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REQUEST FOR PROPOSAL

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# NORTH COUNTRY COMMUNITY MENTAL HEALTH

## REQUEST FOR PROPOSALS

### Overview

North Country Community Mental Health (hereinafter “NCCMH”) operates as a Mental Health Board under the provisions of Act 258 of the Michigan Public Acts of 1974, as amended. NCCMH intends to enter into a service agreement/contract with a vendor to provide payroll and human resources services for approximately 235 employees. We have approximately 35 terminations per year and 22 new hires per year. Employees are paid bi-weekly on either an hourly or salary basis or a combination basis. Employee payments are direct deposited into the account(s) of their choice. Union and some part-time employees are subject to Social Security. Non-union employees are exempt from Social Security. All employees are subject to Medicare tax.

The proposal to provide these services must be in compliance with all applicable State and Federal laws, standards and guidelines. This Request for Proposal (RFP) establishes criteria that have been designed to cover important aspects of the services we require.

### I. PURPOSE OF RFP

NCCMH is seeking sealed bid proposals from payroll and human resources service providers.

### II. SERVICES TO BE PROVIDED

NCCMH requires an integrated Human Resources and Payroll package that includes, but is not limited to, the following:

- New hire on-boarding
- Job posting and applicant tracking from recruiting through onboarding
- Worker’s Compensation reporting
- Open enrollment
- Benefits management
- Carrier connections
- Reliable and customizable performance review and tracking
- Ability to track credentials, licenses, education, etc.
- Process biweekly payroll, time and attendance
- Leave time management, including tracking comp time
- Detailed labor distribution
- Unlimited direct deposits or pay cards, when necessary
- ACA tracking and filing
- Federal, State, and Unemployment tax filing
- Year-end W-2 and 1094/1095 processing
- On-line reporting
- Custom reporting
- Ability to track turnover rates and generate applicable reports
- Ability to store scanned HR/payroll documents
- Long-term history retention
- GL interface with Microsoft Dynamics
- Ongoing Customer support with a human representative. Please designate if provided by an assigned team or at random.

Please address each requirement above with enough information to ensure that the Human Resources/Payroll package will incorporate these requirements. Please address in detail how customer support is provided.

Please also address specifically how integration of NCCMH's current data will be transferred to the new system, including what NCCMH's responsibilities will be, if any. For example, is the integration/transfer of data done electronically, manually, or via a combination? Provide details.

### III. BID SPECIFICATIONS

Proposals must be clear, concise, typewritten, and must be signed by the official authorized to bind the submitted proposal to its provisions. The contents of this RFP will become incorporated within any service agreement/contract signed by NCCMH and the provider of service. Do not retype this RFP. Respond on a separate page and cite the section number for each response. All areas of the bid proposal must be addressed in the same sequence cited in the RFP instructions in order that proper consideration is given to the proposal

All proposals must be developed in compliance with this RFP. The bidder is responsible for identifying any deviations from the required bid proposal content. Proposals that are incomplete will not be considered. NCCMH reserves the right to accept, reject or negotiate and amend any proposal received if in the best interests of NCCMH and to waive any irregularities and/or information in the proposal process.

**DEADLINE FOR SUBMISSION: received no later than 4:00 p.m. May 4, 2018.**

Three complete copies of the bid proposal or an electronic copy with all attachments must be submitted. If submitting electronically it must be in PDF format. The bidder must fill out an RFP Bidder Cover Sheet and attach it to the proposal. Electronic proposals must be emailed to [ccrumbaugh@norccmh.org](mailto:ccrumbaugh@norccmh.org) with subject line: CONFIDENTIAL – RFP Materials Attached. Hard-copy proposals must be submitted in a sealed envelope. "CONFIDENTIAL – RFP Materials Enclosed" should be noted on the outside of the envelope. Hard-copy proposals must be mailed or hand-delivered to North Country CMH, 1420 Plaza Drive, Petoskey, MI 49770 Attn: Cynthia Crumbaugh, Administrative Assistant. Proposals received after the deadline will not be considered.

Once submitted, no changes to the RFP will be accepted.

The proposal shall cover services as set forth herein and to be agreed upon contractually by the Bidder and NCCMH. Please submit the rate structure with costs for a three-year period.

All proposals submitted to the RFP must be valid for 90 days.

Bids may be withdrawn in-person or by written request.

NCCMH reserves the right to accept or reject any/all bid proposals received pursuant to this RFP, in whole or in part; to waive any/all irregularities therein; to delete/reduce the units of service; and/or to negotiate proposal terms in any way whatsoever to obtain a proposal as deemed in its best interest. NCCMH reserves the right to re-solicit/re-advertise the RFP as deemed necessary.

Information submitted in response to this proposal is subject to the Michigan Freedom of Information Act.

## Cost Liability

NCCMH assumes no responsibility or liability for costs by the organization or any bidder prior to the execution of a service agreement/contract between the organization and NCCMH.

## Bidder Responsibilities

All inquiries regarding the content of the RFP shall be addressed in writing to the Lead Payroll Accountant (Sue Tramontini) at [stramontini@norcocmh.org](mailto:stramontini@norcocmh.org) and/or the HR Manager (Lane Messer) at [lmesser@norcocmh.org](mailto:lmesser@norcocmh.org). A written response will be returned after review by the NCCMH RFP Committee.

The bidder is responsible for understanding all details of the RFP. The bidder, by submitting a proposal, indicates a full understanding of all details and specifications of the RFP. Bidders are expected to present narrative statement/summary in a clear, concise and organized manner for review.

## Award of Contract

Award recommendations are contingent upon the successful evaluation of the vendor's qualifications. All qualified vendors will then be evaluated to determine successful bidder/bidders. Finalists will be asked to provide a demo to the RFP Committee.

The evaluation process will determine if a bidder meets quality standards, based on bid specifications and provider requirements. Award of bids will be determined on service, delivery, quality and cost.

Specific requests for additional information to assist the evaluators might be requested of the prospective bidder to weigh the proposal. This could include access to, and potential interviews with, bidder's customers, employees, organizations and/or other stakeholders.

## IV. ADDITIONAL REQUIREMENTS

Please provide three references – preferably other community mental health agencies, county, or governmental agencies – using your service/product. Please also include a copy of your standard service agreement/contract. Finally, please complete the attached Attestation Confirming Debarment, Suspension, and Exclusion Form.

VI. BIDDER COVER SHEET

NORTH COUNTRY COMMUNITY MENTAL HEALTH

REQUEST FOR PROPOSAL

Bidder Information

Organization:

Address:

Authorized Representative:

Title:

Telephone Number:

Contact Person:

Title:

Telephone Number:

Fax Number:

E-mail Address:

Web Address (if applicable):

Three-Year Rate Structure and Estimated Operational Date: