



CITY OF NOVI

Request for Proposals for Human Resources and Payroll Consulting Services

Issue Date: July 31, 2009
Response Date: August 18, 2009



CITY OF NOVI
REQUEST FOR PROPOSALS
HUMAN RESOURCES AND
PAYROLL CONSULTING SERVICES

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CITY OF NOVI

RFP HUMAN RESOURCES AND PAYROLL CONSULTING SERVICES

I. INTRODUCTION

A. General Information

Purpose

The purpose of this Request for Proposals (RFP) is to select a consultant who can provide various types of human resources and payroll consulting services for the City of Novi. These services are identified within this RFP.

Issuing Office

This RFP is being issued by the issuing office listed below. The issuing office is the sole point of contact for this RFP. Please refer all inquiries to:

Ms. Sue Morianti, Purchasing Manager
City of Novi
45175 W Ten Mile Road
Novi, MI 48375
Email: smorianti@cityofnovi.org

Questions must be submitted via e-mail to the issuing office by 12:00 P.M. EDT on August 12, 2009, to ensure sufficient time to prepare responses. Responses/addenda will be posted in a timely fashion on the MITN website at www.mitn.info. Receipt of addenda must be acknowledged on your Schedule of Professional Fees form.

Proposal Submittal

This RFP contains instructions governing the responses to be submitted and the material to be included therein, a description of the products and services to be provided, requirements which must be met to be eligible for consideration, and contract terms and conditions.

There is no expressed or implied obligation for the City of Novi to reimburse responding firms for any expenses incurred in preparing proposals in response to this request.

To be considered, an **UNBOUND ORIGINAL and six (6) copies of your TECHNICAL PROPOSAL in a SEALED ENVELOPE AND an UNBOUND ORIGINAL and six (6) copies of a FEE PROPOSAL in a SEPARATE SEALED ENVELOPE** must be received no later than **3:00 P.M. on Tuesday, August 18, 2009**. Proposals should be addressed to:

**City of Novi
Office of the City Clerk
45175 W. Ten Mile Rd.
Novi, MI 48375**

The Proposal envelope should be marked with the name of the submitting firm and **“RFP: Human Resource and Payroll Consulting Services”**. The Fee Proposal envelope should be marked with the name of the submitting firm and **“Fee Proposal – Human Resource and Payroll Consulting Services”**. The City does not accept late proposals. The City of Novi reserves the right to reject any or all proposals submitted.

During the evaluation process, the City of Novi reserves the right, where it may serve the City of Novi's best interest, to request additional information or clarifications from proposers, or to allow corrections of errors or omissions. At the discretion of the City of Novi, firms submitting proposals may be requested to make oral presentations as part of the evaluation process.

The City of Novi reserves the right to retain all proposals submitted and to use any ideas in a proposal regardless of whether that proposal is selected. Submission of a proposal indicates acceptance by the firm of the conditions contained in this Request for Proposals, unless clearly and specifically noted in the proposal submitted and confirmed in the contract between the City of Novi and the firm selected.

II. NATURE OF SERVICES REQUIRED

A. General

The City of Novi is soliciting the services of qualified firms to provide Human Resource and Payroll consulting services to document current processes and provide recommendations for implementation of the payroll processing transition from Finance to Human Resources.

B. Scope of Work to be Performed

The scope of services will include, but not be limited to the following:

- ❖ Assess the quality of current Human Resource and Payroll practices
- ❖ Report on extent of statutory Human Resource and Payroll compliance issues
- ❖ Set guidelines for establishing Human Resource and Payroll performance standards
- ❖ Identify areas for change and improvement with specific recommendations including documentation of current processes
- ❖ Recommendations to enhance internal customer satisfaction
- ❖ Define desired Human Resource and Payroll best practices for the City of Novi
- ❖ Recommendations for segregation of duties and internal controls relating to the payroll and human resource functions to ensure acceptable levels of control and risk management

Perform Payroll and Human Resource performance studies – leverage best industry practices. Objectives include:

