

**Human Resources Information System
Statement of Work and Request for Proposals
National Forest Foundation**

Background

The National Forest Foundation is a congressionally chartered 501c(3) public charity that serves as the official non-profit partner of the United States Forest Service. Its goal is to bring people together to restore and enhance our National Forests and Grasslands. NFF is the leading organization inspiring personal and meaningful connections to our National Forests, the centerpiece of America's public lands, through leading forest conservation efforts and promoting responsible recreation.

About the project

The NFF is seeking to implement a new Human Resource Information System (HRIS) ecosystem that will provide an end-to-end technology solution to streamline their people operations. The NFF has experienced considerable growth over the last three years and has more than doubled its staff size. The NFF currently maintains around 100 staff and may grow capacity up to 200 in the future. Any HRIS system adopted must accommodate continued growth.

System Requirements

1. Employee Information Management
 - Ability to store and manage employee data, such as personal information, employment history, and contact details
 - Customizable data fields to fit our organization's specific needs
 - Digital employee personnel file storage
2. Employee Self-Service
 - Employee portal for employees to manage their own information, such as updating personal details and requesting time off
 - Option for electronic forms and workflows to streamline HR processes, such as performance reviews and leave requests
 - Access to organization charts for both HR/Payroll and Employees
 - Mobile and desktop capabilities
3. Benefits Management
 - Ability to track and manage employee benefits, such as health insurance, retirement plans, and paid time off
 - In-system open enroll and manage benefits online

- Integration and reporting with benefits vendors to include 403B deductions being sent after payroll runs
4. Timekeeping
 - Ability to track time that will isolate to project and billing codes
 - Ability to support multiple billing codes within any given workday
 - Must have mobile and desktop capacity for time reporting
 - Must have leave management and time off accrual customizable to NFF
 5. Payroll and Compensation Management
 - Provide full payroll system to support semi-monthly payroll with multi-state and local tax requirements across the entire United States
 - Create and track People Change Forms
 - Track Labor Allocations for HR/Payroll purposes
 - Ability to manage compensation, such as salaries, bonuses, and recognitions/incentive programs
 6. Recruitment and Onboarding
 - Current built in job targeted job boards related to our work and our mission to include diversity focused platforms
 - Applicant tracking system to manage job postings, applications, and candidate information
 - Seamless transition from Applicant/ATS to New Hire/ Employee (payroll, benefits, self service)
 - Electronic onboarding to streamline new hire paperwork and processes to access all federal and state forms within the system such as I-9 and E-Verify
 - Shared applicant records including interview notes, track job requisitions linked to applicant, and outcomes of decision making during the interview process with notifications to hiring team and applicants
 - Increased communication methods to applicants (text, email, and phone)
 7. Performance Management
 - Customizable options to add our own core competencies by job EEO identifiers
 - Track and manage employee performance, such as goal-setting, performance reviews, and feedback
 - 360-degree feedback and development planning
 8. Training and Development
 - Ability to manage employee training and development, such as tracking completion of training courses and certifications
 - Option for e-learning and online training courses (complete Learning Management System with state specific compliance trainings)
 9. Compliance and Reporting
 - Tools to ensure compliance with legal and regulatory requirements, such as EEOC, ACA, and organizations with over 100 employee's requirements

- Option to generate HR reports and analytics to track employee data and HR metrics
- People Data Insights, Census reports, and a library of standard reports that can be exported to Excel (.csv) or PDF
- Benchmark reports that are in line with NFF’s NAICS code (813312 Environment, Conservation and Wildlife Organizations)

Primary Incumbent Systems

System	Description	Replaced by Selected Solution?
iSolved	Payroll, Leave Benefits, EEOC reporting	Yes
Benefit EASE	Benefit Enrollment Information	Yes
JazzHR	Recruitment, on-boarding	Yes

Data to be Converted

System	Description
iSovled	Historical time keeping and personnel data
Payroll Network	Historical Payroll and tax compliance data
JazzHR	Historical applicants, offer letters, signed onboarding documents, job descriptions, templates, workflows

Response Format

Vendors’ responses should be returned in pdf format and must include the Vendor Response section of this RFP as the template for their response, with no modifications. Vendors may respond simply by answering the questions below starting with “Vendor Response” section and submitting this RFP documented in its entirety – nothing else is required – or alternatively, the response may include a new cover page and three pages (maximum) summarizing the strengths of your company and proposed solution, followed by this same document starting with the “Vendor Response” section. In either case, do not add questions, rows, or columns anywhere in the response section. Do not attach any sales or marketing material unless they contain information germane to the proposal and which is specifically referenced in the main body of your response.

