

Office of Administration and Finance  
Holyoke Community College  
303 Homestead Ave  
Holyoke, MA 01040

**HOLYOKE COMMUNITY COLLEGE**  
***HRIS (Human Resources Information System) Solution***

**RFP #24-01**

ISSUE DATE:  
*Friday, August 4, 2023*

PROPOSALS MUST BE RECEIVED BY:  
*Friday, September 15, 2023*  
11:00 a.m. EST electronically to Brian Jackson, Buyer

DELIVER PROPOSALS TO:

Holyoke Community College  
Business Office  
Attn: Brian Jackson  
303 Homestead Ave  
Holyoke, MA 01040  
bjackson@hcc.edu

**Email subject line should be CLEARLY MARKED,  
“Bid on Requisition No. 24-01 enclosed.”**

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Holyoke Community College (HCC), an agency of the Commonwealth of Massachusetts, seeks proposals from qualified vendors to provide an HRIS (Human Resources Information System) solution for HCC. The scope of functionality for the proposed HRIS solution is to include: Talent Acquisition (e.g. Recruiting, Onboarding), Talent Management (e.g. Performance, Training,) and other functionality included within the requirements section of this RFR.

This request for proposal (RFP) contains background information on HCC and specific information that must be included in the proposals submitted. An electronic version of the proposal must be received no later than **Friday, September 15, 2023 at 11:00am.**

Electronic copies must be delivered via email to [bjackson@hcc.edu](mailto:bjackson@hcc.edu). If necessary, physical copies may be delivered directly to our office at the following address:

Holyoke Community College  
303 Homestead Ave  
Holyoke, MA 01040  
Frost 329  
Attn: Brian Jackson, Buyer

## Timeline

RFR Issue Date: Friday, August 4, 2023

Submit questions specific to the RFR by: Friday, August 18, 2023 by 4:00pm EDT  
Response to be mailed/emailed by: Friday, September 1, 2023 by end of business day

**Proposals due by: Friday, September 15, 2023 11:00 am EDT at the desk of Brian Jackson, Business Office, Holyoke Community College CLEARLY MARKED, "Bid on Requisition No. 24-01 enclosed."**

Committee Review Submissions: September 18, 2023 – October 6, 2023

Finalist Selection & Notification: October 9, 2023

Finalist Demonstrations: October 16, 2023 – October 30, 2023

HRIS Selection: November 3, 2023

Implementation Initiation: November 13, 2023

Go Live Date: May 1, 2024

Dates may be revised due to unforeseen circumstances. Every effort will be made to inform respondents of changes to the timeline.

Please note that the finalists will be required to participate in a series of demonstrations to various HCC user groups for final evaluation. Demonstration topics and audiences are outlined below. With the exception of the

first listed demonstration, specific attention should be given to currently available features. Demonstrations should be recorded to facilitate viewing by those unable to attend. Alternate option – second demonstration.

Topic	Audience	Approx. Length
Company & Product Overview <ul style="list-style-type: none"> <li>● highlights, road map, support options</li> </ul>	HRIS Review Committee, Invited Guests (Admin, IT, Payroll)	No more than 60 min
Product Demonstration <ul style="list-style-type: none"> <li>● navigation, tools overview, design/creation</li> </ul>	HRIS Review Committee, Invited Guests (Admin, IT, Payroll)	No more than 60 min
Product Demonstration	HRIS Review Committee, Invited Guests (Admin, IT, Payroll)	No more than 60 min
Product Demonstration – Admin Functions	Subset of HRIS Review Committee, IT	No more than 60 min

HCC reserves the right to request additional demonstrations if during the evaluation process the HRIS Review Committee deems it necessary to clarify questions and/or services.

### Contact Information

The project title is **Holyoke Community College HRIS Solution** and the project number is 24-01. Correspondence to HCC should include project number as well as the title.

Information submitted in response to this RFR is subject to the Massachusetts Public Records Law, M.G.L., Chapter 66, Section 10, and to Chapter 4, Section 7, Subsection 26. Any statements in submitted information that are inconsistent with these statutes shall be disregarded. The Commonwealth makes no guarantee that any services will be purchased from any contract resulting from this RFR.

### Inquiries

Questions about this proposal or specifications should be submitted by email to:

Brian Jackson  
 Holyoke Community College  
 303 Homestead Avenue  
 Holyoke MA 01040  
 (413) 552-2384  
 Email: [bjackson@hcc.edu](mailto:bjackson@hcc.edu)

### Bidders’ Conference

In lieu of a Bidders’ Conference, any questions concerning the specifications must be emailed to [bjackson@hcc.edu](mailto:bjackson@hcc.edu) by Friday, August 18, 2023 @ 4pm EDT – no phone calls. The answers to those questions will be emailed and posted as an amendment on Comm-buys on Friday, September 1, 2023 by the end of business day.

## General Information

This RFP contains instructions governing the response to be submitted and the material to be included, a description of the services to be provided, and other requirements which must be met by interested parties to be eligible for consideration. All proposals submitted in response to this RFP are subject to all terms and conditions contained in this RFP.

Interested parties must submit a complete and responsive proposal to this RFP by the deadline and received no later than 11 am EST to Brian Jackson electronically at [bjackson@hcc.edu](mailto:bjackson@hcc.edu), **CLEARLY MARKED, "Bid on Requisition No. 24-01 enclosed."** in order to be considered. Incomplete proposals and proposals not prepared in accordance with this RFP will be rejected.

HCC is not responsible for delays occasioned by the U.S. Postal Service, or any other means of delivery employed by the respondent. Similarly, **HCC is not responsible for, and will not open, any proposal responses that are received later than the deadline date, time and location as put forth in this RFP.** Late proposals will be retained in the RFP file, unopened.

## Submission of Bid

Proposals may be submitted in hard copy format. An electronic copy must be received along with all required forms (see last page of this document), completed and notarized as indicated.

*Delivery Methods:* Delivery may be in person, by U.S. Mail, or overnight courier, to:

Brian Jackson  
Holyoke Community College  
303 Homestead Avenue  
Holyoke MA 01040  
Email: [bjackson@hcc.edu](mailto:bjackson@hcc.edu)

**CLEARLY MARKED, "Bid on Requisition No. 24-01 enclosed."**

*Deadline:* Proposals must be received by Brian Jackson on or before Friday, September 15, 2023 @ 11:00 a.m. EDT. No late proposals will be considered.

## Proposal Preparation

Bidders are expected to submit the following with their proposal:

- Executive Summary
- Table of Contents
- Completed Checklist of Forms
- Total Project Cost Quote\*
- All Required Forms and Documents – signed in ink, and notarized as required
- An Electronic Copy of Proposal in PDF format (via USB thumb drive or electronic transmission)
- Proposals should be prepared providing clear descriptions of capabilities
- Terms and Conditions
- References and Supporting Materials
- Please include full contact information

*\*For total project cost quotes, provide a breakdown of costs for all products or features, as well as first-year costs, and annual maintenance and other costs thereafter. Provide as much detail as possible.*

## Preparation Costs

All preparation and presentation costs incurred by vendors in responding to this proposal request are the sole responsibility of the vendor. All documentation submitted to HCC as part of a response to this proposal becomes the property of HCC.

## Confidentiality

The college reserves the right to review the content of vendor responses with internal or external persons for the purposes of vendor selection.

## Minimum Quality Requirements

Proposals must meet all of the below minimum quality requirements. Proposals that do not meet the minimum quality requirements will be rejected and not evaluated further.

Compliance with RFP Requirements	All required elements of this RFP are met as specified.
Financial Condition	Reviewed or Audited CPA Financial Statement for the most recent fiscal year-end available.
Experience	A minimum of five (5) years of experience in the HRIS marketplace
References	Must provide three (3) references of similar work experience as demonstrated in this RFP, including contact information.

## Evaluation Criteria

Proposals will be considered from vendors with a demonstrated history of successfully providing cloud hosted HRIS solutions. All responsive proposals will be evaluated by the HRIS Review Committee. Evaluation will be based on the vendor’s ability to meet Holyoke Community College’s requirements.

To aid in the evaluation process, all vendors must provide a sandbox or demonstration site where members of the HRIS Review Committee can try currently available features and functions of the proposed HRIS. This

sandbox site does not need to be 100% functional, but must allow users to access basic functionality including but not limited to content and forms creation.

