

Housing Authority of the City of Superior, Wisconsin  
1219 North Eighth Street  
P.O. BOX 458  
SUPERIOR, WI 54880  
Phone: 715-394-6601 Fax: 715-394-3512 WI RELAY: 7-1-1



November 14, 2023

Re: Request for Proposals  
Superior Housing Authority  
Payroll Processing and Ancillary Services

To Whom It May Concern:

The Superior Housing Authority (SHA) is requesting proposals from qualified firms with significant experience to assist SHA with its payroll processing and other ancillary benefits. Proposals will be accepted until **2:00 p.m., Thursday, December 7, 2023.** Proposals can be sent to the Superior Housing Authority, P.O. Box 458, 1219 N 8<sup>th</sup> Street, Superior, WI 54880, Attn: Pam Benson, Executive Director, or sent via e-mail to Pam@superiorhousing.org. Proposals received after this date and time will not be considered for contract award.

The Request for Proposals, SHA-A24-001, is enclosed with this letter.

If you have any questions or concerns, please feel free to contact Rhonda Berg, Confidential Office Manager, at (715) 718-8142.

Sincerely,

A handwritten signature in black ink, appearing to read "Pam Benson", is located below the "Sincerely," text.

Pam Benson  
Executive Director



# **REQUEST FOR PROPOSALS SHA-A24-001**

PAYROLL PROCESSING AND ANCILLARY SERVICES  
FOR THE SUPERIOR HOUSING AUTHORITY

P.O. BOX 458

1219 N. 8<sup>TH</sup> STREET

SUPERIOR, WI 54880

(715) 394-6601

November 14, 2023

All questions regarding this RFP shall be directed to:

Pam Benson  
Executive Director  
(715) 394-6601  
Pam@superiorhousing.org

**SECTION 1  
REQUEST FOR PROPOSALS (RFP) / PROJECT OVERVIEW**

Superior Housing Authority (herein referred to as SHA) is requesting proposals from qualified firms with significant experience to assist SHA with its payroll processing and other ancillary benefits management and human resource needs for the initial period beginning January 1, 2024 and ending December 31, 2024. This proposal includes options for up to four (4) additional years in one-year increments. SHA is the Project Representative and will oversee all aspects of the selection process.

SHA expects to select and contract with one firm to provide either all or a selected group of the components described in the Request for Proposals (RFP). SHA may choose not to select all the services from a proposal or may elect to reject all proposals. SHA is an equal opportunity, affirmative action employer, does not discriminate because of race, religion, color, sex, nation origin, sexual orientation marital status, age if the individual is 18 years of age or older, disability or any other factors protected by law.

The firms responding to this RFP should be prepared to cooperate fully with SHA, its staff and the Project Representative throughout the entire selection process.

SHA’s relevant payroll-related facts:

- 21 – W-2s in 2024
- Bi-weekly payroll for approximately 24 permanent employees
- Full-time and part-time staff, FLSA exempt/non-exempt
- Health, 403B Plan, child support, loan payments
- Optional deductions, WRS, deferred compensation, AFLAC, etc.
- Payroll processed by outside vendor including bi-weekly payroll, quarterly reports, end-of-year processing and reporting
- Track accrual of vacation, sick and personal time per employee (by hire date)
- Leave time, manage and track vacation, sick and personal time
- Ability for staff to request time off through payroll system, management approval and bi-weekly timesheets completed through system.

Additional information regarding current process and payroll organization described in Section III and in Section VIII Annexes.

**SECTION II  
SCOPE OF SERVICES**

The selected firm shall work with the cooperation of SHA’s Finance Director in rendering services pursuant to this RFP.

Goals of outsourcing services:

1. **Efficient use of scarce resources** through the reduction/elimination of duplicative processes; appropriate use of technology; process automation; access to date sets and reports.

2. **Maintain accuracy and timeliness** of all aspects of payroll processing including federal and state tax reporting and remittances.
3. **Reduce risk** by having more secure and solid payroll date, improved internal controls, automated regulatory filing and payment.
4. **Flexibility** to implement new requirements, fringe benefits offerings and any other changes to SHA staff remuneration.

The services solicited in this RFP should address the stated goals for the outsourced services and include the following component areas of service. Each area of service should be quoted as separate components of the total bid price:

### **Payroll Service**

Area of Service: Accept Bi-weekly Time Reporting.