NFF welcomes the most concise response that sufficiently answers each of the questions below. Comments concerning functionality are optional but welcomed where it adds clarity or describes gaps in functionality. Brevity will be considered a plus.

This is a request for proposals only and bids furnished are not offers. This request does not commit the National Forest Foundation to pay any costs incurred in the preparation or submission of the proposal or to contract for supplies or services.

Responses must be received by June 10, 2023

Please submit responses via email to:

Melissa Richards
 Chief People Officer, National Forest Foundation
mrichards@nationalforests.org

Terms of Submission

- Unless otherwise stated, all proposals will be good for a period of 150 days after submission.
- Vendors are not permitted to make any public announcement or release of any information regarding this RFP.
- Proposals should be prepared simply and economically, providing a straightforward, concise response to the items within this RFP.
- Vendors are free to partner with other vendors in proposing a solution for NFF.
- The NFF is not liable for any costs incurred by vendors in responding to this RFP.
- NFF reserves the sole and exclusive right in its discretion to modify the timeline for decision-making after an RFP has been released and even after responses to an RFP have been received.
- NFF reserves the right to reject any proposals received because of this RFP, or to negotiate separately with any source in any manner necessary to serve the best interest of NFF.
- The vendor understands and agrees that the vendor has a duty to explain and clarify any conditions imposed on or included in the response to this RFP

Vendor Response

If interested in this project, please provide a bid for the above statement of work by completing the vendor response form below. Please also include your capacity for this project and efficiency in HRIS implementation projects in the past, if any.

Company Information

Please provide detailed responses that help us better understand your company using as much space required to succinctly answer each question.

1. Legal name of company:
2. Year established:
3. How many clients have stopped using the software/services of your company in the past 18 months and what are the primary reasons?
4. Have other clients sought legal action against you and please describe the nature of the grievance?

Client References

1. Please provide two client references. Non-profit client with at least 100 employees, references preferred.

General Information

1. Describe your recommended solution including the product names, current release number, and any modules or apps.
2. Briefly describe prior experiences with other organizations or projects that are similar in some way.

Implementation & Timeline

1. Please describe your approach to implementation.
2. What work should NFF expect to do itself as part of implementation?
3. Please explain how you collaborate with teams and communicate with clients (e.g. weekly meetings, approvals, stages of development, number of iterations, notifications when project is over budget or deadlines are in jeopardy, ticketing systems, etc.)
4. Please outline a project timeline for implementation.

Technical

Considering NFF's audiences, organizational maturity, users, information, and technology needs documented in this RFP please provide a response to the technical questions in the appropriate section(s) below using as much space as required to answer each question succinctly and completely:

1. Please describe the tools available to NFF to customize the application. Please include in your description an explanation of how these customizations are or are not impacted by product upgrades.
2. Will the client have access to a development environment? Will the client have access to a test environment? Will the client have access to a production staging/support environment? If there are costs associated with these environments, please include them in the cost section.
3. Please describe your software release schedule including patches, point releases, and major releases. Please describe how you prepare the client for the introduction of these changes into the environment. Can NFF opt out of these releases during peak times to mitigate risks to business continuity?
4. Please describe your disaster recovery strategy for the application (assuming they implement the delivery model you recommend) as well as the strategy for all partnering vendors.
5. If you or NFF decided to discontinue the contract (for convenience or for cause), would your organization be willing to include a clause in the contract that NFF will be able to recover all their data in a reasonable format in a reasonable amount of time regardless of the nature or source of the dispute?

