be an Equal Opportunity employer and adhere to all federal, state, and local laws in relation to the hiring process. Services sought will be offered to all CSP staff on payroll. CSP will **only** consider responses to provide the full spectrum of services solicited in this Request for Quote. CSP reserves the right to discontinue its agreement with any contracted provider who fails to maintain a high-quality standard of service.

Responding firms must complete the Response Form on page 8 and submit responses in a sealed envelope so that they arrive at the address listed below no later than 12:00 noon on October 9, 2023. In doing so, the respondent agrees to provide the services requested in this RFP for the rate(s) quoted.

Proposals received after that time and date will not be considered for *any* reason. The respondent is solely responsible for assuring that the proposal sent to CSP arrives safely and on time. Similarly, the respondent assumes the responsibility that its proposal meets all the requirements as set forth in this RFP.

Ex parte communication regarding this solicitation is prohibited between a potential or current respondent and any CSP Board member, staff, or any other person serving as an evaluator during this competitive procurement process. Respondents directly contacting CSP Board members, staff, or evaluators regarding this solicitation risk elimination of their proposals from consideration. Correspondence with CSP's Vice President of Operations does not constitute *ex parte* communication.

A proposers' conference call will be held on: Thursday, September 28, 2023, at 9:30 am, Eastern Time, via Zoom.

Although this is not a mandatory meeting, all potential respondents are *strongly* encouraged to attend this proposers conference, as it will be the only vehicle for having technical and other concerns addressed. In the event that a potential respondent is unable to attend the conference, but has questions that he/she

would like to have addressed or in the event that a potential respondent would like to present his/her questions beforehand, the individual may email questions to Joylette.stevens@careersourcepolk.com
All questions will be addressed at the proposer's conference. Minutes of the conference will be made available electronically at the Board's web site: *www.careersourcepolk.com* by clicking on <*About*>, then click on <Request for Proposals> under the Public Notices portion of the drop down menu.

PROPOSAL REVIEW AND AWARD PROCESS

CSP may act to award a contract under this solicitation based solely on the proposal as submitted. Submission of a proposal shall be taken as *prima facie* evidence that the respondent has familiarized itself with the contents of the RFP. Therefore, proposals should describe all aspects of services proposed in the most favorable terms from both a price and a technical standpoint. CSP reserves the right to request additional data in support of the proposal and/or to ask the respondent to make an oral presentation about its proposal. CSP requires a successful respondent to participate in negotiations and submit any budget or other technical revisions to the proposal prior to final award of a contract. Further, CSP reserves the right to reject any and all proposals submitted and/or to negotiate with all qualified sources. Receipt of a proposal does not commit CSP to award a contract, pay any of the costs associated with preparation of the proposal, or to reimburse a respondent for any costs incurred prior to the signing of a contract agreement.

The contract award will be based on the review and rating of the proposals received in relation to amount and the type of funding available. All contracts will contain provisions relating to nondiscrimination and equal opportunity provisions as required by WIOA and the other anticipated funding sources in addition to prohibitions against subcontracting without prior written approval and lobbying. A review team of CSP Board members and staff will review and rate the proposals. The review team will meet to discuss and provide their individual scoring and the rating of the proposals. The Vice President of Operations will compile scorings and submit a recommendation to the President & CEO.

The President & CEO will decide upon a recommendation that: *accepts, rejects*, or *accepts with modifications* the recommendation of the Review Team. The approval of a proposal only provides approval for the service concept. Costs and specific terms and conditions will be negotiated and established in a contract which will also contain provisions for contract cancellation or renegotiations based on funding and/or performance.
*(Note - the word "includes" as used in this RFP is to indicate an illustrative but not an exhaustive list of examples.)

Final award of a contract is contingent upon:

- successful negotiation of an agreement.
- acceptance by the respondent of the contract terms and conditions.
- satisfactory verification of past performance, where applicable; and
- acceptance by the respondent of the responsibility for achieving contract goals and objectives.

Any entity that submits a proposal to CSP will receive fair and unbiased consideration. Should such entity not receive consideration for its proposal and contends that the procurement process was flawed, that entity may protest the decision to CSP's President & CEO within ten (10) days of the decision. The CEO will attempt to resolve the dispute in a reasonable manner. If the dispute cannot be resolved with the CEO, then the protesting entity can seek and may be granted an opportunity to appeal to the Executive Committee of the Board and/or to the full Board. The Board's decision on all such matters is final.

PROPOSAL CONTENT INSTRUCTIONS

Using the Proposal Response Form provided with this packet, the proposal format must be as follows:

- Answer all requests for data or information in the format provided.
- All responses must be typed or word-processed. If sufficient space is not available on the forms provided, continue response on following page(s) and number accordingly.
- Address all requests for information or mark as "not applicable."
- Attach documentation requested to the back of the proposal and mark accordingly.
- **Complete and return only the proposal response pages. Retain all other information**.

All proposals are to consist of an original and five copies. The original copy must contain *original signatures* in blue ink and be *clearly identified as* the *"original copy"* on its cover page. We will not consider incomplete proposals, proposals submitted by fax or electronic means, or proposals received after the above stated deadline.

Brochures or other presentations beyond that which are sufficient to present a complete and effective proposal are not desired. Proposals may be "bound" by staples, binder clips, or contained in three-ring notebooks. Use clear, thorough, and concise answers. Do not respond by referencing material presented elsewhere. The response provided immediately after the question shall be considered complete and stands on its own merits. A response of "*will comply*" or "*see above"* or a similar statement shall receive zero (0) points for scoring purposes. Failure to respond to any question may result in disqualification of the proposal as being incomplete and the proposal not being scored.