1. Provide online access for employee entry time reporting, management of accrual balances, leave requests and approvals, and exception reporting.
2. During implementation and departmental transitions, accept upload of biweekly employee time sheets in Excel 2021 or later version format.
3. Ability to handle various time reporting configurations of time sheets, various hour work week, various accruals.
4. Ability to handle various time reporting configurations of time sheets, various hour work week, various accruals.
5. Ability to track time by multiple codes such as, but not limited to, specific general ledger accounts, projects, workers compensation codes.
6. Proposal for alternate time reporting technology that meet SHA needs will be considered and should be described and priced clearly.
7. Provide Supervisor online window to approve employee's time entry.
8. Provide ability for second review of time entry for accounting through online window prior to payroll processing for payment.
9. Provide method to suspend the processing of time sheet entries that do not have two levels of review prior to processing entire payroll batch, along with a warning method to notify accounting that suspended records exist prior to payroll processing deadline.

Area of Service: Process Payroll.

1. Process bi-weekly payroll for entire employee base, to include direct deposit and paper checks and/or any combination of both payment methods. Direct deposit must have capability to accommodate two additional banking transfers per employee.
2. New banking instructions from employees shall be pre-noted with employee's banking institution prior to initiating new banking instructions to test validity of employee's banking information.
3. Provide ability to include and track taxable benefits.
4. Provide ability to include and track employee vacation, sick and personal time.

5. Process retro check payment amounts, final checks or special pay runs that do not occur in conjunction with the standard payroll schedule. Process to occur in a timely manner.
6. Provide online access for employee self-serve, including capabilities to view current and historical payroll information, demographics, W-4 election changes, address changes and direct deposit changes.

Area of Service: Tax Deposits, Quarterly & Annual Payroll Tax Reports, W-2 filing, and 1099 submissions.

1. All federal and state tax deposits to be made in a timely manner consistent with applicable federal and state law and reporting requirements.
2. Completion and filing of federal and state quarterly payroll tax reports in a timely manner consistent with federal and state law and reporting requirements.
3. Completion and filing of W-2 forms, including distribution to employees.
4. Electronic submissions of W-2 files to federal and state government.

Area of Service: Reporting and Data Download.

1. Provide general ledger journal entry to record payroll batches into accounting software
2. Ability to generate Excel reports to be used for:
  - a. Detailed payroll distribution information
  - b. Bi-weekly leave accrual balances by department supervisor and/or employee.
  - c. Exception by department, supervisor and/or employee.
  - d. Be-weekly deductions
  - e. Health insurance, dental insurance, and life insurance by insurance provider, by billing categories and by employee.
  - f. FLSA, and other reporting as required per applicable government agency
  - g. Grant and/or project reporting for staff costs
  - h. Annual staff statements of total salary and benefits remuneration
  - i. EEO status, including automated reports for EEO-4 reporting
  - j. Bi-weekly retirement contributions by contribution component by employee for the purposes of reconciling bi-weekly payroll deductions and/or benefits paid
  - k. And, other extensive report capacity including but not limited to DOB/age list, home mailing labels, anniversary lists, seniority lists, pay/hour reports by employee, department, job history reports, organizational reports related to all hires
3. Provide and/or design other specialized HR reports for recurring needs or special project purposes
4. Provide format for storing emergency contact information

Area of Service: Employee Records and Interface.

1. Provide online access, upload ability and/or other methodology for a single employee record set-up and maintenance. Record changes could include

- but are not limited to pay rate changes, position changes, address changes, benefit eligibility/election changes.
2. Ability to distribute payroll and benefits costs to multiple general ledger cost center accounts and multiple projects.
  3. Provide security levels that will facilitate internal controls such as but not limited to discrete staff user rights to update employee records, upload hours, approve payroll disbursement, and/or sole HR access to non-payroll records.
  4. Provide processes and security levels that facilitate efficient use of SHA resources by reducing data entry burden on HR staff by providing employees the ability to directly update their records, including but not limited to data such as contact information, emergency contacts, W-4 deductions, and qualifying event changes for insurance plan elections.
  5. Ability to track former employees who remain on SHA health insurance plans through COBRA.
  6. Employee records should retain/maintain history of employee over time.  
*List additional cost, if any to download/add history to system.*
  7. Provide verification of employment responses made by employee's lenders.
  8. Provide duplicate copies or access for online self-service to employees to produce copies of past paycheck stubs and prior year W-2's.
  9. Provide process automation wherever possible, including but not limited to annual COLA pay scale update process, annual employee step increases process, annual open enrollment, and elections.

Area of Service: Employee Benefits.

1. Work with SHA broker of record and benefit providers to provide benefit enrollment services, changes and terminations for employees; acting as liaison between SHA and benefit providers. SHA current benefit providers include Medica (Health Insurance), Delta Dental (Dental), Lincoln Life (Life Insurance, AD&D, Short Term Disability), Met Life (Long Term Disability), Compensation Consultants (Flex Medical Expense Account), Lincoln Financial (403B Plan) and Workers compensation.
2. Provide timely customer service and assistance to staff, employees and past employees with issues involving provider billing, claims, vendor service issues/problems, advocacy for services, disputes, interpretation of contracts and services, changes and general troubleshooting.
3. Provide data required for annual workers compensation audit.

