KITSAP REGIONAL LIBRARY

HRIS (Human Resources Information System) Solution

Request for Proposals

ISSUE DATE
5/26/26

PROPOSALS MUST BE RECEIVED BY
6/30/26 by 5:00pm PDT
Submissions must be in electronic format and sent to ctalerico@krl.org by the specified receipt date and time to be considered.

Contact for Questions:
Chandra Talerico
Director of Human Resources
Email: ctalerico@krl.org
Location: 1301 Sylvan Way, Bremerton, WA 98310

KITSAP REGIONAL Library

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A: General Information

About the Library

Kitsap Regional Library (KRL) is a public library system operating nine branches in Kitsap County, Washington. KRL is a [insert tax status] governmental employer with approximately 220 full-time and part-time staff. For more information about the library visit https://www.krl.org/

RFP Schedule

DATE	ACTION
5/26/26	RFP issued
6/16/26	Last day to submit questions about the RFP
6/22/26	Responses to questions emailed to requestor
6/30/26	Submission deadline
7/10/26	Proposal review completed
7/14/26	Schedule demonstrations for potential finalists
7/28/26	HRIS System Selected

Dates may be revised due to unforeseen circumstances. Every effort will be made to inform Respondents of changes to the timeline. Check https://www.krl.org/requests-for-proposals/ for the most up to date information regarding this RFP.

KRL may, at our discretion and without explanation to the prospective Respondent(s), at any time choose to discontinue this RFP without obligation to such prospective respondent(s).

Questions

Submitting Questions

Any questions regarding this Request for Proposal should be directed to

Chandra Talerico
Director of Human Resources
Email: ctalerico@krl.org
Subject: HRIS RFP Questions

All questions must be received at least six (6) days prior to the submission deadline. Inquiries received after that time will not receive responses. No responses will be provided to telephone inquiries.

Question Responses

Responses to the questions will be sent to the requester via email. To ensure consistent interpretation of certain items, answers to questions considered to be in the interest of all will be made available *at https://www.krl.org/requests-for-proposals/*no later than five (5) business days after receiving the question(s).

About this Document

This RFP contains instructions governing the response to be submitted and the material to be included, a description of the services to be provided, and other requirements which must be met by interested parties to be eligible for consideration. All proposals submitted in response to this RFP are subject to all terms and conditions contained in this RFP, to include appendices.

Submission of Bid

Proposals may be submitted in in an electronic format and should be emailed to

Chandra Talerico
Director of Human Resources
Email: ctalerico@krl.org
Subject: HRIS RFP Bid

Refer to Section C for the Proposal Requirements and Section E for the Proposal Evaluation Criteria.

If the Respondent proposes alternative technical solutions for KRL's consideration in response to this RFP, then the Respondent must submit separate and complete proposals for each such proposed alternative solution.

Preparation costs: KRL will not be responsible for any costs associated with the preparation, submission or presentation of any proposal.

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B. Scope of Service

The Kitsap Regional Library (KRL) is issuing this Request for Proposal (RFP) from qualified companies to provide a cloud-based HRIS system, including implementation and ongoing support.

Current State

The Library currently uses several disparate systems for HR information. KRL currently uses the following systems

- Caselle, which includes an online portal for timesheet entry and a payroll system to process time and labor entries.
- Halogen software system is used for performance appraisal.
- An add-on to the Caselle system called NatPay enables employees to view their paycheck advice.
- ApplicantPro software is used as an applicant tracking system.
- Vimly is utilized by our benefit vendor to support self-service and future automated connections.

KRL is seeking to integrate their most important business processes, including Payroll, Time and Attendance, Talent Acquisition, Learning Management, and Benefits Administration to reap the benefits of seamlessly connected technology. Improving this system will enhance the efficiency and effectiveness of the human resource operations, enabling the Library to manage the workforce more effectively and improve data accuracy and reporting capabilities.

The main/primary objectives of this RFP are to:

- Automate and integrate key HR and Payroll processes
- Ensure/improve data accuracy and reporting capabilities
- Provide a scalable solution that can grow with the organization
- Improve user experience for staff and HR employees
- Provide a self-service portal for staff and managers

It is expected that the selected Respondent(s) would be able to provide a breadth and depth of services from implementation support and remote troubleshooting to project design and implementation.