It is preferred that written material be single side, single-spaced, in 12-point font. For ease in translating the successful proposal into a contractual statement of work, all proposals are to be written in the *indicative* ("will, shall") rather than the *subjunctive* ("may, could") case. Pages must be numbered at the bottom. Legibility, clarity, and completeness are essential.

CSP will not return proposals, binders, or exhibits to proposals. All proposals become the property of CSP and will be a matter of public record subject to the provisions of Chapter 119, Florida Statutes. In submitting a proposal, the respondent acknowledges that CSP will have the right to use all ideas or adaptations of those ideas contained in any proposal received in response to this RFP without the necessity of paying a fee, license, or royalty. Selection or rejection of the proposal will not affect this right.

Authorized Signatory

The proposal must be signed by the individual who is legally authorized to submit the proposal for the offeror. The name, title, address, email, and telephone number of the individual who has the authority to negotiate on behalf of and contractually bind the offeror must be provided. The proposal should also list a contact person who is available to answer questions about the proposal. If submitting a single proposal on behalf of more than one entity that desires to submit a joint response, you must designate a lead entity for submission, negotiation, and signatory purposes.

Proposal Solicitation

A Request for Proposals (RFP) is being used as the method of solicitation to assure the greatest degree of open competition and to achieve the best technical proposals and services at the lowest possible cost. Public notice of this RFP has been published in the local newspaper designated by the Polk County Board of County Commissioners as the official instrument of such notices. All known entities recognized as being involved in the provision of the services solicited will be sent a notification of this RFP. All requests for copies of this RFP will be referred to the appropriate link on CSP's website: www.careersourcepolk.com by clicking on <*About*>, then click on <Request for Proposals> under the Public Notices portion of the drop down menu.

The method of proposal solicitation represented herein, as well as the selection process detailed, are in accordance with the laws governing the fund sources expected to be used in contracting for the services solicited.

After the published deadline for receipt of proposals, all proposals become public information and are available for inspection to any interested party. Duplication of any part or of an entire proposal will be subject to the appropriate fees established by CSP.

No changes, modifications, or additions can be made to proposals after the submission deadline unless required by CSP of all respondents. CSP reserves the right to waive any minor technical irregularity. After the submission deadline, no respondent will have any e*x parte* communications as defined previously unless the communication is in response to a CSP Board member or staff request for additional information. CSP reserves the right to reject the proposal of any respondent who fails to comply with this provision.

Public Entities Crime Statement

A person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a bid on a contract to provide any goods or services to a public entity; may not submit a bid on a contract for the construction or repair of a public building or public work; may not submit a bid on leases of real property to a public entity; may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with a public entity; and may not transact business with any public entity in excess of the threshold amount provided in Section 287.017, F.S. for CATEGORY TWO for a period of 36 months from the date of being placed on the convicted vendor list.

COMPREHENSIVE SERVICES INFORMATION

The successful respondent will hire and maintain a highly qualified staff that has the expertise to meet the requirements of this RFP. The experience, abilities, and motivation of all the successful respondent's staff perform a critical role in the ultimate success of the service delivery. The successful respondent will ensure that staff and subcontractors are trained, *as necessary*, to effectively perform the assigned duties. The successful respondent shall develop an ongoing training program that focuses on ensuring that all staff acquire the basic competencies of their positions and are abreast of all latest information and processes in a timely manner.

INFORMATION DERIVED FROM PAST QUESTIONS ON SIMILAR RFPs

Q. *Do you anticipate the collaboration of the current service provider with a new service provider?*

A. If someone other than the current provider, Paychex Business Solutions (PBS), is successful in this solicitation, we will expect Paychex to collaborate with that successful respondent to avoid lapses in services.

Q. *In providing the services, is there a required staffing level?*

A. No, each respondent will make that determination, indicate, and support it in its response to the RFP. We cannot assume that the current level of staffing is the correct level for another provider.

Q. *Will the reviewers of the responses be given a copy of the minutes of the proposer's conference?*

A. CSP will notify the reviewers when the minutes are available on the website.

Q. *Will they consider instructions given at the conference in evaluating responses?*
A. They will consider the appropriate provisions in the RFP as well as any direction from the proposers' conference.

Q. *Do you want the original and five copies and an electronic (disk) copy or not?*
A. Yes. "*All proposals are to consist of an **original and five copies** as well as an **electronic copy** of the proposal submitted on a **computer disk, jump drive or pdf format** (other than those documents so noted in the **Proposal Response Forms**). The original copy must contain original signatures in blue ink and be clearly identified as the "original copy" on its cover page. Incomplete proposals, proposals submitted by fax or other electronic means (other than indicated above), and proposals received after the above stated deadline will not be considered*. *The respondent is to attach a copy of each of the following only to the "original" copy of the proposal:*

1. *The respondent's (and, if applicable, of any joint proposing partner's) most recent audit and annual report*
2. *A copy of the respondent's (and, if applicable, of any joint proposing partner's) most recent balance and income statement*
3. *A copy of the respondent's (and, if applicable, of any joint proposing partner's) personnel policies*
4. *A copy of the respondent's (and, if applicable, of any joint proposing partner's) grievance procedures*
5. *The respondent's Federal Tax ID Number, Florida Tax ID Number(s), Unemployment Insurance Number and Worker's compensation certificate number.*
6. *A list of existing customers, including contact information.*

Q. *The **Proposal Response Form**, asks the respondent to identify "specific examples of similar services, if any, that the respondent has provided in the past three years and for whom." The next item asks the respondent to provide references from, "at least, three other individuals… who CSP staff may contact concerning the respondent's business ethics, integrity, and financial accountability." Please clarify.*

A. *The first item is seeking examples of similar services that the respondent has provided in the last three years. It is seeking the name and contact information of one primary contact person and one alternative contact person for each of the offered referenced projects. In other words, for each example of similar service provided, the respondent will provide the names and contact information of two contact people located at the entity which received the services. The second item asks for three other individuals who CSP staff may contact to obtain information on the respondent's business ethics, integrity, and fiscal accountability. Examples of such individuals would be the respondent's CPA or other entities that have entered a contract with respondent. The respondent shall not provide its legal counsel as a reference since legal counsel represents the interests of the respondent.*

PROPOSAL RESPONSE FORM

To: **Professional Employer Organization's Proposal**
Joylette Stevens, Vice President of Operations
Polk County Workforce Development Board, Inc., dba CareerSource Polk
600 North Broadway, Suite B
Bartow, FL 33830-3804

ALL OF THE FOLLOWING INFORMATION MUST BE PROVIDED FOR THIS PROPOSAL TO BE CONSIDERED BY THE BOARD.