By use of numerical and narrative scoring techniques, proposals will be evaluated by HCC against the factors outlined below. In terms of weighting, Product Functionality will account for 40 points based on a 100-point scale.

**Criteria**

System Features`	10 out of 100 Points
Administration	10 out of 100 Points
Performance Management	10 out of 100 Points
Training	10 out of 100 Points
Compliance	10 out of 100 Points
Hiring	10 out of 100 Points
Total Project Cost	20 out of 100 Points
Vendor Profile and Implementation Support	10 out of 100 Points
Other factors, including completeness of proposal, adherence to RFP instructions, other relevant factors not considered elsewhere	10 out of 100 Points

❖ **System Features**

- Dashboards/scorecards
  - User Friendly
- Reporting abilities/analytics
- White labeling/branding
- Customization of look, reports, dashboards, etc.
- Establish calendars to delete, store or back-up data
- Ability to transfer employees across depts, locations, etc.
- Digital version of Smartsheet and DocuSign

❖ **Administration**

- Org Charts
- Workforce planning/analysis/predictive analytics
- Analytics/reporting
- Employee/company asset management
- Communication/reminders (i.e. birthdays, document destruction)
- Personnel file storage
- Access to company documents (integrate with Dropbox?)
- Time and attendance/scheduling
- Leave management
- Claims management
- Forms (routing)
- Position control
- Policies placement

❖ **Hiring**

- Job description builder and library
- Tracking system for union contracts
  - Tenure, change of rank, seniority, grievances, salary adjustments

- Internal posting of jobs
- Recruiting tie-ins to Indeed, LinkedIn, etc.
- Applicant tracking system (internal or through API)
- Tie-ins to testing and assessment software
- Tie-ins to background checks
  - Criminal
  - DMV/MVR
  - Immigration compliance
- Document management
  - New hire docs like W-2
  - Employee handbook
- Contracts/agreements
  - Part time non-benefited and adjunct
- Auto-fill and retain
  - Electronic signatures
  - Access restrictions/permissions
  - Retention and destruction calendaring
- Payroll management and reporting
  - Time and attendance tie-in
  - Overtime calculations and reporting
  - Garnishment management
- Employee portal
  - Performance management
    - Employee evaluations
  - Training management
  - Mobile access
- Onboarding process
  - Can communication between onboarding module and Banner
  - Texting feature with onboarding/applicants
- Management of 1099 contractors
- Process appointment letters electronically
- Electronic personnel files

#### ❖ **Performance Management**

- Assign goals/KPI's/OKR's
- Develop metrics and timelines
- Employee self-assessment
- Manager 360
- Project management (like Basecamp or Slack)
- Notations, discipline, PIP
- Termination procedures
- Exit interview
- Employee surveys
- Employee suggestions

#### ❖ **Training**

- LMS System – stand-alone or API tie-into
- Available training titles: compliance, leadership, technical, etc.
- Upload company developed training and SCORM compliant third-party titles
- Employee career development training paths

#### ❖ **Compliance**



- Recordkeeping
- OSHA reporting
- EEO-1 reporting
- VET-100 reporting
- Document retention
- FMLA tracking
- Disability management

❖ **IT Requirements**

- Cybersecurity and other IT protocols
- API with Ellucian Banner
- API's with benefit and work comp carriers
- Mobile access across platforms
- Single Sign-on (SSO)
- HTML5
- ADA Compliant
- Language Translation
- Cloud based vs desktop
- Back-ups and restores
- Offboarding from the company
- How do software upgrades happen?

The college reserves the right to select the vendor it deems most appropriate for the project. The college reserves the right to waive stated requirements, negotiate further with vendors, discontinue the evaluation process, award based on the merits of a proposal and final demonstration, or choose not to award to any respondent.

**About HCC**

Established in 1946, Holyoke Community College, located in Holyoke, MA, serves a diverse community with rapidly evolving needs. More than 12,500 students annually enroll in credit, noncredit, and workforce development courses. The college provides a university-caliber education and exceptional preparation for success, including a comprehensive academic and personal support system. A vibrant, accessible, and welcoming campus community enables HCC students to thrive.

**Current Situation**

Currently, there is no official HRIS system. The college works with NeoEd on the employee engagement side, and has to utilize the Massachusetts State system for payroll and general employee information.