- Improve productivity
- Promote timely execution
- Enable better decision making
- Leverage technologies
- Ensure acceptable levels of control and risk management
- Optimize the skills and capabilities of the Human Resource and Payroll staff. Consider American Payroll Association certification as a valuable, objective credential that verifies a specified level of knowledge, skills, and abilities in the payroll profession. Certification helps individuals demonstrate their payroll expertise, secure promotions, advance their careers, and enhance their standing within the profession. APA offers two levels of certification -- the Fundamental Payroll Certification (FPC) and the Certified Payroll Professional (CPP)
- Promote collaboration across departments
- Address both qualitative performance - such as process design, level of technology leverage, ability/readiness to partner with outside vendors, organizational design - and traditional quantitative metrics, such as cost, cycle time, quality and productivity

III. DESCRIPTION OF THE GOVERNMENT

A. Background Information

The City of Novi, incorporated in 1969, is strategically located in the southwestern portion of vibrant Oakland County. Located just 30 miles northwest of downtown Detroit, the City serves over 52,000 residents and encompasses an area of approximately 32 square miles. Novi is considered a choice community to live and work. A dynamic, growing community, Novi offers an abundance of rolling, wooded acreage, which provides a unique natural backdrop for residential, commercial and industrial land development. Novi is well connected to highway, rail and air transportation routes offering outstanding accessibility.

The City of Novi operates under the Council-Manager form of government. Policy-making and legislative authority are vested in City Council which is presided over by the Mayor, who is elected for a two-year term. The six other Council members are elected for four-year overlapping terms. The City Manager is appointed by City Council. This official heads the administrative branch of city government and directs all city operations, projects and programs.

The City provides a full range of municipal services including police and fire protection; public services, parks and recreational; building inspection; code enforcement and planning and development. In addition to general government activities, the activities of the Economic Development Corporation are reported as a separate component unit of the City.

IV. TIME REQUIREMENTS

A. Expected date of award

The City expects to award this contract at the City Council meeting on August 24, 2009.

B. Date Final Report is Due

A final report shall be delivered to the Manager's Office ***no later than September 30, 2009.***

V. PROPOSAL REQUIREMENTS

A. Technical Proposal

1. General Requirements

The purpose of the technical proposal is to demonstrate the qualifications, competence and capacity of the firms seeking to undertake these services as identified by the City of Novi in conformity with the requirements of this Request for Proposal. The technical proposal should demonstrate the qualifications of the firm and of the particular staff to be assigned to this engagement. It should also specify an approach that will meet the Request for Proposal time requirements.

The technical proposal should address all the points outlined in the Request for Proposal (excluding any cost information which should only be included in the fee proposal). The proposal should be prepared simply and economically, providing a straightforward, concise description of the proposer's capabilities to satisfy the requirements of the Request for Proposal. While additional data may be presented, the following subjects must be included. They represent the criteria against which the proposal will be evaluated.

2. Firm Qualifications and Experience

The proposal should state the size of the firm, the size of the firm's staff, the location of the office from which the work on this engagement is to be performed and the number and nature of the professional staff to be employed in this engagement on a full-time basis and the number and nature of the staff to be so employed on a part-time basis.

If the proposer is a joint venture or consortium, the qualifications of each firm comprising the joint venture or consortium should be separately identified and the firm that is to serve as the principal consultant should be noted, if applicable.

The firm is also required to submit a copy of the report on its most recent quality control review within the Human Resource and Payroll functions, with a statement whether that quality control review included a review of specific governmental engagements.

3. Partner, Supervisory and Staff Qualifications and Experience

The firm should identify the principal supervisory and management staff, including engagement partners, managers, other supervisors and specialists, who would be assigned to the engagement. The firm also should provide information on the relevant experience of each person, including education and membership in professional organizations relevant to the performance of this engagement.

This firm should provide as much information as possible regarding the number, qualifications, experience and training, including relevant continuing professional education, of the specific staff to be assigned to this engagement. The firm also should indicate how the quality of staff over the term of the agreement will be assured.

Consultants and firm specialists mentioned in response to this Request for Proposals can only be changed with the express prior written permission of the City of Novi, which retains the right to approve or reject replacements.

4. Similar Engagements with Other Government Entities

List the most significant engagements (maximum of 5) performed in the last five years that are similar to the engagement described in this Request for Proposals.

Indicate the scope of work, date and the name and telephone number of the principal client contact.