Please Note—Please type **all information.**

Company Name (respondent) ______________________________

Name of Contact Person: ______________________________

Primary Business Address: ______________________________

If different from above, Polk County business address: ______________________________

____

Phone Number: ( ) ______________ Fax Number: ( ) ______________

Email: ______________________________

The business has been in operation under the present name since:

Federal Tax Id Number: ______________ Florida Tax ID Number: ______________

Unemployment Insurance Number ______________ Worker's Compensation certificate Number: ______________

The above-named Respondent affirms and declares:

1. That the Respondent is of lawful age and has interest in this Proposal either as a single entity or as the lead entity of a declared *joint* proposal.

2. That this Proposal is made without collusion or fraud with any other person, firm, or corporation making a Proposal for the same purpose.

3. That the Respondent is not in arrears to Polk County Workforce Development Board, Inc. upon debt or contract and is not a defaulter, to surety or otherwise, upon any obligation to the Polk County Workforce Development Board, Inc.

4. That no officer or employee or person whose salary is paid, in whole or in part, from the Polk County Workforce Development Board, Inc. is, shall be, or will become interested, directly or indirectly, surety

or otherwise: in this Proposal; in the performance of this contract; in the supplies, materials, equipment, and services or labor to which they relate; or in any portion of the profits thereof.

5. That the Respondent has carefully examined the general and local conditions, all difficulties to be encountered, and all other items that may in any way affect the performance of services.

6. List any exceptions to the above:

The undersigned, by the signature evidenced, represents that the Respondent accepts the: terms, conditions, mandates, and other provisions of the foregoing said documents being the strict basis upon which the Respondent makes this Proposal.

By signing this Proposal, the undersigned affirms that said Proposal is, in all respects, fair and without collusion or fraud. The undersigned understands that the *original* copy of this Proposal must be signed in blue ink and that an unsigned Proposal will be considered incomplete and subject to rejection by the Board.

IN WITNESS WHEREOF, this Proposal is hereby signed and sealed as of the date indicated:

ATTEST: RESPONDENT:

Witness Signature	Date	Authorized Signature	Date
Witness Print Name		Print Name of signer	

THE RESPONDENT'S FAILURE TO COMPLETE THIS STATEMENT AS PRESENTED MAY RESULT IN THE PROPOSAL BEING REJECTED.

FOR CSP USE ONLY

Date/Time Proposal Received: _______________
Received By: _____________________________

PROPOSAL RESPONSE CONTENT

Answer each of the following requests for information as thoroughly as possible. Answers should be concise and address only the information requested. However, respondents should use all the space they feel necessary to formulate a thorough answer. Formulate your responses based on the information provided in this RFP, at the Proposers' Conference, and in the following attachments:

Attachment I--Insurance Requirements

PEO shall secure and maintain in force such insurance as will protect him or her from claims: under Workers' Compensation laws; disability benefit laws or other similar employee benefit laws; from claims for damages because of bodily injury, occupational sickness, or disease, or death of employees including claims insured by usual personal injury liability coverage; from claims of damages because of bodily injury, sickness or disease, or death of any person other than his employees including claims insured by usual personal injury liability coverage; and from injury to or destruction of tangible property including loss of use resulting there from, any or all of which may arise out of or result from the PEO'S operations under the Contract Documents, whether such operations be by the PEO or by any subcontractor or by anyone directly or indirectly employed by any of them or for whose acts any of them may be legally liable. This insurance shall be written for not less than any limits of liability specified in the Contract Documents or required by law, whichever is greater, and shall include contractual liability insurance. Before starting the work, the PEO will file with CSP certificates of such insurance, acceptable to the CSP. These certificates shall contain a provision for cancellation as found below.

Insurance Required

A. General

Before starting and until completion of the work for CSP, the PEO shall procure and maintain insurance of the types and to the limits specified in paragraphs B. (1) through (4) below. All policies of insurance under this contact shall include as *additional insured* the Polk County Workforce Development Board, Inc., and its employees. All policies shall provide for separation of insurer's interests such that the insurance afforded applies separately to each insured against whom a claim is made, or a suit is brought.

