



# Request for Proposal (RFP): Human Resources Information System (HRIS)

March 2025

**Contact Information:**

Victoria Beckhurst  
Director of People & Culture  
[sccss.ca](http://sccss.ca)

# Table of Contents

1. Introduction.....	2
2. Organization Overview.....	2
3. Project Goals .....	3
4. Scope of Work.....	3
5. Functional Requirements .....	3
5.1. Core HR Functionality .....	3
5.2. Recruitment and Onboarding .....	5
5.3. Employee Engagement and Development .....	6
5.4. Reporting and Analytics.....	6
5.6. System Requirements: .....	6
6. Vendor Requirements.....	6
7. Proposal Submission.....	7
8. Evaluation Criteria.....	7
9. Timeline.....	8
10. Contact Information .....	8
11. Confidentiality .....	8
12. Disclaimer.....	8

## 1. Introduction

The Sunshine Coast Community Services Society (SCCSS) is seeking proposals from qualified vendors for the implementation of a cloud-based Human Resources Information System (HRIS). This RFP outlines the requirements for a comprehensive HRIS solution that will replace our current limited HR system (Payworks) and integrate with our new Enterprise Resource Planning (ERP) system (under selection) and benefits provider (Desjardins). We are particularly interested in solutions that can streamline our HR processes, enhance the employee experience, and improve overall organizational efficiency.

## 2. Organization Overview

Sunshine Coast Community Services Society is a community-based organization that has been providing services for people on the Sunshine Coast since 1974. Our history is one of caring, commitment and flexibility.

We are a non-government organization overseen by a volunteer board of directors, funded by government contracts, foundations and community donations. We employ more than 85+ professional staff, work with 175+ volunteers and provide services through more than 30 programs all along the Coast in four key areas - Community Action and Engagement; Together Against Violence; Child and Family Counselling; and Family, Youth and Children's Services.

Our programs support pregnant moms and new parents, families, children, youth, adults, and seniors through crisis response, support programs, housing, and advocacy.

## 3. Project Goals

The primary goals of this project are to:

- Implement a comprehensive HRIS that supports all core HR functions, including recruitment, onboarding, performance management, benefits administration, and payroll.
- Automate HR processes to reduce manual effort and improve efficiency.
- Enhance the employee experience through self-service portals, streamlined workflows, and improved communication.
- Improve data management and reporting capabilities to support data-driven decision-making.
- Ensure compliance with labor regulations and reporting requirements.
- Integrate seamlessly with our new ERP system and Desjardins benefits platform.
- Foster a culture of employee engagement and development.
- Improve the efficiency of HR service delivery, including inquiries and incident management.

## 4. Scope of Work

The selected vendor will be responsible for:

- Providing a cloud-based HRIS solution that meets the requirements outlined in this RFP.
- Implementing and configuring the HRIS to align with SCCSS's business processes and needs.
- Migrating data from our existing HR system and other relevant sources to the new HRIS.
- Integrating the HRIS with our new ERP system, Desjardins benefits platform, and other identified systems.
- Providing comprehensive training and support to SCCSS staff on the new HRIS.
- Ensuring a smooth transition and go-live of the new HRIS.
- Providing ongoing support and maintenance for the HRIS.

## 5. Functional Requirements

### 5.1. Core HR Functionality

- **Employee Data Management:**
  - Securely store and manage comprehensive employee data (personal information, employment history, compensation, benefits, etc.).
  - Enable self-service access for employees to update personal information and view pay stubs, benefits information, etc.
  - Support robust reporting and analytics capabilities on employee data.
  - Ability to track certifications and expiry dates for compliance-related training.
- **Payroll Management:**
  - Integrate seamlessly with payroll processing (or offer integrated payroll functionality), currently Payworks and soon to be migrated to a new ERP (To be selected).
  - Automate payroll calculations, deductions, and tax withholdings per requirements below.
  - Generate accurate and timely payroll reports.
  - Grid Progression:
    - When someone accumulates enough hours in their position to move up a step on the wage grid
      - Automate step up in the wage grid
      - Automate the wage grid increase

- If it is not automated, support a process for manual tracking (eg: export a spreadsheet and add it up every two weeks)
    - Provide alerts or notifications for pending step increases to HR administrators.
  - Multiple Grids:
    - Support employees on multiple wage grids including SCCSS's own wage grid, the HSA wage grid, and the CSSEA wage grid.
    - Can the system handle more than one grid (This is less important than everything else).
  - Statutory Holiday Calculations:
    - Support a minimum of two rule sets, one for the provincial legislation and one for the union collective agreement.
      - The system is required to support the use of different calculations from employee to employee depending on the relevant rule set.
      - The calculation rules should be applied by employee class or some other distinguishing characteristic.
    - Support SCCSS's recognition and processing of two 'unofficial' stats as paid holidays (Easter Monday & Boxing Day).
    - Ability to define additional paid holidays as needed.
  - Pension Deductions:
    - While SCCSS does not require the payroll system to perform remittance to MPP, we would need calculations of both Employee and Employer contributions on every payroll for participating Employees. Questions include:
      - Can we add a non-mandatory pension plan (not CPP or QPP)?
      - How complicated is setting up employer contributions and tracking them?
      - What is the process for exporting this information every payroll?
  - WorkSafe BC Rates:
    - Due to the classifications of services SCCSS provides, different programs have different WSBC premium rates. Questions include:
      - Can the system process multiple WSBC/WCB rates for one employer?
      - Can this be set employee to employee or does it use some other factor (home department, position, hour type, etc)?
      - Provide automated updates for WSBC rate changes.
  - Union Considerations: To comply with the Collective Agreement, we need to be able to track and pay specific things. Questions include:
    - Does the system calculate Overtime, or is that manual?
    - If it does calculate overtime, does it only use employment standards rules or can we customize it (EX: double time at 10 hrs)?
    - Can the system calculate Union Dues on specific earning types only and apply the deduction to each pay?
    - Can we apply 1.5 rates as needed or are they locked into a rule set (EX: A union employee working on a stat gets time and a half for the entire shift, would the system recognize that, and if not, can we input manually)?
    - All time off types would need both a union and non-union version, can the system accommodate that.
    - Ability to handle retroactive pay adjustments for unionized employees.
  - Multiple Positions: SCCSS has several employees who work more than one position, or in more than one program. Questions include:
    - Can the system assign multiple roles to each employee at different rates and rule sets (EX: an employee who has a full-time position in program 1 which is non-union, and a casual position in program 2 which is union)?
    - If the positions occupy different grid bands/steps, can they be tracked separately or would that be manual?
    - Provide separate pay stubs per role if required.
- **Benefits Administration:**
  - Integrate with Desjardins benefits platform.

- Automate benefits enrollment and management.
- Provide employee self-service access to benefits information and enrollment tools.
- Support various benefit plans and eligibility rules.
- **Time and Attendance Management:**
  - Track employee work hours, absences, and leave requests.
  - Integrate with payroll and scheduling systems.
  - Offer flexible time tracking options (e.g., timesheets, mobile app).
- **Leave and Absence Management:**
  - Manage employee leave requests, approvals, and balances.
  - Support various leave types (e.g., vacation, sick leave, parental leave).
  - Automate leave accrual calculations.
  - Employee self-service for leave requests.
  - Automated approval workflows.
- **Performance Management:**
  - Facilitate employee development and growth through performance management tools. Support performance reviews, goal setting, and feedback processes.
  - Link performance reviews to development goals.
  - Track employee progress on development plans.
  - Enable performance tracking and reporting.
- **Succession Planning:**
  - Talent Identification and Assessment: Tools to identify and assess high-potential employees.
  - Development Planning: Create individual development plans for succession candidates.
  - Succession Plan Tracking: Monitor progress on succession plans and identify potential gaps
- **Labour Relations:**
  - Grievance Management:
    - Track and manage employee grievances.
    - Document related information and communications.
  - Collective Agreement Management:
    - Store and manage collective agreements.
    - Track compliance with agreement terms
- **Health & Safety (H&S) Incident Management:**
  - Incident Reporting: Online incident reporting forms for employees.
  - Investigation and Follow-Up: Tools to manage incident investigations and follow-up actions.
  - Reporting and Analytics: Reporting on incident trends and safety metrics.
- **Document Management:**
  - Securely store and manage employee documents (contracts, performance reviews, etc.).
  - Enable electronic signatures and approvals.
  - Ensure compliance with document retention policies.

## 5.2. Recruitment and Onboarding

- **Recruitment/Talent Acquisition (External)**
  - Job Requisition Management:
    - Ability to create and manage job requisitions with approval workflows with digital document signing.
    - Customizable templates for job descriptions.
  - Applicant Tracking System (ATS):
    - Automate job postings, resume screening, and candidate tracking.
    - Provide a positive candidate experience through an easy-to-use application portal.
    - Generate recruitment reports and analytics.
- **Recruitment/Talent Acquisition (Internal):**
  - Applicant Tracking System (ATS):
    - Functionality to post jobs internally.
    - Resume parsing and candidate screening tools.

- Candidate communication and interview scheduling features.
  - Reporting and analytics on recruitment metrics.
- Internal Mobility:
  - Tools to facilitate internal job postings and employee applications.
  - Talent matching based on skills and experience.
- **Onboarding:**
  - Streamline the onboarding process for new hires.
  - Automate paperwork and administrative tasks.
  - Provide new hires with access to essential information and resources.

### 5.3. Employee Engagement and Development

- **Employee Engagement Tools:**
  - Facilitate employee communication and collaboration.
  - Support employee recognition and rewards programs.
  - Enable pulse surveys and feedback mechanisms.
  - Ability to create and distribute internal newsletters.
- **Learning Management System (LMS) Integration (Desired):**
  - Integrate with or offer LMS functionality to manage employee training and development.
  - Track employee training progress and certifications.
- **HR Help Desk (Ticketing System):**
  - Inquiry Management:
    - Ability to log, track, and manage employee inquiries.
    - Automated routing and escalation of inquiries.
  - Knowledge Base: Access to a knowledge base for self-service support.
  - Reporting and Analytics: Reporting on inquiry volume, resolution times, and other metrics.

### 5.4. Reporting and Analytics

- **Customizable Reports:**
  - Generate custom reports on various HR metrics (e.g., employee demographics, turnover, performance).
- **Dashboards and Analytics:**
  - Provide real-time insights into key HR metrics through interactive dashboards.
  - Enable data-driven decision-making through advanced analytics capabilities.

### 5.6. System Requirements:

- **Cloud-Based Solution:** Provide a secure, scalable, and reliable cloud-based platform with robust data security measures and disaster recovery capabilities.
- **Integration Capabilities:** Seamless integration with existing systems (e.g., Desjardins, finance ERP).
- **Security and Compliance:** Robust security features to protect employee data and ensure compliance with relevant regulations (e.g., GDPR, PIPEDA).
- **User-Friendly Interface:** Intuitive and easy-to-use interface for both HR staff and employees.
- **Configuration and Customization:** Flexible configuration and customization capabilities to adapt the HRIS to SCCSS's specific needs and workflows.
- **Mobile Accessibility:** Mobile app for employee self-service and HR management tasks.
- **Vendor Support and Training:** Comprehensive training and support for HR staff and end-users.

## 6. Vendor Requirements

Vendors responding to this RFP must:

- **Demonstrate Experience:** Possess extensive experience implementing and supporting HRIS solutions for non-profit organizations of similar size and complexity to SCCSS.
- **Comprehensive Solution:** Offer a comprehensive HRIS solution that meets all the functional requirements outlined in this RFP.
- **Integration Expertise:** Demonstrate proven ability to integrate their HRIS with ERP systems, benefits providers (specifically Desjardins), and other relevant third-party applications.
- **Compliance and Security:** Ensure compliance with all applicable labor laws and regulations, including data privacy and security standards.
- **Implementation and Support:** Offer a clear and detailed implementation plan with realistic timelines and dedicated support throughout the implementation process.
- **Training and Documentation:** Provide comprehensive training materials and documentation for system administrators and end-users.
- **Client References:** Furnish a list of client references from non-profit organizations similar to SCCSS, demonstrating successful HRIS implementations.
- **Pricing and Value:** Offer transparent and competitive pricing with a clear breakdown of all costs, including implementation, licensing, and ongoing support.
- **Additional Considerations:**
  - **Vendor Stability:** Demonstrate financial stability and a strong track record of providing ongoing support and updates for their HRIS solutions.
  - **Innovation and Roadmap:** Showcase a commitment to innovation and a clear product roadmap to ensure the HRIS remains current and meets evolving needs.
  - **Cultural Fit:** Demonstrate an understanding of SCCSS's organizational culture and values, and a commitment to building a strong partnership.

## 7. Proposal Submission

Proposals must include the following information:

- Company overview and experience.
- Detailed description of the proposed HRIS solution.
- Information on integration capabilities.
- Implementation plan and timeline.
- Training and support services.
- Pricing information and contract terms.
- Client references.

## 8. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

- **Functional Capabilities (40%):**
  - The HRIS system's ability to meet SCCSS's functional requirements, including core HR functions, talent management, payroll, benefits administration, and reporting.
  - Specific features that support DEI initiatives, such as tracking diversity metrics, managing inclusive benefits, and facilitating equitable performance management.
- **Integration Capabilities (20%):**
  - Demonstrated ability to seamlessly integrate with the ERP system (under selection), Desjardins benefits platform, and other relevant systems.
  - Strength of API and data exchange capabilities.
- **Vendor Experience and Expertise (15%):**
  - Experience implementing HRIS solutions for non-profit organizations of similar size and complexity.
  - Demonstrated understanding of the non-profit sector and its unique challenges.
  - Commitment to DEI principles, as evidenced by company culture, policies, and practices.

- **Implementation Plan and Timeline (10%):**
  - Clarity, feasibility, and completeness of the implementation plan.
  - Proposed timeline and ability to meet SCCSS's desired implementation schedule.
- **Pricing and Value (10%):**
  - Overall cost-effectiveness of the solution, including implementation, licensing, and ongoing support.
  - Recognition of SCCSS's financial constraints as a non-profit organization, reflected in a fair and reasonable pricing structure.
- **Commitment to SCCSS Values (5%):**
  - Alignment with SCCSS's organizational values, including a commitment to DEI, living wage, and representation of women and equity-deserving groups in decision-making roles.
  - Willingness to partner with SCCSS to achieve its mission and contribute to the community.

## 9. Timeline

<b>Milestone</b>	<b>Due Date(s)</b>
RFP Release:	<b>March 7, 2025</b>
Proposal Submission Deadline:	<b>March 14, 2025</b>
Vendor Presentations:	<b>March 17 – March 21, 2025</b>
Vendor Selection:	<b>March 24, 2025</b>
Contract Negotiation:	<b>March 24 – March 31, 2025</b>
Implementation Start:	<b>April 1, 2025</b>
Go-Live:	<b>September 1, 2026</b> [Start of Employee Reviews]

## 10. Contact Information

Please submit proposals and direct any questions to:

Victoria Beckhurst  
**Director of People & Culture**  
[vbeckhurst@sccss.ca](mailto:vbeckhurst@sccss.ca)  
 604-885-5881

## 11. Confidentiality

All information provided in response to this RFP will be treated as confidential.

## 12. Disclaimer

SCCSS reserves the right to accept or reject any proposal, in whole or in part, and to negotiate with any vendor.