

THE CITY OF SIMPSONVILLE SOUTH CAROLINA

REQUEST FOR PROPOSALS (RFP SCH 2026-02)

PROFESSIONAL SERVICES FOR HUMAN RESOURCES INFORMATION SYSTEM (HRIS) PROGRAM

Issued: October 6, 2026

Due: November 9, 2026

by 2:00 pm

The City of Simpsonville is requesting proposals to identify vendors to ensure that it is receiving the optimum level of services at a competitive price.

Responses shall be returned on or before November 9, 2026, by 2:00 pm to the following address:

City of Simpsonville City Hall
Attention: Russell Orr
425 E. Curtis Street
Simpsonville, SC 29681
Attention: Russell Orr
RFP SCH 2026-02 — HRIS Program

GENERAL INFORMATION

Pursuant to this Request for Proposals (RFP), the City of Simpsonville, South Carolina is currently soliciting proposals for a full-service HRIS software solution, including payroll functions for approximately 220 employees.

All questions requiring additional information or clarification regarding this proposal shall be made in writing and submitted to Ashley Clark, Director of Human Resources via email at AClark@simpsonville.com.

PROPOSAL DOCUMENTS SUBMITTAL AND SELECTION

PROPOSAL REQUIREMENTS

The City will accept Proposals in the following formats:

1. Physical/Hard Copy: Three (3) copies of the Proposal shall be submitted to:

City of Simpsonville City Hall
425 E. Curtis Street
Simpsonville, SC 29681
Attention: Russell Orr

Please reference on the package: **RFP SCH 2026-02 — HRIS Program**

2. Electronic Copy: **Along with the Physical/Hard copy**, a copy of the full Proposal is to be submitted via email to: ROrr@simpsonville.com

To be considered, Physical/Hard Copy and Electronic proposals must be received at the address listed above no later than **Monday, November 9, 2026, by 2:00 PM**. Any proposals submitted after this time will not be considered.

PROPOSAL FORMAT

The proposal should be concise, well-organized, and demonstrate the Proposer's qualifications and experience as applicable to this RFP. The proposal shall not include any unnecessary promotional material.

The proposal should include the following items and shall be organized as follows:

1. Letter of Transmittal: Describe your firm or team's interest and commitment in providing vendor services for the City of Simpsonville. The correspondence shall include the name, title, address, and telephone number of the individual authorized to sign the Contract.
2. Table of Contents: Each proposal shall include an index to the major topics contained in the proposal and all pages shall be numbered.
3. Work Plan and Approach: Discuss your firm's understanding of the scope of Services to be provided. Describe the method for management of overall project costs, schedule, quality assurance/quality control, and other issues critical to this RFP.

4. References: Provide at least three (3) references, listing the references' name, company title, address, e-mail, and phone number.
5. Schedule: Include a schedule for the scope of work.

REVIEW AND SELECTION

All proposals will be reviewed and evaluated by our committee. The City may interview respondents as part of the evaluation and selection process.

This RFP does not constitute an offer of employment or contract for services.

The City reserves the option to reject any or all proposals, wholly or in part, received through this RFP, to terminate the procurement process at any time, to waive any irregularities or omissions in any proposal, to award in whole or in part to one or more proposers, or to take any other such actions that may be deemed in the best interest of the City.

The City reserves the option to retain all proposals, whether selected or rejected.

DESCRIPTION OF THE CITY

The City of Simpsonville is in Greenville County, South Carolina, approximately 10 miles east of Greenville. The City employs approximately 200 full-time employees and has an annual budget of just over \$30 million. The City's population is an estimated 28,000 residents and growing.

COMMUNICATIONS PROTOCOL

All questions, inquiries, requests for clarification and additional information, and correspondence concerning the information in the RFP package will be accepted **ONLY** by e-mail to aclark@simpsonville.com

The Director of Human Resources is the sole point of contact for the City of Simpsonville in this RFP procurement process. All communications between the proposer and the City shall be subject to distribution to all proposers. Responses to questions or requests for information will be provided to all proposers.