B. Coverage

The PEO shall procure and maintain in force during the life of this Contract the following types of insurance coverage, written on standard forms, and placed with insurance carriers acceptable to CSP and approved by the Insurance Department of the State of Florida. The amounts and types of insurance shall conform to the following requirements:

1. Worker's Compensation--the PEO shall procure and shall maintain in force during the life of this Contract, Worker's Compensation Insurance providing statutory benefits including those that may be required by any applicable federal statute for all his/her employees to be engaged in work on the project under this Contract. In case any class of employee engaged in hazardous work on the project under this Contract is not protected under the Worker's Compensation statute, the PEO shall provide employer's liability insurance for all said employees.
   a. Employer Liability
      $_____ Limit, each accident.
      $_____ Limit, disease aggregate
      $_____ Limit, disease, each employee

Attachment II—Comprehensive Customer Services

Respondent Information

Provide the following information relative to the proposing entity/lead entity of a joint arrangement:

1. Type of organization of respondent/lead entity of joint arrangement? (Include appropriate documentation as an attachment to this proposal)	☐ Public ☐ Private-for Profit ☐ Private Non-for-Profit
2. Identify respondent's entity status: (Include appropriate documentation for each item checked as an attachment to this proposal)	☐ Corporation ☐ Partnership ☐ Unincorporated association ☐ Individual Proprietorship ☐ Governmental Agency
3. Did the respondent/lead entity or any joint partner ever have a contract canceled for cause?	☐ Yes ☐ No
4. Does the respondent/lead entity or any joint partner owe any repayment of funds to any organization?	☐ Yes ☐ No
5. Has the respondent/lead entity or any joint partner declared bankruptcy and/or had any assets attached by any court in the last three years?	☐ Yes ☐ No
6. Has the respondent/lead entity or any joint partner ever been or is debarred or suspended from contracting with the federal, state, or local government?	☐ Yes ☐ No
7. Has the respondent/lead entity or any joint partner and/or its principal officers, in their capacity as such, been involved in a lawsuit or convicted of felony in the past three years?	☐ Yes ☐ No
8. Does the respondent/lead entity or any joint partner have subsidiaries, a parent organization, or other affiliates?	☐ Yes ☐ No
9. Does the respondent/lead entity or any joint partner have subsidiaries, a parent organization, or other affiliates who retains a person or affiliate who has been on the convicted vendor list for a public entity crime within the last 36 months?	☐ Yes ☐ No
If the answer to any question from #3 through #9 is "Yes," include the question number and provide full details for each "Yes" answer.	

Please attach a copy* of each of the following *only* to the "*original"* copy of the proposal:

1. The respondent's (and, if applicable, of any joint proposing partner's) most recent audit and annual report*
2. A copy of the respondent's (and, if applicable, of any joint proposing partner's) most recent balance and income statement*
3. A copy of the respondent's (and, if applicable, of any joint proposing partner's) personnel policies*
4. A copy of the respondent's (and, if applicable, of any joint proposing partner's) grievance procedures*
5. The respondent's Federal Tax ID Number, Florida Tax ID Number(s), Unemployment Insurance Number, Worker's Compensation Certificate Number.

CODE OF CONDUCT

It shall be the policy of CareerSource Polk to require providers to execute the following:

To preserve the integrity of the pending procurement, and to assure that all prospective bidders or proposers have an equal and fair opportunity to present their goods and services,

I, ________________________________ , acknowledge that I represent ___________________________

Name of Authorized Representative　　　　　　　　　　　　　　　Company Name

and certify that neither I nor any representative of my organization entered any discussions with or tried to communicate directly or indirectly with a CSP Board member to influence any decisions regarding selection of my company in the award of the services solicited under this RFP.

I understand that a violation of the above may be grounds for determining my organization's proposal response as non-responsive.

________________________	________________________
Printed Name	Signature
________________________	________________________
Title	Date

VENDOR CONFLICT OF INTEREST DISCLOSURE FORM

PEO Services
RFP-PWDB-23-PEO-01

To avoid a conflict of interest, all vendors who have any financial and/or family/relative relationship(s) as defined in Section 112.3143, F.S. with any CareerSource Polk staff member or Board member must clearly disclose such a relationship by completing and submitting this form when submitting a bid/submittal/quote/proposal to CareerSource Polk. For purposes of this procedure, vendor, contractor and sub-recipient are the same.

In the space provided below, please identify any such relationships as defined in Section 112.3143, F.S. or verify that none exist at this time.

☐ Yes, a relationship exists as defined in Section 112.3143, F.S.

☐ At this time, I do not have a relationship as defined in Section 112.3143, F.S.

Name of Person	Relationship to You	Relationship to CareerSource Polk

Authorized Signature for Vendor	Date	Printed Name of Authorized Signature

B. Company Information

1. Describe your organization's specific experience in providing the services proposed.
    a. Indicate States, cities, or counties where proposer has provided the services.
    b. How long has proposer been providing the services proposed?
    c. Does proposer have a website? If yes, please provide the link.
    d. Types and number of employers the proposer currently serves as PEO.
    e. How many of those employers are non-for-profit organizations?
    f. Provide some PEO customer references.
    g. Describe how you are investing in your current and future product lines.
    h. Describe your organization's research and development capabilities.
    i. Describe the involvement of your company and staff in community activities.
    j. How do you distinguish yourself from the competition?
    k. What is your average client size?

2. **Provider's business ethics, integrity, and fiscal accountability**:
   Provide the name and phone number of, at least, *three other individuals* (excluding CSP Board members and staff) who CSP staff may contact concerning the respondent's business ethics, integrity, and fiscal accountability*.

   *(CSP staff may contact these individuals during the review period. It is the respondent's responsibility to ensure that the contact persons are available, willing, and knowledgeable to provide information requested above. The unavailability, unwillingness, or lack of knowledge of the provided contact persons ***may have a detrimental*** effect on staff's recommendations for that respondent.)

3. **State your fees**:
    a. Cost of administrative fee per active covered employee per bi-weekly pay period.
    b. Cost for initial set-up, if applicable, per employee.
    c. Any other costs associated with payroll services, i.e., deposit remittances, delivery of reports, etc.
    d. Any other costs included in the costs of services and/or associated to benefits administration.
    e. Please provide the thresholds for changes in fees up or down.
    f. Are there any other costs, other than benefit costs, to be charged to CSP for payroll and worker's compensation services? If yes, please describe.