**Environmental Purchasing Policy**

Products and services purchased by state agencies must follow Executive Order 515, issued October 27, 2009. Under this Executive Order, Executive Departments are required to reduce their impact on the environment and enhance public health by procuring environmentally preferable products and services (EPPs) whenever such products and services perform to satisfactory standards and represent best value, consistent with 801 CMB 21.00. In line with this directive, all contracts, whether departmental or statewide, must comply with the specifications and guidelines established by OSD and the EPP Program. EPPs are considered to be products and services that help to conserve natural resources, reduce waste, protect public health and the environment, and promote the use of clean technologies, recycled materials, and less toxic products.

## **Policy on Affirmative Action, Equal Opportunity & Diversity**

Holyoke Community College is an affirmative action/equal opportunity employer and does not discriminate on the basis of race, color, national origin, sex, disability, religion, age, veteran status, genetic information, gender identity or sexual orientation in its programs and activities as required by Title IX of the Educational Amendments of 1972, the Americans with Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973, Title VII of the Civil Rights Act of 1964, and other applicable statutes and college policies. The College prohibits sexual harassment, including sexual violence. Inquiries or complaints concerning discrimination, harassment, retaliation or sexual violence shall be referred to the College's Affirmative Action and/or Title IX Coordinator, the Massachusetts Commission Against Discrimination, the Equal Employment Opportunities Commission or the United States Department of Education's Office for Civil Rights.

## Evaluation Criteria for HRIS (Human Resources Information System) Review

The HCC HRIS Review Committee will use the Rating System outlined in the RFP to evaluate each of the following criteria. The response to these required items must appear in the vendor submission.

### Criteria

System Features`	10 out of 100 Points
Administration	10 out of 100 Points
Performance Management	10 out of 100 Points
Training	10 out of 100 Points
Compliance	10 out of 100 Points
Hiring	10 out of 100 Points
IT Requirements	10 out of 100 Points
Total Project Cost	10 out of 100 Points
Vendor Profile and Implementation Support	10 out of 100 Points
Other factors, including completeness of proposal, adherence to RFP instructions, other relevant factors not considered elsewhere	10 out of 100 Points

## Request for Response - CHECKLIST OF FORMS

### **REQUIRED FORMS (to be completed and submitted with bid response)**

<input type="checkbox"/>	Additional Environmentally Preferable Products/Practices
<input type="checkbox"/>	Business Reference Form
<input type="checkbox"/>	Commonwealth of Massachusetts Contractor Authorized Signatory Listing (notarized)
<input type="checkbox"/>	Commonwealth of Massachusetts Prompt Pay Discount Form (if applicable)
<input type="checkbox"/>	Commonwealth Terms and Conditions
<input type="checkbox"/>	Consultant Contractor Mandatory Submission Form (if applicable)
<input type="checkbox"/>	Holyoke Community College Standard Conditions and Terms for Bidding
<input type="checkbox"/>	Massachusetts Substitute W-9 Form - Request for Taxpayer Identification Number and Certification (DUNS number)
<input type="checkbox"/>	Noncollusive Affidavit (notarized)
<input type="checkbox"/>	Supplier Diversity Program Plan Form

### **INFORMATIONAL FORMS (must read and no action required at time of bid response)**

<input type="checkbox"/>	Authorization for Electronic Funds Payment (EFT) (if applicable)
<input type="checkbox"/>	Operational Services Division - RFR-Required Specifications
<input type="checkbox"/>	Operational Services Division - RFR Required Specifications for Information Technology
<input type="checkbox"/>	Operational Services Division - RFR-Other Specifications (form used for Access to Security-Sensitive Information)

### **FORMS REQUIRED, IF CONTRACT IS AWARDED**

<input type="checkbox"/>	Commonwealth of Massachusetts - Standard Contract Form
<input type="checkbox"/>	Commonwealth of Massachusetts Standard Contract <i>Amendment</i> Form (used if necessary)
<input type="checkbox"/>	Commonwealth of Massachusetts Change in Contractor Identity Form (used if necessary)
<input type="checkbox"/>	Executive Order 504 Contractor Certification Form

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Submitted by: _____	
Company Name (please print)	
_____	_____
Signature	Date Submitted