General for Areas of Service.

1. Data Security: provide information about your security standards given the sensitive nature of payroll data including tech specifications of any hosted data servers and software, web-based communications, electronic payments, data encryption, data storage, backup systems for data and continuity of service for payroll processing, etc.
2. Technical specifications: describe minimum and optimal technical specifications required of SHA devices, hardware, software and connectivity to implement proposed services.
3. Research payroll and HR issues on request.

4. Provide training and act as a resource to SHA Executive Director and Accounting Department when needed.
5. Provide training resources to SHA departments, general and specific, to educate employees and supervisors on the use of interfaces where applicable. Training resources should include but are not limited to the use of any remote time entry devices, how to upload documents, and how to create self-generated reports.
6. Other services, as may be agreed to by the parties, or as proposed pursuant to this RFP.

### **SECTION III GENERAL INSTRUCTIONS**

#### **A. ADMINISTRATIVE INFORMATION.**

This RFP is used under the authority of:

Superior Housing Authority  
P.O. Box 458  
1219 N. 8<sup>th</sup> Street  
Superior, WI 54880

All inquiries concerning the intent of this request, contract information or site access shall be directed via email to: Pam Benson, Executive Director, [Pam@superiorhousing.org](mailto:Pam@superiorhousing.org).

This Request for Proposals consists of the following items:

- Section I. Request for Proposals / Project Overview
- Section II. Scope of Services
- Section III. General Instructions
- Section IV. Proposal Response
- Section V. Evaluation and Selection
- Section VI. Contract

It is suggested that this package be checked to ensure that all listed information is included.

- If there are any deviations from the RFP requirements, please indicate the reason for such deviation in writing. An incomplete or uncoordinated submission will be judged as indicative of the proposer's capability and professionalism.
- A list of all solicited proposers will be provided to any proposer upon receipt of a written request.

#### **B. PROPOSAL SUBMITTAL OPTIONS.**

In order to be considered for purposes of evaluation and contract award, submit your proposal using one of the following three options:



Option 1: Submit via email a single pdf document of the complete proposal, including all other documents required to be submitted with the proposal to [Pam@superiorhousing.org](mailto:Pam@superiorhousing.org). Clearly note **Payroll Processing Services Proposal** in the subject line.

Option 2: Submit a sealed envelope clearly marked on the outside **Payroll Processing Services Proposal** with four (4) copies of the complete proposal, including all other documents required to be submitted with the proposal. Proposals may be mailed to:

Pam Benson, Executive Director  
Superior Housing Authority  
P.O. Box 458  
1219 N. 8<sup>th</sup> Street  
Superior, WI 54880

Proposals sent by fax will not be accepted.

No responsibility or liability will be attached to any SHA official, employee or agent for the premature opening or failure to open any proposal not marked according to this instruction of proposal sent by mail/courier service and received by SHA after the deadline. No responsibility or liability will be attached to any SHA official, employee or agent should a proposal sent via mail not be received by deadline due to size or any other issue that impedes its arrival to the specified email address on time.

C. SUBMITTAL DEADLINE.

Proposals must be received by Thursday, December 7, 2023, 2:00 p.m. CST.

D. PROPOSAL OPENING.

All proposals received in compliance with the instructions of this RFP will be reviewed by the Executive Director and selected proposal evaluators beginning December 7, 2023 at 2:00 p.m. Proposals received after the date and time specified and/or proposals which are not prepared and filed in substantial compliance with the terms and conditions of this RFP will not be considered for evaluation or award of a contract.

E. MODIFICATION OR WITHDRAWAL OF PROPOSAL.

A proposal may not be modified, withdrawn or canceled by the proposer for a ninety (90) day period following the time and date designated for the receipt of proposals and proposer so agrees in submitting the proposal.

Prior to the time and date designated for receipt of proposals, proposals submitted early may be modified or withdrawn only notice to SHA at the place designated for receipt of proposals. Such notice shall be in writing over the signature of proposer, or by facsimile. If by facsimile, written confirmation over

the signature of proposer must have been mailed and postmarked on or before the date and time set for receipt of proposals.

Withdrawn proposals may be resubmitted up to the time designated for the receipt of proposals, provided that they are then fully in compliance with the RFP.

**F. SUBMITTAL COSTS.**

The cost of submittals and any other expenses related to this RFP including travel for interviews or inspections shall be entirely the responsibility of the proposer.

**SECTION IV  
PROPOSAL RESPONSE**

The submitted written proposal must utilize the following format and content detail. Proposals shall be prepared so that responses are specifically identified in the same order as the requested information identified below.