4. Is the proposer a State of Florida based corporation, and does it have a local office? Provide a copy of your state license.
    a. Attach a copy of your most recent Employer Services Assurance Corporation (ESAC) accreditation or existing bond.
    b. List the names and addresses of your corporate officers.
    c. How many years has your organization been in business in the United States? In Florida? In Polk County, Florida?

5. The proposer's proposal response must be signed by a corporate officer and contain a certification indicating that no representative of the corporation has exerted any undue influence on the procurement process, accepted any kickbacks or bribes, violated any federal or state procurement, conflict of interest or ethics law in seeking funding for this proposal.

C. Solution Overview

Services Description: Taking into consideration the level of service anticipated, describe specifically and in sufficient detail how each service below will be provided and by whom. Fully describe the technical skills that your entity possesses to successfully provide PEO services.

1. Payroll services

1.1. Processing

- 1.1.1. Does the system provide pre-edit reports based on user-defined parameters for gross to net pay calculations?
- 1.1.2. Does the system allow for cost allocation among different funding streams?
- 1.1.3. Describe the audit process for each payroll, including the Service Organization Report (SOC1 report.) Same needs to be submitted to CSP's Vice President of Finance for review before final submission.
- 1.1.4. What processes are in place to make corrections to payroll errors?

1.2. Payroll General

- 1.2.1. Does the system support an on-line "what-if" with update capability?
- 1.2.2. Does the system support MIP software?
- 1.2.3. How many checks did you print last year?
- 1.2.4. What tax updates, if any, are provided and how are these updates received?
- 1.2.5. Describe your general ledger process.
- 1.2.6. Does the application allow for the allocation of costs to any level of detail?
- 1.2.7. How does the application handle multiple account numbers for the same employee?
- 1.2.8. What is your payroll system timeline?
- 1.2.9. How many holidays does your company observe?
- 1.2.10. Does the system allow direct entry of employee time over the internet using a standard web browser?
- 1.2.11. Can customers view online W-2 information throughout the year?
- 1.2.12. Are there start and stop dates for deductions?
- 1.2.13. Does the system can set-up deductions with appropriate future effective date?
- 1.2.14. Can batch input screens for hours and earnings be customized, or user defined?
- 1.2.15. Can mass increases be generated?
- 1.2.16. Is there any service fee applicable to wages paid to covered employees? Explain.
- 1.2.17. Are there any other charges related to the payroll process (administrative fee, deposits, reports, etc.). Explain.
- 1.2.18. How do you handle bonus payments?
- 1.2.19. How do you handle supplemental wages?

1.3. Year End

- 1.3.1. Describe the vendor/client responsibilities for the year-end and/or year begin process.
- 1.3.2. Are year-end services provided?
- 1.3.3. Are garnishment payments automatically generated to the payee?
- 1.3.4. Does the system maintain all federal and state regulations for garnishment processing?
- 1.3.5. Can the system create one W-2 for each EIN the employee worked?
- 1.3.6. How do you meet the January 31 deadline for distributing W-2s?
- 1.3.7. How does your system handle manual checks?
- 1.3.8. Can the user sort report by name, classification, gender, and ethnicity?

1.4. Tax

1.4.1. Is there PC/online access to current and historical tax information?
1.4.2. What is your process for tracking amendment and inquiry response time?
1.4.3. How do you distinguish yourself from the competition in tax processing?
1.4.4. How do you keep clients informed of what's going on with the various tax jurisdictions?
1.4.5. Will we have a dedicated Customer Support Representative specifically to handle Tax issues?
1.4.6. What are the core competencies for customer Support Representatives in the Tax area?
1.4.7. What is the average length of time a client retains the same Tax support representative?
1.4.8. How are adjustments handled?
1.4.9. What types of tax reports are generated each pay period? Do you prepare and submit the Quarterly Form 941, SUTA?
1.4.10. How do you handle SUI tax payments?
1.4.11. How do you handle taxable adjustments for separated employees?
1.4.12. Will you provide copies of all tax filings?
1.4.13. What are three frequent reasons customers are selecting your company over your competition?
1.4.14. What is your process for quality control?
1.4.15. Can a year be held "open" while continuing to process the New Year's taxes?

2. Human Resources

2.1. General

2.1.1. Describe your company's commitment to the product and development plans over the next 3-5 years.
2.1.2. Was your product originally developed by your organization?
2.1.3. What major enhancements to your system have you planned for the years 2024-2025?
2.1.4. Can the solution prohibit setting up an employee if a position does not appear as "vacant" in position control?
2.1.5. Does the system support employees with multiple positions and departments?
2.1.6. What other services are included in your PEO solution (i.e., mandated posters, Human Resources/Legal consultation, job descriptions, employee handbook, compensation surveys, background checks, drug testing, management/employee training, safety, and risk training, etc.) Explain.

2.2. Benefits

2.2.1. Describe company's sponsored benefit plans offered to PEO customers (including but not limited to Health, Dental, Vision, 401k, Life insurance, Flexible Spending Account, FMLA, Workers Compensation, Employee Assistance Program (EAP), Wellness programs, etc. Explain type of coverage available for each plan (i.e., PPO, HMO, DMO, etc.).

Provide average premium, co-payments and other out of pocket expenses for each benefit. Refer to general demographics' information below.