Required

- Payroll
    - Time and attendance

  - Tax Forms
  - Maintain salary schedules
- Benefits Administration
  - Self-service enrollment and management
- Training Management System
  - User/Trainee Management
  - Course Management
  - Library hosting
- Talent management
  - Performance management (Reviews/Appraisals)
  - Individual Development Plans
  - Performance Improvement Plans
- Talent Acquisition
  - Candidate sourcing
  - Requisition & Job Posting Management
  - Applicant tracking
  - Onboarding
- Capabilities:
  - Robust reporting
    Cloud-based self-service portal for staff and managers

Optional add-on

- Scheduling software. The library currently uses WhenToWork
- Staff surveys. The library currently uses. FormStack.
- Engagement & Recognition modules
- Succession Planning
- Employment Verifications

C. Proposal Requirements

Respondents are expected to include the following documents with their proposal.

Cover Page

The cover page should include:

a) Name and address of the firm.

b) Name of the contact person that KRL contacts for questions and clarifications concerning your company's proposal. Include phone number, fax number, and email address.

Executive Summary

This part of the response to the RFP should be limited to

a) Brief high-level narrative highlighting the Respondent's qualifications and expertise.
b) Should not exceed three pages. This section should include general information such as basic corporate information, average client size, and how you distinguish yourself from the competition.

Proposed Solution

a) Explain the respondent's understanding of KRL's intent and objectives and how its solution can achieve those objectives
b) Brief description of the proposed solution
c) List the specific products and versions that the Respondent is proposing.
d) What differentiates your product from others in the marketplace?
e) Please indicate whether the in-scope modules were developed in-house, if they were acquired, or if any parts of the solution will include a partnership. If they were acquired, who are your partners? If any solutions are not owned by the Respondent, how will the Respondent ensure a seamless customer experience and support for KRL? How will KRL procure these third-party applications?
f) Describe how your solution complies with all applicable federal, state, and local laws, regulations, or ordinances.
g) What enhancements are planned for, in your product over the next three years?

Implementation

a) Plan for implementing and supporting the proposed solution
b) Walk us through your methodology for project planning, including approach, scope, and process-mapping.
    a. Prepare an estimated timeline with milestones, and resource allocation

   b. What measures do you employ to ensure timely and budget-conforming project delivery?
   c. Ensure your proposal includes cost of a project manager to manage project resources, milestones, and accountability.
   d. Outline strategies, tools and safeguards for ensuring project success.
c) What types of change management and communication resources do you offer to support a project of this magnitude?
d) Based on your past experiences with similar-scale projects, what key insights have you gained that could contribute to the success of our project?
e) Describe your approach to quality assurance and testing to ensure the solution and configuration settings meet KRL's needs both functionally and performance-wise.
f) What is your protocol for addressing, escalating, and resolving issues that arise during the implementation phase?
g) What experience, if any, do you have migrating from the systems KRL currently utilizes?
h) Hardware and software considerations
i) Data
   a. What is the plan for migrating data from KRL's existing systems?
   b. Plan for data security, migration, and integration
   c. If certain data is not required or compatible with the Respondent's solution, the Respondent must explain any impacts this may have on KPL's workflows.
j) How does the Respondent ensure that the information learned during the implementation phase is shared with staff supporting KRL post-implementation?
   a. Expectations of KRL staff for example, which KRL staff to include, plan for engaging the project team and end users,

Ongoing maintenance and support

a) Describe your support for support during business hours.
b) KRL is open in the evenings and weekends. How do you support non-standard business hours? Are there different service options available for after-hours support?
c) What is included? What is not included, or is an add-on request?
d) Emergency support

e) Client-specific configurations (including settings and customizations) are preserved during upgrades?
f) Will we have a dedicated support representative?
g) How are issues escalated and rectified?
h) Is documentation provided with each new release?
i) Ongoing staff training support
j) Plan for transition upon expiration/termination of services[1]
k) Provide a copy of your maintenance/licensing agreement.

Security

a) Please describe the security features of your hosting center(s).
b) How is data encrypted in the application?
c) What third party testing in performance is done to ensure the integrity of the application's security?
d) Provide information on how data is backed up?
e) Provide a description of the firm's disaster recovery plan. Will KRL data, settings and customizations be restored as part of the recovery plan?
f) Have you had any significant security breaches or failures in the last three years? If so, explain what you have done to prevent future breaches or failures.