**TITLE PAGE. (Mandatory)**

The name and signature of the proposing firm's authorized representative as well as his/her e-mail address and telephone number must be provided. The proposal must be dated on this page. The authorized representative is to signify the proposer's agreement and compliance with all requirements set forth in the RFP.

In addition, the signature will certify the proposer's acceptance of and responsibility for the following (note that the following language must be reproduced above proposer's signature):

1. All dates presented in the proposal are accurate and complete.
2. Acknowledgment that the proposer has read and understood the RFP and the proposal is made in accordance with the contents of the RFP unless otherwise noted in the proposal.
3. The proposal shall be valid for 90 days after submission of the proposal.
4. The cost of submittals and any related expenses, including travel for interviews or inspections, shall be entirely the responsibility of the proposer.
5. The discovery of any significant inaccuracy in information submitted by the proposer shall constitute good and sufficient cause for rejection of the proposal.

**A. PROPOSED SERVICES. (20 points)**

For each area of service identified in the Scope of Services provide:

1. Description of the services proposed including work and/or inputs required by SHA.
2. Staff, routine deadlines for bi-weekly, quarterly and annual processes.
3. Address how your services map to the outsourcing goals of efficiency, accuracy, risk reduction and flexibility.

4. Cost of service and pricing information (note any alternate or grouped service pricing).

**B. COST OF PROPOSED SERVICES. (20 points)**

1. State your firm's pricing model for providing the different areas of services described in the scope of services.
2. Provide estimate of any one-time conversion or startup costs associated with implement the proposed services.
3. If your company does not provide a specific service described in the RFP, simply note that service is not offered.

**C. STATEMENT OF QUALIFICATIONS and EXPERIENCE. (15 points)**

Provide a brief explanation of why your firm is qualified to provide payroll processing and ancillary services to SHA. Describe the experience of your firm in providing payroll processing and ancillary services for non-profit sector clients.

**D. STAFFING. (10 points)**

Identify the specific personnel who will be assigned to provide services pursuant to this RFP. For each of these persons, please provide a bio as an exhibit.

**E. LOCAL (5 points)**

Identify state of your company incorporation. State if company is minority or women-owned.

**F. SAMPLE REPORTS, DATA SETS and TECHNOLOGY (10 points)**

1. Provide samples of the kind of reports you would be preparing for SHA and data sets available to same if selected to provide payroll processing and ancillary services.
2. Describe format and availability options (web based, self-service, file format, etc.) for reports and data sets.
3. Provide information on your data security as well as software and hardware requirements for SHA.

**G. RESPONSE SERVICE. (10 points)**

Explain how your firm will be able to provide the immediacy of response and personal quality of service needed for a small nonprofit organization with limited staff.

**H. CLIENTS/REFERENCES. (5 points)**

Provide a list of clients for whom you have provided payroll and human resources services during the past three years. Include names and telephone numbers of at least three references with the types of services noted.

**I. AVAILABLE OPTIONAL SERVICES (5 points)**

Describe the associated services your firm will be able to offer SHA to assist it in maximizing the use of scarce SHA resources, both direct cost and staff time, that are directed toward payroll and benefits processing as well as data-intensive human resources processes. Pricing models and estimates for these additional services shall be provided.

**J. STATEMENT OF ASSURANCE. (Mandatory)**

Provide a statement of assurance that your firm is not currently in violation of any regulatory agency rules, or, if in violation, the violation does not have a material adverse effect on your ability to perform under the proposed contract.

**K. INSURANCE. (Mandatory)**

Certify that your firm will purchase and maintain for the duration of the contract the following levels of insurance:

- \$1,000,000 commercial general liability
- \$1,000,000 errors and omissions

**L. INTERVIEWS.**

Interviews will be conducted with the two companies presenting proposals with the highest scores. Interviews will be scored based on information presented during interviews, and overall quality of the services proposed.

SECTION V

**EVALUATION AND SELECTION**

Proposals will be evaluated based on the quality of responses to specific items outlined in the proposal response section of the RFP. Each valid proposal will be reviewed by the Project Representative and evaluation committee. Additional clarifying material may be requested by SHA. The Project Representative may or may not interview the firms. Proposals which are incomplete or non-responsive to this RFP may be rejected. SHA does not accept responsibility for the return of successful or unsuccessful proposals.

SHA reserves the right in its sole discretion to:

- Reject any proposal not in compliance with all prescribed RFP procedures and requirements.
- For good cause reject any or all proposals upon a finding it is in the public interest to do so.
- Waive minor irregularities in the proposals received.
- Accept all or any part of a proposal in principle subject to negotiation of the final details. In particular, SHA reserves the right to negotiate fee proposals.

SECTION V1  
**CONTRACT**

The selected firm will be required to sign a Personal Services Contract, which will be prepared by the selected firm, and approved by SHA's Board of Directors.