5. Specific Approach

The proposal should set forth a work plan, including an explanation of the methodology to be followed, to perform the services required within this Request for Proposal.

Proposers will be required to provide the following information on their approach:

- a. Proposed segmentation of the engagement
- b. Level of staff and number of hours to be assigned to each proposed segment of the engagement
- c. Approach to be taken to gain and document an understanding of the City of Novi's internal control structure

B. SEALED FEE PROPOSAL

1. Total Price and Hours Breakdown

The fee proposal should contain all pricing information relative to performing the engagement as described in this Request for Proposal on a not to exceed cost basis.

The City of Novi will not be responsible for expenses incurred in preparing and submitting the technical proposal or the fee proposal. Such costs should not be included in the proposal.

The fee proposal should include the following information:

- a. Name of Firm
- b. Certification that the person signing the proposal is entitled to represent the firm, empowered to submit the bid and authorized to sign a contract with the City of Novi.

2. Rates for Additional Professional Services

If it should become necessary for the City of Novi to request the firm to render any additional services to either supplement the services requested in this Request for Proposal or to perform additional work as a result of the specific recommendations included in any report issued on this engagement, then such additional work shall be performed only if set forth in an addendum to the contract between the City of Novi and the firm. Any such additional work agreed to between the City of Novi and the firm shall be performed at the same rates set forth in the schedule of fees and expenses included in the fee proposal.

3. Manner of Payment

Progress payments will be made on the basis of hours of work completed during the course of the engagement in accordance with the firm's fee proposal. Interim billings shall cover a period of not less than a calendar month.

VI. EVALUATION PROCEDURES

A. Review of Proposals

The City of Novi will use a formula during the review process to score proposals. Each member of the Review Committee will first score each technical proposal by each of the criteria described in Section VII C below. The full Review Committee will then convene to review and discuss these evaluations and to combine the individual scores to arrive at a composite technical score for each firm. At this point, firms with an unacceptably low technical score will be eliminated from further consideration. After the composite technical score for each firm has been established, the fee proposal will be opened and additional points will be added to the technical score based on the price bid. The maximum score for price will be assigned to the firm offering the lowest total all-inclusive maximum price. Appropriate fractional scores will be assigned to other proposers.

The City of Novi reserves the right to retain all proposals submitted and use any idea in a proposal regardless of whether that proposal is selected.

B. Evaluation Criteria

Proposals will be evaluated using three sets of criteria. Firms meeting the mandatory criteria will have their proposals evaluated and scored. The following represent the principal selection criteria which will be considered during the evaluation process.

1. Mandatory Elements

- a. The firm has no conflict of interest with regard to any other work performed by the firm for the City of Novi.
- b. The firm submits a copy of its most recent external quality control review report and the firm has a record of quality work.
- c. The firm adheres to the instructions in this Request for Proposals on preparing and submitting the proposal.

2. Expertise and Experience (Maximum Points - 40)

- a. The firm's past experience and performance on comparable government engagements.
- b. The quality of the firm's professional personnel to be assigned to the engagement and the quality of the firm's management support personnel to be available for technical consultation.

3. Approach (Maximum Points - 30)

- a. Adequacy of proposed staffing plan for various segments of the engagement.
- b. Adequacy of procedures and techniques to be applied.

4. Price (Maximum Points - 30)

C. Right to Reject Proposals

Submission of a proposal indicates acceptance by the firm(s) of the conditions contained in this Request for Proposals unless clearly and specifically noted in the proposal submitted and confirmed in the contract between the City of Novi and the firm(s) selected.

The City of Novi reserves the right without prejudice to reject any or all proposals.



**CITY OF NOVI
INSURANCE REQUIREMENTS
ATTACHMENT A**

1. The Contractor shall maintain at its expense during the term of this Contract, the following insurance:
 - a. **Worker's Compensation** insurance with the Michigan statutory limits and Employer's Liability insurance with minimum limits of **\$100,000** (One Hundred Thousand Dollars) each accident.
 - b. **Commercial General Liability Insurance** – The Contractor shall procure and maintain during the life of this contract, Commercial General Liability Insurance, Personal Injury, Bodily Injury and Property Damage on an "Occurrence Basis" with limits of liability not less than **\$1,000,000** (One Million Dollars) per occurrence combined single limit.
 - c. **Automobile Liability** insurance covering all owned, hired and non-owned vehicles with Personal Protection insurance to comply with the provisions of the Michigan No Fault Insurance Law including Residual Liability insurance with minimum bodily injury limits of **\$1,000,000** (One Million Dollars) each person and **\$1,000,000** (One Million Dollars) each occurrence and minimum property damage limits of **\$1,000,000** (One Million Dollars) each occurrence.
 - d. The Contractor shall provide proof of **Professional Liability** coverage in the amount of not less than **\$1,000,000** (One Million Dollars) per occurrence and/or aggregate.
2. **All policies shall name the Contractor as the insured and shall be accompanied by a commitment from the insurer that such policies shall not be canceled or reduced without at least thirty (30) days prior notice date to the City.**

It is required that all policies (except Professional Liability) shall name the City of Novi, its officers, agents and employees as additional insured. Certificates of Insurance evidencing such coverage shall be submitted to City of Novi, Purchasing Department, 45175 West Ten Mile Road, Novi, Michigan 48375-3024 prior to commencement of performance under this Contract and at least fifteen (15) days prior to the expiration dates of expiring policies.
3. The Contractor shall be responsible for payment of all deductibles contained in any insurance required hereunder.

4. If, during the term of this Contract, changed conditions or other pertinent factors should in the reasonable judgment of the City render inadequate insurance limits, the Contractor will furnish on demand such additional coverage as may reasonably be required under the circumstances. All such insurance shall be effected at the Contractor's expense, under valid and enforceable policies, issued by the insurers of recognized responsibility which are well-rated by national rating organizations and are acceptable to the City.
5. If any work is sublet in connection with this Contract, the Contractor shall require each subcontractor to effect and maintain at least the same types and limits of insurance as fixed for the Contractor.
6. The provisions requiring the Contractor to carry said insurance shall not be construed in any manner as waiving or restricting the liability of the Contractor under this contract.
7. The City has the authority to vary from the specified limits as deemed necessary.

ADDITIONAL REQUIREMENTS
Indemnity/Hold Harmless

1. The Contractor agrees to save harmless and defend the City against and from any or all liability, loss or damages (including without limitations, fees and expenses of attorneys, expert witnesses and other consultants) which the City may suffer as a result of claims, demands, costs, or judgments against it arising from, out of or in consequence of the performance of this Agreement, excepting only such liability, loss or damage as shall have been occasioned by the sole negligence of the City of Novi, its officers, agents or employees.
2. The Contractor agrees that it is its responsibility and not the responsibility of the City of safeguard the property and materials used in performing this Contract. Further the Contractor agrees to hold the City harmless for any loss of such property and materials used in pursuant to the Contractor's performance under this Contract.
3. The Contractor shall not discriminate against any employee, or applicant for employment because of race, color, sex, age, or handicap, religion, ancestry, marital status, national origin, place of birth, or sexual preference. The Contractor further covenants that it will comply with the Civil Rights Act of 1973, as amended; and the Michigan Civil Rights Act of 1976 (78. Stat. 252 and 1976 PA 453) and will require a similar covenant on the part of any consultant or subcontractor employed in the performance of this contract.



ATTACHMENT B

CITY OF NOVI RFP HUMAN RESOURCES AND PAYROLL CONSULTING SERVICES

SCHEDULE OF PROFESSIONAL FEES

We the undersigned as proposer, propose to furnish to the City of Novi according to the conditions and instructions attached hereto and made a part thereof.

	Hours	Hourly Rate	Total Fee
Partners	_____	_____	\$ _____
Managers	_____	_____	\$ _____
Supervisory Staff	_____	_____	\$ _____
Staff	_____	_____	\$ _____
Other (specify):	_____	_____	\$ _____
GRAND TOTAL (not-to-exceed)			\$ _____

We acknowledge receipt of the following addendums: _____

Company (Legal Registration) _____

Address _____

City _____ State _____ Zip _____

Telephone _____ Fax _____

Agent's Name _____

Agent's Title _____

Signature _____

E-mail _____

Date _____