



RSCD

Retirement System City of Detroit

Retirement and Pension Administration System

Request for Proposal

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I. OVERVIEW AND OBJECTIVES

UHY Advisors (UHY) is currently engaged with Retirement System City of Detroit (RSCD) to fully redesign their business processes and implement new systems and services. On behalf of RSCD, we are issuing your company this Request for Proposal (RFP).

These services will consist of an integrated and full service pension payroll processing solution that includes the following features:

1. Payroll / Disbursements includes retirees and third parties (benefits, taxes, and garnishments) via, Check, ACH, Payroll Debit Cards, Wires
2. Withholdings (Tax, Healthcare, and Garnishments)
3. Imaging/Content Management (Pay Statements and 1099s)
4. Reporting Services (including 1099 and Income Tax filings)
5. Data Interfaces
6. Web-Based Services and Mobile Member Services

The primary objectives for this RFP include the following:

1. Comparison of providers with a service and product supporting all business processes for pension payroll processing.
2. Comparison of providers with proven experience with public sector pension payroll processing.
3. Identification of methods, tools, approaches, and experiences that have led to successful implementation of pension payroll processing.
4. Identification of total costs for purchasing and implementing such pension payroll processing services.

Providers are asked to send information supporting the objectives listed above and the request for proposal in the following sections. A template for your responses has been provided with this RFP (**RFP_RSCD_Response_Template.xlsx**) and must be completed before your submission will be considered.

After receipt of all provider responses, UHY and RSCD will assess the provided services, tools, and pricing models to select the “winning” candidate. All providers will be notified of their status once the decision has been made.

Request for Proposal

Management & Technology Consulting



II. RESPONSE DUE DATE & SCHEDULE

Providers must submit their responses to the RFP Coordinator no later than **Tuesday, 8/15/2017 at 5:00 PM, Eastern Standard Time.**

Only one copy needs to be submitted and must include a completed **RFP_RSCD_Response_Template.xlsx** to be considered.

Schedule of Events:

7/14/17 – RFP posted to RSCD website
8/9/17 – Bidders conference held for additional questions
8/15/17 – All responses are submitted by providers
8/25/17 – Providers are notified of their status
9/4/17 – Implementation begins

Responses submitted via e-mail are the preferred method of delivery. Responses are to be sent to:

Sara Moore, RFP Coordinator
UHY Advisors GA, Inc.
Six Concourse Parkway
Suite 1700
Atlanta, GA 30328
E-mail: smoore@uhy-us.com

Questions should be directed to the RFP Coordinator by e-mail and must include the words "Pension Payroll RFP" in the subject line.

NO phone calls will be accepted or returned. Communication will be conducted via email unless a phone conference is scheduled by the RFP Coordinator.

Attempts by providers to communicate with any other party including RSCD employees will result in immediate disqualification at the discretion of the RFP Coordinator.

III. BACKGROUND

RSCD manages an annuity and pension fund for public services which consists of over 20,000 active participants that are either contributing to or withdrawing from the system. The system is segregated into two distinct plans that support different user bases. RSCD intends to replace legacy systems with an integrated system that streamlines processing, increases stability, and allows for integration with processing services.

IV. REQUIREMENTS SUMMARY

The pension payroll processing services must be able to support the following high level requirements:

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|--|---|
| Payroll/Disbursements: | Includes services related to monthly pension payroll processing (paper checks, direct deposit, payroll debit cards, etc.), on-demand check processing, split payment to multiple accounts and/or multiple payment methods, alternate payees, third party payments for benefits, taxes, garnishments, etc. |
| Withholdings: | Includes services related to income tax calculations and withholding (state and federal), deductions related to benefits and garnishments (loan repayment, child support, court orders, etc.). |
| Imaging/Content Management: | Includes services related to the generation of pay statements and 1099 yearly statements, and tax filing documents, which are printed and mailed and/or imaged for online retrieval. |
| Reporting Services: | Includes services related to accounting and filing quarterly payroll tax documents (state and federal 945), reporting of distributions, withholdings, and other demographic information. |
| Data Interfaces: | Includes services related to receiving data feeds of member information and gross pension payroll amounts for processing with a return data feed to provide general ledger journal entry information to record payroll batches into accounting software via an API or other comparable data process. |
| Web-Based and Mobile Member Services: | Includes services related to the web-based or mobile interfaces to enable members to retrieve information or change tax withholding |

The requested information is outlined in sections V and VI shown below. Section V contains a table that provides a high level listing of functional areas. Section VI is a list of general questions on a variety of areas. The content in these sections is representative of areas under consideration.

Please provide information regarding what your product and services will offer relative to these defined areas in the template provided with this RFP (RFP_RSCD_Response_Template.xlsx) in order to be considered.

Also, please provide any additional product information that you think is essential, provides a considerable benefit, or is a product differentiator.

V. FUNCTIONAL REQUIREMENTS

Below are business areas and functional requirements for pension payroll processing. For each requirement, describe the activities and features supported by your payroll processing service(s).

- 1) Briefly describe your company's approach to a payroll processing solution. What distinguishes your services and product from those of other providers?
- 2) Briefly describe from the list below each of the aspects that constitute the payroll processing solution.

Business Area	Functional Requirement
Payroll/Disbursements	Ability to process payments via pay cards
	Process payroll for approximately 20,000 active members
	Process the following payment methods: direct deposit (ACH), payroll debit cards, paper check, and wires
	Process split payments to multiple bank accounts and/or multiple payment methods
	Process and distribute deductions to third parties associated with state and federal income tax, benefits, and garnishments
	Process voids and reissuance of disbursements
Withholdings	Process all applicable state and federal income tax calculations and deductions from payroll
	Process deductions related to benefits, garnishments, etc.
Imaging/Content Mgmt.	Image creation and distribution/retrieval of pay statements
	Image creation and distribution/retrieval of 1099 statements
	Image creation and distribution/retrieval of income tax filing documents
	Image creation and distribution/retrieval of third party payments
Reporting Services	Ability to produce reports for accounting, tax (state and federal), distributions, withholdings, and other demographic information.
	Provide verification of income responses requested by lenders or other authorized parties
	Provide email confirmation data changes to members
Data Interfaces	Ability to receive and process entire population of approximately 20,000 active members via an API for comparable file interface
	Ability to provide general ledger journal entry information to record payroll into accounting software via an API or other comparable file interface.
	Ability to provide tax (quarterly income, yearly 1099) information to the appropriate agency via a comparable file interface.
	Ability to provide benefit and garnishment information to appropriate third parties via a comparable file interface
Web-Based and Mobile	Ability to provide web-based and mobile interfaces for members
	Enable online to retrieval of pay and 1099 statements
	Ability for members to update direct deposit information
	Ability for members to update tax withholding information

VI. GENERAL REQUIREMENTS

A. Technical

A primary objective for any implementation is to deliver a set of capabilities. With this in mind, please discuss the strengths of your products and services as follows:

1) Describe the technical requirements for your service, including but not limited to:

- a) Interface capabilities
- b) Recommended and required software; types, capacities, etc.
- c) Data conversion utilities
- d) Standards employed

B. Security

- 1) Describe the security capabilities of the service product and certifications.
- 2) If your service product has roles for security administration, what are the roles?
- 3) Is the service product designed to meet any specific security standards? If so, which ones?

C. Support and Maintenance

1) Please describe your support programs and include:

- a) Hours of service
- b) Response time for service calls
- c) Online services
- d) Issue resolution escalation process

D. Implementation

1) Professional Services

- a) Describe the typical professional service engagement for a new customer.
 - What are the typical deliverables?
 - What is the typical timeframe for an implementation?
- b) Describe the data conversion activities for converting data from the existing systems into the provider solution.
- c) Do these engagements typically provide knowledge transfer to the customer organization? Please explain how this is done.
- d) Describe your *User Acceptance Testing* (UAT).

2) Training

- a) How much and what type of training is typically required for different roles?
- b) What type of training documentation is provided to be retained by the Client?

E. Costs

Please give an overview of your cost model showing list prices and how you configure your services and arrive at a total price. Include **all** licensing, transactional, implementation, support, and annual fees.

VII. PROVIDER INFORMATION

- 1) Please provide your most recent annual report including financial data.
- 2) Please provide the following information if it is not included in your annual report:
 - a) A short history of your company, its services, and products (length of time in business, origin of major services, etc.).
 - b) Your market position; in what sectors are you most strong?
 - c) Independent research about your company from companies such as Meta, Gartner, Forrester, etc.
 - d) Description of formal partnerships with other companies.
 - e) Reference accounts, major pension and retirement clients.
 - f) Number of employees currently and one year ago.
 - g) Percentage of revenue spent on research and development.

VIII. OTHER ITEMS FOR CONSIDERATION

- 1) What do you consider the most frequent mistakes made when implementing payroll processing?
- 2) What aspects of payroll processing should receive the most focus in any future RFP that may be issued?
- 3) What do you consider the critical success factors for payroll processing implementation projects?