General Demographics		
Age	**Female**	**Male**
<30	**3**	**3**
30-39	**5**	**1**
40-49	**8**	**0**
50-59	**7**	**3**
60-69	**1**	**5**
70+	**2**	**0**
Total	**26**	**12**

2.2.2. What are the eligibility requirements for your benefit plans? Explain.
2.2.3. Do you provide administrative services for the benefit plans? Explain.
2.2.4. What are the terms of the 401K Retirement Plan? Who is the 401k administrator? What are the administration fees? What is the vesting period? Is there a conversion fee for 401k transfers? Provide plan documents.
2.2.5. Do you provide COBRA administration services? Explain.
2.2.6. Workers' Compensation Insurance for each covered employee in compliance with Florida's applicable laws. Provide Workers' Compensation's codes and description.
2.2.7. Does the payroll system integrate with benefits?
2.2.8. Are premiums automatically updated for age and salary benefit calculations?
2.2.9. Are insurance amounts automatically adjusted when a salary increases?
2.2.10. Does the system can produce Benefit Statements?
2.2.11. Do Employee Benefit Statements include the company's cost of benefits?
2.2.12. Do you offer online benefits enrollment?
2.2.13. Explain the online benefits enrollment process.
2.2.14. Do you offer Health & Benefits online services for employee 24/7 access to benefit information? Teladoc?
2.2.15. Can employees elect initial coverage, add, or modify benefit elections after qualifying events, and maintain dependent information online?
2.2.16. What type of online access is provided to the employer? Online reports? Employee benefits?
2.2.17. Does the system can handle calendar/fiscal benefit plans?
2.2.18. Does the system calculate arrears on benefits while employee is on disability?
2.2.19. Does the system include benefit premium reports?
2.2.20. Does your system provide HIPAA reporting?
2.2.21. Will benefit election changes update payroll deductions?

2.3. Customization
2.3.1. Who has responsibility for maintaining customization changes?
2.3.2. Will an upgrade override our customizations?

2.4. History/Record Keeping
2.4.1. Will the system maintain unlimited history for each employee?
2.4.2. Are on-line help screens available for all screens and processes?
2.4.3. Can corrections be made to historical, current, and future records?

2.4.4. Can search definitions be stored?
2.4.5. Can the system accommodate effective dating for future or past dates?
2.4.6. Can the system process multiple transactions for an employee with the same effective date?
2.4.7. Can the system store scan documents or picture images?
2.4.8. Can your system set up non-employees or those who are not paid?
2.4.9. Define the type of data available on your system for inactive employees.
2.4.10. Describe how your solution supports workflow and electronic approvals.
2.4.11. Describe HR product simulation/what-if capabilities provided with the package.
2.4.12. Does the system have data archiving capabilities for inactive employees?
2.4.13. Does the system provide flexibility in establishing organizational and payroll hierarchies?
2.4.14. Does your system can roll back to a specific date in time?
2.4.15. How long does the system maintain pay history for current and former customers?
2.4.16. How many years of pay history can the employee readily access?

2.5. Application Security
2.5.1. Describe the overall security scheme.
2.5.2. Is access to specific functions, files, and data elements restricted based on user profile or workstation ID?
2.5.3. How can you prevent users from viewing and/or editing data at the field level?
2.5.4. Can the administrative user control security or is it reliant on the vendor?
2.5.5. How do you handle groups of users with the same security profile?
2.5.6. Describe what happens when someone without rights accesses the system.
2.5.7. Do you utilize password authentication controls? Explain.
2.5.8. Do you verify the identity of the individuals conducting financial transactions with your company? What information is required?

2.6. Reporting
2.6.1. Does the system provide an integrated ad hoc report writing tool?
2.6.2. Does the system allow generation of reports on all fields that exist in the data dictionary?
2.6.3. 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?
2.6.4. Does the system provide point-in-time reporting capabilities?
2.6.5. Discuss how a non-technical user can obtain reports from the system without assistance.
2.6.6. Does the system can handle consolidated reporting across departments?
2.6.7. Does the system can produce headcount reports using a user-defined FTE formula?
2.6.8. Does the system provide standard report capabilities?
2.6.9. Does the system provide the ability to schedule standard reports?
2.6.10. Does the system provide the ability to set up and run batch reports?
2.6.11. Explain how your system maintains OSHA logs. Describe the production of the OSHA log report.
2.6.12. Does your system create dynamic organizational charts?
2.6.13. Can the user sort report by name, classification, gender, and ethnicity?
2.6.14. Does the reporting tool have charting capabilities? Please explain.
2.6.15. Does the system provide the ability to run turnover reports?

2.7. Compliance Reporting
2.7.1. Are standard reports available for OSHA and EEO requirements?
2.7.2. Is there any special employee setup required to print government compliance reports?

3. Recruitment

3.1. Background
3.1.1. Provide a recruiting solution overview.
3.1.2. How is your technology providing a better recruiting strategy than current methods?
3.1.3. Describe latest trends in the applicant tracking system industry.
3.1.4. Do you own your recruiting software solution or is it provided through a partnership arrangement?
3.1.5. What size companies use your recruiting package?
3.1.6. How do you distinguish yourself from the competition?

3.2. Recruiting Administration
3.2.1. Will your application import recruiting contact information from outside sources, e.g., Employ Florida Marketplace (EF)?
3.2.2. Will your application export recruiting contact information to outside sources - e.g., MS Outlook?
3.2.3. What communications can be sent and received via the application?
3.2.4. Describe the features of your on-line forms.

3.3. Implementation
3.3.1. Does your company subcontract implementation services?
3.3.2. How soon will implementation begin? How long does it take to complete?

3.4. Applicant Tracking
3.4.1. Describe how the system assists in complying with regulatory requirements associated with the hiring process.
3.4.2. Does your application allow third-party candidate submittal?
3.4.3. Does your system track employee referrals?
3.4.4. Is the application multilingual?
3.4.5. Can candidates be attached to more than one requisition?
3.4.6. Can our recruiters select specific job boards?
3.4.7. Can the job posting website or intranet be customized?
3.4.8. Describe any job posting portal features offered.
3.4.9. Describe Hiring Manager access.
3.4.10. Describe the search capabilities available for matching applicants and requisitions.
3.4.11. Describe your application's assessment capabilities.
3.4.12. Does the application allow for auto scheduling of interviews, follow-ups, etc.?
3.4.13. How are candidates managed during the recruiting process?
3.4.14. Will open positions automatically be posted on job boards?
3.4.15. Can a standard job template library be built into the functionality of requisitions?
3.4.16. Describe any requisition approval functionality that the application allows.
3.4.17. Will job descriptions be tied to requisitions?

3.5. Security
3.5.1. Can functional privileges be assigned based upon user, user group or location?

3.5.2. Can the application provide an interface (resume view or requisition view) for non-users?
3.5.3. Describe security and user authentication.
3.5.4. Describe the server environment for the application.
3.5.5. Describe your application architecture.
3.5.6. How are upgrades delivered?
3.5.7. How do you guarantee the security of data?
3.5.8. How is downtime for regularly scheduled maintenance and upgrades scheduled?

4. Time & Attendance

4.1. General

4.1.1. Describe the process for adding a new employee to your system.
4.1.2. How does the system enforce access control?
4.1.3. Is data viewed and available in real time?
4.1.4. Who can define access control rules?
4.1.5. Describe the approval process within your application.
4.1.6. The employee and approver should be able to check the status of the time records (processed or not processed) for a specific period.
4.1.7. The employee and approver should be able to review information from the time records in detail and in summary form. (As part of the core package)
4.1.8. Can an employee make edits to their timesheet prior to submission for approval? Can timesheets be retrieved after submitting for corrections?
4.1.9. Can an employee access the system remotely?
4.1.10. Is an audit trail of any edits kept?
4.1.11. What is the size of your largest and smallest customer?

4.2. Data Interface

4.2.1. Describe standard interface capabilities.
4.2.2. Are there import and export capabilities with third party programs like Microsoft Word, Excel, Access, and Project?
4.2.3. Can your system interface with a GL system to accommodate labor distribution reporting for employees who work in more than one cost center?
4.2.4. What e-mail interface and protocols are used by your system?

4.3. Data management

4.3.1. Are employees able to access prior period information?
4.3.2. How does synchronization of data work across multiple sites/locations?
4.3.3. What are the standard methods used to capture employee hours?
4.3.4. What are your procedures for archiving or retaining historical information?

4.4. Business Rule Definition

4.4.1. Can an employee enter a block of time in advance of it occurring (i.e., enter time for a week of vacation the week before)?
4.4.2. Can the system distinguish between an employee and a temporary employee?
4.4.3. Does the application allow for multiple methods for calculation of overtime and double-time (i.e., premium time) based on employee type?
4.4.4. Does the application accept PTO time awarded at the beginning of the program year and based on years of employment?
4.4.5. Does the system can prorate PTO upon departure based on parameters provided?

4.4.6. Does the application automatically assign PTO hours for new hires and employees with status changes based on rules previously created?
4.4.7. Does the application can prorate PTO based on employee's date of hire?
4.4.8. Does the application can maintain fields required for billing information (i.e., task codes, activity codes, country codes)?
4.4.9. Does the application have the capability to send e-mail reminders to the users regarding time?
4.4.10. Does the application provide user defined fields?
4.4.11. Does the system require password security to change on a reoccurring basis? Please explain the methodology.
4.4.12. Does your system handle comp-time/flex time?
4.4.13. How often will the clocks be polled from the data center?

4.5. Points Occurrence System

4.5.1. Requires the ability to modify / correct time entries from past periods.
4.5.2. Servers needed at customer sites.
4.5.3. Please explain your time off tracking capabilities.

4.6. Workflow

4.6.1. How does your system handle workflow between the employee and manager for time off requests?
4.6.2. Does the application have the capability to automatically remind users to submit and/or approve their timesheets?

4.7. Releases and Upgrades

4.7.1. Describe the process for determining what new functionality is incorporated into future releases.
4.7.2. How are updates/upgrades to the time and attendance software handled?
4.7.3. What is the frequency of your product updates?

4.8. Web-Technology

4.8.1. Describe those functions in your systems that are web enabled.
4.8.2. Where is the data center physically located?
4.8.3. Describe the architectural layout of the data center.

5. Employee & Manager Self-Service

5.1. Background

5.1.1. Does your self-service product offer real-time integration with the HR/payroll application?
5.1.2. What benefits does Self-Service offer my organization?
5.1.3. Do employees have passwords to protect their information?

5.2. Employee Self Service

5.2.1. Can users view pay stubs within the system? Can employer get a read receipt?
5.2.2. Can company forms be placed online for easy access for employees?
5.2.3. Can employees be directed or linked to specific HR or Payroll contacts online?
5.2.4. Can employees check the amount of available PTO time?
5.2.5. Can employees manage personal and dependent data in the system?
5.2.6. Can the system track an employee directory on-line?

5.2.7. Does the system allow employees to view their master file information?

5.3. Manager Self-Service
- 5.3.1. What can a manager view versus an employee?
- 5.3.2. Can managers hire new employees through self-service?
- 5.3.3. Can managers directly terminate an employee in self-service?
- 5.3.4. Can managers track employee status changes in self-service?
- 5.3.5. Can managers track employee job information online?
- 5.3.6. Does your self-service product track data points in time?
- 5.3.7. What happens to changes that are keyed into self-service while the actual payroll is run?
- 5.3.8. What reporting functionality is available to managers in self-service?
- 5.3.9. Can managers track compensation information for their employees online?

5.4. General
- 5.4.1. Will my IT staff have to be involved in maintaining the Self-Service environment?
- 5.4.2. How do you help companies roll out a self-service solution to their employees?
- 5.4.3. Can your self-service application be customized?
- 5.4.4. Do employees have access to the self-service application remotely?
- 5.4.5. Is Employee Self-Service available through the internet, intranet or extranet?
- 5.4.6. Explain the security features of your self-service product.