All questions must be received by 5:00 PM on Friday, October 30, 2026. Questions will be responded to in writing. Written summaries of all questions and answers will be distributed to each Vendor. Anonymity of the source of specific questions will be maintained in the written responses. If necessary, a clarification addendum will be issued. Verbal inquiries, however, are discouraged and calling parties may be requested to submit written questions in lieu of receiving a verbal response.

If any changes or updates to the RFP are made, a copy of the current RFP will be posted on the City of Simpsonville's website under Request for Proposals (RFPs) at <https://www.simpsonville.com/public-notice>.

PROPOSER EXPENSES

The City accepts no liability for the costs and expenses incurred by the Proposers in responding to this RFP, site visits or interviews, due diligence and inquiries, subsequent negotiations, and all other activities associated with this procurement process, which shall be the sole responsibility of the proposers.

GOALS AND CONSIDERATIONS

Reporting and Query Capabilities – Users, of the system being proposed, must be able to access and generate on-line and off-line reports and queries independently.

Information Security – The system must incorporate security protocols and policies in-line with current standards. This includes, but is not limited to user-based security, data encryption and data security.

Application Program Interface (API)/Integration with other systems – Data must be imported and exported easily from the solution to vendors, other applications or tools as Benefitfirst, Insurance Providers, Compensation Management tools, ACCESS, EXCEL, or PDF.

Document Management – System should have ability to upload, scan and index images and documents. Responses must state if there is a limit to file size.

Audit Trail – An un-editable audit trail should be maintained for all entries and changes to entries made in the system.

Ease of Use – Basic navigation in the solution should be intuitive. A single log-in, using Active Directory, along with a two-factor authentication, to access multiple functions within the solution is required.

Maintenance and Support Costs – Licensing and support costs must be competitive and reasonable.

Ease and Cost of Implementation – Implementation of the solution must be efficient and cost effective. While module implementations may be phased, solutions with difficult or long implementation timelines will not be considered.

Configurable and Customizable - including the ability to create and modify data fields, validations, and multiple run forms for data collection purposes. System Administrators must be able to perform all core configurations and operational oversight functions.

Role-based User Management with configurable permissions - to include the ability to assign roles and permissions to individual users and add users manually or through automated import processes.

Dashboards – Ability to produce visual analytic tools such as graphs, gauges, meters, charts, and maps. Proposers shall indicate whether this functionality is built-in, optional, or provided through a third-party application.

IMPLEMENTATION AND TRAINING

Please provide a detailed plan for implementation as well as the process that will be used for providing training to users for the proposed system. Installation, implementation, training, and system testing/trouble shooting will require the vendor to be on site; however, utilization of video conferences or other means of remote communication may be expected during some system design and data conversion.

This information should include:

- Example Implementation plan

- Implementation and training approach
- Estimated hours required for department staff to support system set up, configuration, and start-up.
- Training course descriptions, by type of user, including number of hours per day and total duration
- Description of how you conduct product acceptance testing and explain how it will ensure the system is ready for production
- Methodology /strategy for this project

MAINTENANCE AND SUPPORT PROGRAM

Please explain any post-implementation support that is offered. Include in your response the following:

- The type of support available (e.g. telephone, web-based), hours of operation using Eastern Standard Time, average response time and any level of service options
- Problem reporting and resolution procedures
- The method used to calculate maintenance fees (e.g. # of users, % of software purchase, standard # of years, option to renew, percentage of increase for renewal)
- Maintenance release schedules including frequency and method of distribution
- Description of the backup and recovery best practices for the system being proposed

CORE HR

- Employee master data management
- Organizational structure and position management
- Employee and manager self-service
- Document management and e-signatures
- Workflow automation and approvals
- Audit trails and data history
- Amendable context-specific help
- Chat-based help (could be AI or live HR help)

PAYROLL

- Gross-to-net calculations
- Tax withholding, filing, and reporting
- Garnishments, deductions, and retro pay
- Payroll calendars and off-cycle payrolls
- Payroll reconciliation and audit reporting
- Integration with time and attendance systems

BENEFITS ADMINISTRATION

- Medical, dental, vision, life, disability, pension, retirements and voluntary benefits
- Open enrollment and life event processing
- ACA compliance and reporting
- Carrier connectivity and file feeds

- Eligibility rules and plan configuration
- Employee self-service enrollment and decision support
- Employee Deduction processing

RECRUITING AND APPLICANT TRACKING

- Job requisition management and approvals
- Career site and employer branding
- Applicant tracking and candidate communications
- Interview scheduling and evaluation
- Offer letter generation and e-signatures
- Compliance reporting (EEO, OFCCP where applicable)

ONBOARDING AND EMPLOYEE LIFECYCLE MANAGEMENT

- New hire onboarding workflows
- Task management for HR, managers, and employees
- Provisioning
- Policy acknowledgments and document completion
- Transfers, promotions, demotions and terminations
- Offboarding workflows and reporting
- Configurable reminders for time-based actions

HEALTH AND SAFETY

- Incident and accident reporting
- OSHA and regulatory reporting support
- Case tracking and corrective actions
- Safety training tracking
- Analytics and trend reporting

CASE MANAGEMENT/EMPLOYEE RELATIONS

- Employee relations case tracking
- Investigation workflows and documentation
- Issue categorization and escalation
- Confidentiality controls
- Reporting and trend analysis
- Performance Reviews
- PIP and Corrective Actions

REPORTING AND ANALYTICS

- Standard and ad-hoc reports
- Dashboards for HR, managers, and executives
- Export capabilities
- Compliance and audit reporting

COMPENSATION MANAGEMENT

- Support for job codes, job families, job levels/grades
- Ability to manage multiple pay structures (hourly, salaried, exempt/non-exempt)
- Effective-dated pay ranges (min/mid/max)
- Support for multiple compensation components per employee
- Manager-Initiated Functionality for various changes
- Configurable Merit Cycles
- Budget Allocation
- Advanced modeling capability, including differential, overtime, lump sum, and “what-if” scenarios

OTHER SUPPORTING DOCUMENTATION

The vendor may submit any additional supporting information which deems relevant or important to its proposal under this section.

PROPOSAL EVALUATION

The Director of Human Resources and designated committee members will review, evaluate, and make recommendations regarding the proposals according to the criteria set forth in this RFP. The City shall have the right to seek written clarifications and/or additional information from proposers, verify information submitted, and check project references. Evaluation of the proposals will be weighed as follows:

- A. Vendor’s Qualifications and Experience
- B. Client References
- C. Vendor’s Technical Description
 - a. Single Application for all in-scope components
 - b. Ease of Conversion
 - c. Compliance with City’s timekeeping programming requirements
 - d. Cloud-based solution
 - e. Full-Service Payroll, services include all payroll processing, direct deposit, quarterly tax preparation and tax payments, tax filing, W2s, and year end
 - f. Benefits administration capabilities
 - g. Single sign on
 - h. ACA compliance tracking and reporting
 - i. Price

PROPOSAL FOLLOW UP

The City reserves the right to evaluate proposals for a period of ten (10) business days before deciding which proposal, if any, to accept.

This Request for Proposal does commit the City to award a contract or to pay any costs incurred in the preparation of a proposal in response to this Request. The City reserves the right to reject any or all proposals received, to negotiate with qualified proposers, or to cancel the Request. The City may require the proposer to submit additional data or information the City deems necessary to substantiate the costs

presented by the proposer. The City may also require the proposer to revise one or more elements of its proposal in accordance with contract negotiations.

Should the City deem that a Vendor's Proposal satisfactorily meets the General Scope of Work defined within the RFP, a Notice of Award, contingent on a successful negotiation of pricing, will be sent to the selected Vendor. If negotiations with the top-ranked vendor are unsuccessful, negotiations will terminate, and the City will undertake negotiations with the second-ranked vendor. The selection process will be completed when a contract is executed.

END OF DOCUMENT