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REQUEST FOR PROPOSAL

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MONROE COMMUNITY MENTAL HEALTH AUTHORITY
REQUEST FOR PROPOSALS

Overview

Monroe Community Mental Health Authority (hereinafter “MCMHA MCMHA”) operates as a Mental Health Board under the provisions of Act 258 of the Michigan Public Acts of 1974, as amended. MCMHA intends to enter into a service agreement/contract with a vendor to provide payroll and human resources services for approximately 136 employees. We have approximately 15-20 hire / terminations per year. Employees are paid bi-weekly on either an hourly or salary basis or a combination basis. Employee payments are direct deposited into the account(s) of their choice. Part-time employees are subject to Social Security. Full-time Non-union and Union employees are exempt from Social Security. All employees are subject to Medicare tax.

The proposal to provide these services must be in compliance with all applicable State and Federal laws, standards and guidelines. This Request for Proposal (RFP) establishes criteria that have been designed to cover important aspects of the services we require.

I. PURPOSE OF RFP

MCMHA is seeking sealed bid proposals from payroll and human resources service providers.

II. SERVICES TO BE PROVIDED

MCMHA requires an integrated Human Resources and Payroll package that includes, but is not limited to, the following:

- New hire on-boarding
- Job posting and applicant tracking from recruiting through onboarding
- Worker’s Compensation reporting
- Open enrollment
- Benefits management
- Carrier connections
- Reliable and customizable performance review and tracking
- Ability to track credentials, licenses, education, etc.
- Process biweekly payroll, time and attendance
- Leave time management, including tracking comp time
- Detailed labor distribution
- Unlimited direct deposits or pay cards, when necessary
- ACA tracking and filing
- Federal, State, and Unemployment tax filing
- Year-end W-2 and 1094/1095 processing
- On-line reporting
- Custom reporting
- Ability to track turnover rates and generate applicable reports
- Ability to store scanned HR/payroll documents
- Long-term history retention
- Ability to Interface with Tyler/Munis Financial Management Software
- Ongoing Customer support with a human representative. Please designate if provided by an assigned team or at random.

Please address each requirement above with enough information to ensure that the Human Resources/ Payroll package will incorporate these requirements.

Please also address specifically how integration of MCMHA's current data will be transferred to the new system, including what MCMHA's responsibilities will be, if any. For example, is the integration/transfer of data done electronically, manually, or via a combination? Provide details.

Lastly, please ensure a response in your proposal to the following questions:

1. Describe the platforms for which your payroll, HR and Attendance system are built upon and operate. In particular how do each of the platforms integrate with each other? Is your system built upon a single shared database with a single point of entry or are they separate platforms?
2. What can MCMHA expect in terms of customer service? What separates your level of customer service from your competitors? What is the experience level of your customer support staff? Will MCMHA have a dedicated response team that is knowledgeable of our payroll and HR processes? What metrics can you provide that support your ability provide a superior level of service (e.g. Customer commit to customer implementation success rate, customer inquiry response time, time to resolution, payroll and tax accuracy, etc.). Do you provide service level guarantees in your contracts? If so, what are those guarantees?

III. BID SPECIFICATIONS

Proposals must be clear, concise, typewritten, and must be signed by the official authorized to bind the submitted proposal to its provisions. The contents of this RFP will become incorporated within any service agreement/contract signed by MCMHA and the provider of service. Do not retype this RFP. Respond on a separate page and cite the section number for each response. All areas of the bid proposal must be addressed in the same sequence cited in the RFP instructions in order that proper consideration is given to the proposal.

All proposals must be developed in compliance with this RFP. The bidder is responsible for identifying any deviations from the required bid proposal content. Proposals that are incomplete will not be considered. MCMHA reserves the right to accept, reject or negotiate and amend any proposal received if in the best interests of MCMHA and to waive any irregularities and/or information in the proposal process.

DEADLINE FOR SUBMISSION: received no later August 13, 2018 at 3:00pm.

Three complete copies of the bid proposal or an electronic copy with all attachments must be submitted. If submitting electronically it must be in PDF format. The bidder must fill out an RFP Bidder Cover Sheet and attach it to the proposal. Electronic proposals must be emailed to jbrown@Monroecmha.org with the subject line: CONFIDENTIAL – RFP Materials Attached. Hard-copy proposals must be submitted in a sealed envelope. "CONFIDENTIAL – RFP Materials Enclosed" should be noted on the outside of the envelope. Hard-copy proposals must be mailed or hand-delivered to Monroe CMHA, 1001 S. Raisinville Rd., Monroe MI. 48161. Attn: Human Resources. Proposals received after the deadline will not be considered.

Once submitted, no changes to the RFP will be accepted.

The proposal shall cover services as set forth herein and to be agreed upon contractually by the Bidder and MCMHA. Please submit the rate structure with costs for a three-year period.

All proposals submitted to the RFP must be valid for 90 days.

Bids may be withdrawn in-person or by written request.

MCMHA reserves the right to accept or reject any/all bid proposals received pursuant to this RFP, in whole or in part; to waive any/all irregularities therein; to delete/reduce the units of service; and/or to negotiate proposal terms in any way whatsoever to obtain a proposal as deemed in its best interest. MCMHA reserves the right to re-solicit/re-advertise the RFP as deemed necessary.

Information submitted in response to this proposal is subject to the Michigan Freedom of Information Act.

Cost Liability

MCMHA assumes no responsibility or liability for costs by the organization or any bidder prior to the execution of a service agreement/contract between the organization and MCMHA.

Bidder Responsibilities

All inquiries regarding the content of the RFP shall be addressed in writing to the Human Resources Director at jbrown@monroecmha.org. A written response will be returned after review by the MCMHA RFP Committee.

The bidder is responsible for understanding all details of the RFP. The bidder, by submitting a proposal, indicates a full understanding of all details and specifications of the RFP. Bidders are expected to present narrative statement/summary in a clear, concise and organized manner for review.

Award of Contract

Award recommendations are contingent upon the successful evaluation of the vendor's qualifications. All qualified vendors will then be evaluated to determine successful bidder/bidders. Finalists will be asked to provide a demo to the RFP Committee.

The evaluation process will determine if a bidder meets quality standards, based on bid specifications and provider requirements. Award of bids will be determined on service, delivery, quality and cost.

Specific requests for additional information to assist the evaluators might be requested of the prospective bidder to weigh the proposal. This could include access to, and potential interviews with, bidder's customers, employees, organizations and/or other stakeholders.

IV. ADDITIONAL REQUIREMENTS

Please provide three references – preferably other community mental health agencies, county, or governmental agencies – using your service/product. Please also include a copy of your standard service agreement/contract.

V. BIDDER COVER SHEET
MONROE COMMUNITY MENTAL HEALTH AUTHORITY
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Bidder Information

Organization:

Address:

Authorized Representative:

Title:

Telephone Number:

Contact Person:

Title:

Telephone Number:

Fax Number:

E-mail Address:

Web Address (if applicable):

Three-Year Rate Structure and Estimated Operational Date: