

**The Philadelphia Parking Authority**  
**701 Market Street, Suite 5400**  
**Philadelphia, PA 19106**

**Request for Information No. 24-12**  
**Payroll, Time Management, and Human Resources Management System**

**Introduction:**

The Philadelphia Parking Authority (“Authority”) is requesting information about an all-encompassing payroll, time management, and human resources management system. The RFI method is not intended to result in a contract award but is designed to allow for the collection of industry information that may be used to assist the Authority in developing a subsequent Request for Proposal.

**Background Information:**

The Authority employs approximately 1100 employees consisting of a unionized and non-unionized demographic. Within its unionized population, there are five (5) collective bargaining units, and within each unit, there are several locals. Each local has its own set of unique work rules and workgroup policies related to time and attendance, payroll, and HR, therefore any system the Authority utilizes must be able to accommodate such. The Authority must always remain compliant with these policies.

The current payroll and human resource management system is outdated and does not provide the most up-to-date technological advances we see in the industry. The Authority may also be interested in the possibility of integrating a time management component with its HR and Payroll system.

**Scope:**

A new system that will allow the Authority to manage payroll, time and attendance, and human resources processing effectively and efficiently through the following (this list is not exhaustive):

- A. **Basic:** user-friendly, secure, and easily accessible with no interruptions. Capable of running with many administrative users in the system at one time. Ability to interface with other systems. Expert customer support.
- B. **Payroll:** Payment of wages, payroll taxes; direct deposit/live checks; federal/state payroll tax filings; payroll/management reporting; generating W-2s; payroll deductions; and employee record keeping.
- C. **Benefits Management:** streamlined solutions for employee self-service options, ease of access to employee benefits information, and open enrollment capabilities. Open enrollment capabilities should include automation to include specific timeframes for changes.
- D. **Talent Acquisition and Management:** applicant tracking, onboarding, and employee tracking including inactive and active employees. System automation that includes solutions from hire to retire. System solutions for digitized employee records.
- E. **Learning Management System:** training and development platform easily accessible to employees, with capabilities to track compliance, and any other solutions vendors can share.
- F. **Performance Management:** solutions for performance evaluations and compensation related to annual increments, probationary evaluation, and automated notifications to managers for completion.
- G. **Compensation Management:** solutions for automation and integration of salary scales, annual cost of living adjustments, and any other compensation functionalities vendors can share.

- H. **Report Management:** ease of use for report writing, creation, dashboards, and data analytics to track key HR metrics. System with capabilities related to EEO classification and workers compensation classification codes.
- I. **Workforce Management:** solutions for storing and/or categorizing workforce by group, e.g. unionized vs non-unionized workforce.
- J. **Time and Attendance:** Payroll system interface with automated self-service timekeeping system, including time tracking by employee, by project or task, allocation, and task. Timecards categorized/configured by Fair Labor Standards Act status; leave balance accrual, use, and tracking. Capability to maintain historical records associated with time and attendance functions. Leave modules, including employees on FMLA, workers' compensation, or other forms of leave of absence for adequate tracking. The Authority wants its employees to have up-to-date information about their leave balances, and to be able to obtain this information without the assistance of personnel from the HR and Payroll Departments.

**Registration:** Respondents must register for this RFI using the link below:

<https://app.smartsheet.com/b/form/a2585c9dae82404eb29ec1905c2a2198>

**The Philadelphia Parking Authority anticipates the following schedule for review of the responses:**

Activity	Date
Opportunity Posted	Wednesday, May 1, 2024
Question Deadline	Wednesday, May 22, 2024 at 12:00 PM
Response Submission Deadline	Wednesday, June 5, 2024 at 12:00 PM

Responses must be sealed and delivered via certified mail, return receipt requested (to include commercial delivery services) or by hand-delivery by **Wednesday, June 5, 2024 at 12:00 PM**. Whether mailed or hand-delivered, all envelopes must display the Respondent’s name and must be boldly and clearly marked (not typewritten) “Payroll, Time Management and Human Resources Management System - RFI No. 24-12”. All proposals must be presented with one (1) original and six (6) copies, individually numbered, and an electronic version consisting of one PDF file to the address below:

**The Philadelphia Parking Authority  
 701 Market Street, Suite 5400  
 Philadelphia, PA 19106  
 Attn: Shannon Stewart  
 Manager of Contract Administration**

The Authority may request additional information, clarification, presentations or a product demonstration from any of the Respondents who submit a response to the RFI after the initial review is complete.

**Questions Regarding this RFI:**

Respondents are encouraged to submit questions concerning the RFI in writing no later than **Wednesday, May 22, 2024 at 12:00 PM**.

Questions concerning this RFI are to be submitted via the Question Submission Form using the link below:

<https://app.smartsheet.com/b/form/fb9b290b595c45709b9f430a91efdbb3>

Questions must be in Word format and uploaded using the Question Submission Form.

If you are having issues accessing or completing the Question Submission Form, please contact Shannon Stewart, Manager of Contract Administration via email at [sstewart@philapark.org](mailto:sstewart@philapark.org).

Only questions submitted via the Question Submission Form will be addressed.

Responses to all questions and clarification requests will be provided through a written addendum that will be emailed to all eligible Offerors and posted to the Authority's website, [www.philapark.org](http://www.philapark.org). Responses will not be official until they have been verified, in writing, by the Authority.

## **Response Content:**

Responses are to follow the tabbed format below, please use extended tabs:

### ***A. Cover Letter***

Please include a signed cover letter of no more than one page indicating the name, title, location, telephone number, and email address of the party responsible for responding to this RFI.

### ***B. Qualifications of the Respondent***

1. Provide a brief overview of company.
2. All Respondents must provide documentation of their stability and ability to support the Scope as requested in the RFI.
  - Documentation of longevity in the business
  - Documentation of financial stability
  - Records of satisfactory performance
  - Effective and efficient methods to respond to faults and failures within the system
  - Availability of a Project Team committed to the assignment
  - Proven ability to provide the type of technology for a company this size
  - Proven records of performance and completion schedules
  - Interest and knowledge in new technology conducive to this RFI
  - Training modules with varying levels of instruction

### ***C. Proposed Solution***

Respondent must provide a complete description of their proposed solution and information to assist the Authority in achieving all goals identified in the Scope of this RFI. In the event that the proposed solution cannot meet any goal(s) outlined, please provide an alternative solution(s), if available.

Respondent must also provide an approximate timeline to complete the work identified in the Scope.

### ***D. Information Security and Compliance Services Companies Qualifications***

#### **1. System Technical Architecture**

##### **a. Proposed Solution**

- The proposed solution must be compatible with all major web browsers, including but not limited to, Safari, Firefox, Microsoft Edge, and Google Chrome.
- If the Time Management component is separate, it must integrate with the Authority's HRMS.

- The proposed solution must map comprehensively with current customizations during migration design and implementation.

**b. Availability and Failover – Provide documentation and proof of the following:**

- Uptime quarterly reports supporting uptime guarantees.
- Reliable backup and restore procedures including restore point and restore time estimates.
- Failover capabilities that cascade from server to server and from data center to data center in the event of a regional disaster, such as a hurricane or flood.
- Facilities with reliable power, cooling, and network infrastructure.
- High-availability infrastructure, including networking, server infrastructure, and software.
- Information is needed describing whether historical time data, demographics, accrual information, and current profile setups can be imported into the new Time and Attendance system.
- Notification procedure for maintenance windows and unexpected outages

**2. System Functional Requirements**

**a. General Issues**

- The Authority is looking for a solution that is sufficiently robust and adjustable to accommodate the changing needs of the Authority. The System must provide flexible, real-time validation of reported information against policies. All calculations must be performed in real-time, directly in the core software as time and attendance data is entered.
- Identify how existing data will be migrated into the proposed System.
- The proposed System must have the capability to automatically adjust time and date changes due to daylight savings and leap year.
- The Authority requires the System to have the capability to update or add attendance codes, attendance rules, security, etc. without the intervention of the vendor.

Customization, specific to the Authority, must automatically migrate to future vendor releases. Identify how this is accomplished.

***E. Additional Information***

Any additional information not specifically requested, but which the respondent deems important and relevant should also be submitted.

***F. Experience***

Discuss your relevant experience within the public sector the over the past five years. Also, identify locations where your proposed solution is currently in use. Provide contact names, email addresses, mailing addresses, and phone numbers of three references. These references should include customers who are using similar products as are requested in this RFI. The Authority reserves the right to contact each reference listed and to request additional reference information after responses are received if necessary.

***G. Request for Information Form***

Complete and attach the request for information form included in the RFI document. Extra pages may be attached as needed.

## Philadelphia Parking Authority Policies and Reservation of Rights

1. Joint responses will not be accepted.
2. The cost for developing a response to the RFI is entirely the obligation of the Respondent and shall not be charged in any manner to the Authority.
3. Oral communications from the Authority personnel or other persons shall not be binding and shall in no way materially modify the provisions of the RFI.
4. While documents exchanged by or with the Authority or its agents during this process may be protected from public release by certain terms of Pennsylvania's Right to Know Law (65 P.S. §§67.101–67.3104), Pennsylvania's Procurement Code, or other laws, all Respondents are advised to review such disclosure issues.
5. **Any proprietary information must be marked as proprietary on each relevant page of the response.**
6. The Authority encourages submissions by small diverse businesses. The Authority requires that any vendor selected to participate in this process not to discriminate nor permit discrimination against any person because of race, color, religion, national origin, or sexual orientation. In the event of such discrimination, the Authority reserves the right to not consider the Respondent's response to this Request for Information.

**Request for Information Form**  
(Additional Pages may be attached as needed)

<b>Question:</b>	<b>Response:</b>
<b>Company Name:</b>	
<b>Company Address:</b>	
<b>Company Web Page</b>	
<b>Main Product/Service</b>	
<b>Main Market/Customers</b>	
<b>Ownership Structure with ownership status in percentage</b>	
<b>Structure of mother corporation, joint ventures, subsidiaries, partnerships, etc.</b>	
<b>Number of years on the market</b>	
<b>Company location(s)</b>	
<b>Environmental Management System(s)</b>	
<b>Quality Management System(s)</b>	
<b>Describe your business Continuity Management</b>	
<b>Total Number of Employees:</b>	
<b>Production</b>	
<b>R&amp;D</b>	
<b>Marketing &amp; Sales</b>	
<b>Quality Department</b>	
<b>Financial Information:</b>	
<b>Last Year turnover</b>	
<b>Last Year Gross Margin</b>	
<b>Last Year Profit</b>	
<b>Stock Markets where your company is listed</b>	
<b>Anticipated Capacity conditions within 12 months</b>	
<b>Conditions in the RFI that cannot be met</b>	
<b>Availability of spare parts and support worldwide</b>	