

REQUEST FOR INFORMATION (RFI) FOR HUMAN RESOURCES AND PAYROLL SOFTWARE SOLUTION AT THE KANSAS CITY PUBLIC LIBRARY

January 6, 2021

I. INTRODUCTION

THE KANSAS CITY PUBLIC LIBRARY (the "Library") requests a written response to this Request for Information ("RFI") for the purpose of obtaining information and gauging interest from qualified human resource and payroll software solution providers interested in entering into a contract with the Library to provide human resource and payroll software services.

This is a request for information only; this RFI is issued by the Library solely for its information and planning purposes, and the RFI does not commit the Library to contract for any supplies or services whatsoever. The Library, at this time, is not seeking detailed proposals that outline specific pricing and terms and conditions, but the Library may follow-up with select vendor(s) for such details as outlined below.

For its consideration, the Library is seeking a variety of solutions offered by vendors, to help the Library gauge available solutions that can address the Library's needs. Although the Library intends to follow-up with selected vendor(s) that offer solutions that are of interest to the Library, with possible subsequent negotiation of a multi-year contract with the desired vendor(s), this RFI makes no guarantee of a contract award to any participating vendor.

All RFI responses shall be delivered, and shall adhere to the format, as further indicated herein. The Library shall have the right to ask additional questions of -- or request additional information from -- vendors. The responses may, upon review by a Library staff committee, result in a qualified list of vendors for the solutions requested in this RFI; should this occur, finalists will be notified and formal proposals will be requested that include specific pricing and other terms and conditions for the Library's consideration.

This RFI includes an overview the Library's human resources and payroll software solution needs, response requirements, and instructions for submitting responses.

II. OVERVIEW

The Kansas City Public Library is a political subdivision of the State of Missouri and serves the city of Kansas City, Missouri, and surrounding areas. The Library employs approximately 280 employees, both full-time and part-time. Payroll is paid every two

weeks and is accomplished as a collaboration between the Library's finance and human resources departments.

The Library currently utilizes Microsoft's Outlook products and utilizes Sage Intacct financial software.

The Library is currently interested in beginning the transition to a new human resource and payroll software solution no later than August or September 2021, with the solution fully operational by January 1, 2022.

III. SCOPE OF WORK

The Library is looking to utilize a full-service human resources and payroll product. The ideal system would have a full range of services built into it, but it must also be able to be customized for the Library's processes and be adaptable for future changes to the Library's environment demands.

The Library would like to be able to post vacant positions, have online recruitment, track respondents, and handle hiring and on-boarding. The Library desires a system that will be a valuable part of performance evaluation and retention. The Library would like to have the ability to track various types of statistical data for its human resources needs.

The Library wants to have complete online services for its employees: time and attendance with various and unique types of leave, as well online paystubs and tax information. It is very important to have a system that is user-friendly and is a stress-free experience for the Library's employees.

The Library wants to use a system that interacts seamlessly with other systems at the Library. The Library wants ease of use with email and calendar for all our employees, as well as detailed and reliable interaction with the Library's general ledger and financial systems. The Library wants to be able to easily retrieve data and information to enrich the performance of the Library in all its departments.

The most important feature of the payroll and human resources system would be the relationship with the provider. The Library wants to be able to rely on the product and feel comfortable with the output. The Library wants to be a valued customer and have access to responsive and high-quality customer service.

IV. RESPONSE SUBMITTAL INSTRUCTIONS

Responses shall be submitted no later than the time and date indicated herein. Responses submitted to a location or individual other than that listed below will not be considered duly delivered or timely. The Library shall not be responsible for re-routing responses

delivered to a person or location other than that specified below. Late response submittals shall not be accepted or considered. All responses, whether selected or rejected, shall become the property of the Library and will not be returned. The Library reserves the right to waive minor defects and/or irregularities in response submittals and shall be the sole judge of the materiality of any such defect or irregularity. The Library reserves the right to seek additional responses if the received responses are deemed unsatisfactory. The Library reserves the right to cancel this RFI at any time. All costs associated with response preparation shall be borne by the respondent.

Responses to this RFI shall be e-mailed to purchasing@kclibrary.org. Additional questions may also be addressed to the contact below:

**Reed Beebe
Purchasing Manager
Kansas City Public Library
14 West 10th Street
Kansas City, MO 64105
purchasing@kclibrary.org**

The response must be received no later than 11 a.m. (Local Time) on Thursday, February 4, 2021. LATE RESPONSES WILL NOT BE CONSIDERED. Any questions regarding this RFI should be directed to Reed Beebe prior to **5 p.m. (Local Time) on Tuesday, January 26, 2021.**

Updates to this RFI will be posted online at the Library's RFP/RFI website (currently: <https://kclibrary.org/public-information/request-for-proposal>). Vendors should routinely monitor the Library's RFP/RFI website for updates/information/addenda/cancellations.