Technical Requirements

a) Describe your software development cycle, including frequency of releases, patches/hotfixes for each application, including in the bid.
b) What are the minimum requirements to run your application?
c) How many concurrent users can your application support?
d) Please describe how your application is able to interface with our existing third-party application: Cornerstone (formerly under a sub-company Halogen), Caselle, and iSolved (formerly ApplicantPro)
e) Can it provide single sign-on using Windows Authentication?

[1] Please see in Appendix II for reference to our data ownership statement.

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Functional and Technical Requirements

To support analysis of the functional and technical requirements the respondent should provide a comprehensive summary of functions for each of the required modules, nature of the data-base (relational vs. object-based), relational functionality between modules, data entry features, and data dictionary.

In addition, Appendix 1: Interrogatories includes questions about the functionalities and workflows available within the system. Respondent is encouraged to include screenshots or other exhibits to showcase how the proposed solution addresses KRL requirements.

Additional Functionality

Respondent may include a description of any products and features or other value-added components available in the proposed solution that have not been specifically requested in this RFP, but that may be of benefit to KRL or the employes that we serve

References

Provide a list of current clients that are similarly positioned (i.e., local government or educational entities of a similar size to KRL). We will reach out to customers, we believe are similarly situated, on your list to solicit their respective feedback regarding your solution.

D. Company Overview

Please provide the following information about the Respondent. If partnering with other organizations, include this information as well.

a) Official registered name (Corporate, D.B.A, Partnership, etc.) Dun and Bradstreet number, address, main telephone number, toll free number, facsimile number and website address.
b) Key contact name, title, address (if different from above) direct phone number and email address.
c) Person authorized to contractually bind the organization for any proposal against this RFP.
d) Brief history, including year established and number of years your company has been offering managed services, application support and project management.
e) Respondent is authorized to do business in the state of Washington and has applicable business license(s).

f) Disclosures of any actual or potential conflicts of interest and pending lawsuits.
g) Evidence of Insurance. The selected vendor may be required to provide additional information and meet requirements for coverage.

E. Cost Proposal

a) The cost proposal shall contain detailed pricing information relative to the work as described in each section of the RFP. The cost proposal shall include an all-inclusive price that covers direct and indirect costs, out-of-pocket expenses, and customer service support. The cost proposal should include all services requested by KRL and marked as available within the Respondent's bid. Please provide as much detail as possible. The cost proposal should include:
b) Costs for implementation services (one-time costs). Include breakdowns for individual services as well as bundled services. Indicate if there is are discounts for selecting multiple options.
c) Costs for staff training during implementation.
d) Licensing, maintenance and support fees broken down by module. Include pricing information if cost savings when licensing more than one module or service.
    1. Breakdown of the total costs for the first year (not including implementation fees)
    2. Costs for 3-year contract
    3. Costs for a 5-year contract
e) Costs for ongoing staff training.
f) A fee schedule for emergency and / or after-hours service support.
g) List licensing fees (per workstation / location/user) for product software if applicable.
h) Additional fees not listed above that are included as part of the all-inclusive cost.

F. Proposal Evaluation Criteria

The Evaluation Committee will consider Respondent's

a) Proposed solution and the responses to Section C: Proposal Requirements and Interrogatories including the degree to which the Respondent:
    a) Solution meets KRL's business and technical requirements.

b) Impact of the proposed solution on the operations of the functional groups, and the demonstrated ability of the solution to enhance operational efficiency and effectiveness.
c) Cost

Once the proposals have been evaluated, Respondent's selected to proceed will receive an invitation for in-person or remote demonstrations with key staff that would be responsible for supporting KRL.

Demonstrations will be utilized to assess the capabilities to our system requirements.

The proposals and demonstrations will be judged on the following criteria:

30 Points – Price
50 Points – Ability to meet all service requirements
15 Points – Demonstration and proposal completeness, quality, and reliability
05 Points – References

Disqualifying Factors:
This RFP process has the following disqualifying factors and bids that do not meet these requirements will not be evaluated:

- Solicitors seeking commissions for identifying contract sales as a third party.
- Generic or auto generated bids that were not specifically created as a response to this RFP will not be considered.
- Proposal submitted after the bid deadline will be considered non-responsive and will not be included in the scoring process.