Security

1. Where is the system hosted? Please provide data center locations and the names of your data center/Internet providers.
2. What operating system(s) does the System run on?
3. What database and application server is the System running on?
4. How do you handle outages, planned or unplanned? How are these events communicated to clients?
5. What is the backup/recovery schedule for client data? In the event of data loss or corruption, how long will a restore of our data take from request to completion?
6. How are user logins and user profile information kept secure in your product? What other security measures do you have in place to protect our service and its data?
7. Describe the default security model (users, groups, roles, policies/privileges, etc.) used by the System. What types of actions can be restricted among users?
8. Has your company ever had a security breach where data was stolen, destroyed or encrypted and ransomed? Please describe the incident.

Support

1. Please describe your proposed support and maintenance agreement for NFF.
2. Is support provided by your organization or is it outsourced?
3. What are the standard hours for phone, email, and chat support?
4. What are the means of processing and tracking requests?
5. Are there any restrictions within the standard support and maintenance agreement on the number of staff that can request support?

6. Is there an organized user group/community specifically for the nonprofit clients of the proposed software?
7. Describe the mechanism for communicating the availability of software enhancements to clients.
8. Specify the frequency with which system updates and release/version upgrades are issued.

Additional Features

1. Please describe the types of additional services you provide that NFF may wish to take advantage of (e.g., online community, integrated webinar functionality, etc.) and indicate fees for each add-on service.
2. Please describe your experience working with organizations with a distributed workforce that is located across the country.
3. How deeply are you integrated with the Microsoft 365 ecosystem and Microsoft Dynamics 365? Can the tool be integrated with Teams, Power Apps, SharePoint, or other Office apps?

Pricing

We understand that you will require a greater level of discovery to provide 'hard' cost estimates; however, we believe that this RFP and supporting documents combined with the opportunity to ask questions during the RFP process should provide you with enough information to provide reasonable pricing estimates.

As the basis for your estimates, please incorporate the user, data conversion, and integration assumptions as outlined above, in combination with any custom reports or configuration you will need to develop to meet the requirements and workflows described below. For proposal estimation purposes, please include in the budget the costs for designing 12 polished reports of medium complexity on average.

Implementation Costs

	Low Estimates	High Estimates
Data Migration		
Implementation Professional Services		
Custom Development/Programming		
Training		
Total		

Software/Maintenance

	Year 1	Year 2	Year 3	Year 4	Year 5
Software Licensing					
Software Maintenance Fees					

Hosting Fees including data storage					
Help Desk Support					
Total					

Assumptions

1. Please indicate any thresholds or parameters (e.g., database size, number of users) that would impact the quoted fees.
2. Please indicate any assumptions made by your organization in deriving the cost estimates above.

System Functionality and Workflows

NFF has core processes and business needs it envisions being supported by the system. Below you will find information related to the top processes to be supported and their related requirements.

The 'Rating' column should provide an explanation of how your product meets the stated requirements using the rating legend below – calling out those areas that your product falls short of one or more requirements.

Responses should reflect the capabilities of the current version of your base software. However, feel free to note in 'Comments' where future capability may address the requirement more effectively (include release # and expected date if information is available). Also, please note if a vendor partner or another product provides the capability.

Rating Legend	
0	Not able to satisfy business requirement
1	Major customization or modification of source code required
2	Report writer required to satisfy the business requirements
3	Third-party product will be required to satisfy the requirements
4	Minor personalization/configuration
5	Basic out-of-the-box functionality
6	Robust cloud based/ out-of-the-box functionality

Process Area	Rating	Comments
1 Employee Information Management		
2 Employee Self-Service		
3 Benefits Management		
4 Timekeeping		
5 Payroll and Compensation Management		

6	Recruitment and Onboarding		
7	Performance Management		
8	Training and Development		
9	Compliance and Reporting		
10	Data Analytics for People Data with Benchmarking		
11	Built in Reporting for People Data		
12	Customizable Report Writing Capabilities without additional costs.		