V. RFI RESPONSE REQUIREMENTS

Submittals should be limited to the sections and items identified below. The capacity of the respondent to make a complete and responsive presentation will be favorably considered.

Submittals should contain the following items:

A. Letter of Interest: Provide a brief letter expressing the respondent's interest and appropriate qualifications. The letter of interest should include the following information:

- Title of this RFI;
- Name and mailing address of respondent (including physical location if mailing address is a P.O. Box);
- Contact person, telephone number, and email;

B. Relevant Experience/Qualifications

Provide a brief history of the respondent's company (including years of operation, experience providing similar products or services to institutions similar to the Library, etc.), and discuss respondent's ability to meet the Library's needs as outlined in this RFI. If the company has a business location within the Kansas City metropolitan area, or if the company or contractor is a minority and/or women business enterprise (M/WBE), or a Missouri-based, service-disabled veteran enterprise (SDVE) certified by the State of Missouri Office of Administration, this should be noted, as the Library provides preference points for local, M/WBE, and SDVE vendors, as outlined in Section VI, "Selection Criteria".

C. A Brief Overview of the Proposed Solution(s)

Provide a brief overview of the proposed solution(s) that would address the Library's needs as outlined in this RFI. As part of this overview, please provide the following information regarding the proposed solution(s):

- Approximate implementation timeline in weeks
- Pricing/cost model for one-time solution costs
- Pricing/cost model for implementation services
- Pricing/cost model for re-occurring, annualized operating costs
- Sample work plan for implementation, including estimated hours for internal Library resources
- General customer service procedures and response times for implementation
- General customer service procedures and response times for ongoing service

D. Federal, State, or Cooperative Contract

While not a requirement for possible contract consideration, if a vendor has been awarded a federal, state, or cooperative contract via a competitive bid process to provide the desired products or services outlined in this RFI, the Library would be interested in obtaining more information in this regard.

E. References

Provide three (3) references for the similar services/products provided within the last five (5) years that the Library may contact. Provide contact name, address, and telephone number. Provide a brief description of the products and services provided. Also, the Library is interested in references that can provide feedback on the proposed solution(s)' implementation.

VI. Selection Criteria

The Library intends to choose one (1) to three (3) highly qualified vendors considered best qualified and capable of providing/performing the desired products/services outlined in this RFI and, if desired, attempt further negotiation with the goal of executing a final contract with the selected vendor.

The following criteria will be used by the Library to evaluate the RFI responses:

- The response's adequacy in providing the desired information outlined in this RFI;
- The options, features, and pricing/cost models offered by respondent's proposed solution(s) in relation to the Library's needs;
- The respondent's experience and qualifications in providing the products and services desired by the Library.

Per Library policy, a preference will be given to local vendors and minority and/or women business enterprises (M/WBE). Additionally, Missouri-based, service-disabled veteran enterprises (SDVE) certified by the State of Missouri Office of Administration will receive a three (3) point bonus preference.

VII. Confidentiality of Respondent Information

Any proprietary information furnished by a respondent to the Library that is designated confidential shall be treated as confidential to the Library to the extent allowable by law.

VIII. Confidentiality of Library Information

Respondent acknowledges that any information provided by or obtained from the Library in connection with this RFI, either before or after the issuance of this RFI, is the sole property of the Library and must be treated as confidential, and that this confidential information is not be used for any purpose other than replying to this RFI, and that this confidential information must not be disclosed without the prior written authorization of the Library, and that this confidential information shall be returned by the respondents to the Library immediately upon the request of the Library.

IX. Pricing/Cost Model Information for General Information Purposes Only

Any pricing/cost model information provided by respondents is for general information purposes and is not intended to be binding on respondents. Any legally binding pricing or purchasing commitments will be established only when specified by the express terms of a subsequent bid or negotiation process, or where established through the execution of a written agreement.

X. Information in RFI Only an Estimate

Library and its representatives make no representation, warranty, or guarantee as to the accuracy of the information contained in the RFI or issued by way of addenda. Any quantities or data contained in this RFI, or provided by way of addenda, are good-faith estimates provided only as general background information.

XI. Governing Law

It is understood and agreed that the construction and interpretation of this RFI and related addenda shall at all times and in all respects be governed by the laws of the State of Missouri. The parties agree that any legal action brought in connection with this RFI is to be maintained only in the Circuit Court of Jackson County, Missouri.