5.5. Benefits Administration
- 5.5.1. Are benefit statements available?
- 5.5.2. Are confirmation statements available to employees in self-service?
- 5.5.3. Can employees view current and historical benefits data?
- 5.5.4. Can links be set up for employees to access third parties?
- 5.5.5. Does the system allow employees to go through open enrollment online?
- 5.5.6. Does the system support benefit tiers?
- 5.5.7. Will the system remind employees to update benefits after a life event change?
- 5.5.8. How does the system accommodate benefits requiring evidence of insurability?
- 5.5.9. Will the system prompt employees to elect dependents or beneficiaries when applicable?

5.6. Payroll and Tax
- 5.6.1. Can employees change W4 data online?
- 5.6.2. Can employees do what-if scenarios or calculate their checks online?
- 5.6.3. Can employees manage direct deposit data online?
- 5.6.4. How many banking accounts are allowed per individual?

5.7. Workflow
   5.7.1. Can employees keep track of documents needing approval?
   5.7.2. Can managers approve the information submitted by employees?
   5.7.3. Does the system use email to communicate information to employees?
   5.7.4. Does your system support conditional workflow?

6. HR Compliance

6.1. Describe your HR Compliance software solution.
6.2. Who endorses your HR Compliance software solution?
6.3. Is the material current and up to date?
6.4. In what formats are your HR Compliance software tools offered?
6.5. How many clients do you serve?
6.6. Describe any key alliances or partnerships?
6.7. Describe the features included in the HR Compliance software offering.

7. Employee Assistance Program

7.1. Describe your EAP Services
7.2. Please describe the services and information available through your EAP program.
7.3. Describe how your program is unique in the market.
7.4. Describe the benefits participants derive from the program.
7.5. What steps has your organization taken to comply with HIPAA's privacy regulations regarding your services?
7.6. Describe your process for assessment, referral, and follow-up.
7.7. What is the wait time for the initial visit to your provider for emergency, urgent, and routine situations?
7.8. Describe the qualifications of your EAP counselors and Work-Life consultants.
7.9. How does your organization promote clinical quality?
7.10. Describe educational materials available to individuals.
7.11. How do you introduce and promote services?
7.12. What services do you offer supervisors and managers?
7.13. Describe the process for providing work-life services.
7.14. Describe your referral process for childcare or elder care resources.
7.15. Describe your standard utilization reports.
7.16. How does your organization specifically define utilization?

8. Technical Overview

8.1. Describe the integration between your self-service and HR/Payroll solutions. Is there an interface involved?
8.2. Describe the integration of your Time & Attendance solution.
8.3. Describe the integration with your recruiting solution.

9. Hosted services

9.1. Who provides your Internet access? At what level is the service?
9.2. Is site hosting internally or externally managed?
9.3. Where is your data center or hosting facility located?
9.4. Describe the data security/accessibility of your hosted services center.
9.5. What is the standard rule base for incoming/outgoing traffic enforced by the Firewall?
9.6. Describe the password authentication controls in place.
9.7. What virus detection/scanning mechanisms are in place?

10. Service & Support

10.1. What is your customer service model?
10.2. How many clients and individuals do you serve?
10.3. What is your customer retention rate?
10.4. What is the average tenure of your customers?
10.5. Do you use our Web site as a mechanism to provide support to your clients?
10.6. Describe your procedure for escalating support issues.

11. Implementation

11.1. Please explain your project management implementation process.
11.2. Please provide a sample implementation project plan and timeline.

The agency, as a Professional Employer Organization, shall be an Equal Opportunity employer and adhere to all federal, state, and local laws in relation to the hiring process.

Please submit (by U.S. mail, courier, or hand delivery) **one original and five copies** of your response to this RFP before noon on October 9, 2023, to the address below. Responses received after this date will not be considered for contract negotiated purposes. Submit any questions about this RFP or our organization in writing to joylette.stevens@careersourcepolk.com or at the address below.

CareerSource Polk
Attn: Joylette Stevens, Vice President Operations
600 N. Broadway Avenue, Suite B
Bartow, Florida 33830
Telephone: 863-508-1600 (ext. 1111)

Attachment III--Proposal Review and Rating Criteria

RFP - Professional Employer Organization (PEO)
Summary

CRITERIA	**POINTS AVAILABLE**	**RATING**
Payroll	25	
• Ability to meet payroll on a timely basis through direct deposit or issuance of check, if necessary. • System capabilities to facilitate cost allocation processes, reports, access to current and historical information. • Online Payroll Stubs, W-2s. • Time & Attendance system integration with HR/Payroll solution. • Integration with Recruiting Solution.		
Services Cost	20	
• Administrative fee per pay period per employee • Delivery charges (if applicable) • Set up fees (if applicable) • Other costs		
Benefits	35	
• Enhanced coverage and administration of benefits: Health, Dental, Vision, COBRA, and Life Insurance • Flexible Spending Account. • Better insurance premiums, co-payments and out of pocket expenses. • 401K – variety of investment portfolio, administrative fees, transfer fees. • Employee Assistance Program (EAP) Services (quantity and quality of services). • Health & benefits online support, employee access to benefits, statements and self-service confirmation statements. • Additional benefits.		
Other Services	15	
• Enhanced online services for employer and employees (24/7) • HR Support and training services • Manager/Employee Self Services capabilities.		
Staffing and Staff Qualifications	25	
Customer Service	25	
Respondent's Qualifications	25	
Financial Resources	25	
Accounting Controls and Operational Controls	25	
Respondent's compliance with the requirements on the Proposal Response Form	25	
TOTAL	**245**	