MARYLAND AUTOMOBILE INSURANCE FUND
1215 East Fort Avenue Suite 400
Baltimore, Maryland 21230

Request for Proposal

HRIS/Payroll System

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Introduction:

By way of background, the Maryland Automobile Insurance Fund (Maryland Auto) is an independent state agency created by the legislature of Maryland in 1972, and commenced operations on January 1, 1973.

Maryland Auto Insurance consists of two divisions. The Insured Division provides insurance coverage to Maryland residents who are unable to obtain it from private insurance carriers. The Uninsured Division has two roles, first it provides financial protection to Maryland residents who are innocent victims of traffic accidents involving motor vehicle negligence and cannot obtain recovery from any other source. Second, it is responsible for activities relating to reducing the rate of uninsured motorists in the State.

Maryland Auto invites offerors to submit proposals in conformance with the following specifications:

Part I. - General Information

A. **Purpose:** Maryland Auto is soliciting proposals from qualified firms to replace the current HR, timekeeping and payroll vendor and all tasks and processes currently performed in Paycom. Maryland Auto will evaluate submitted proposals according to criteria put forth in Part IV of this document.

B. **Minority Business:** Maryland Auto encourages minority business enterprises to respond to this solicitation.

C. **Contract Administration and Issuing Office:**

Issuing Office
Maryland Automobile Insurance Fund
1215 East Fort Avenue, Suite 400
Baltimore, Maryland 21230

Contract Administration
Renee C. Cohn, Sr. HR Manager
Renee.cohn@marylandauto.net

D. **Closing Date**: Maryland Auto must receive responses to this request for proposal no later than **Friday, December 5, 2025 - at 5:00pm EST.**

E. **Questions:** Please submit all questions related to this Request for Proposal to Responses@marylandauto.net. Maryland Auto will post answers, on a weekly basis on eMaryland Marketplace, to all questions offerors ask related to this Request for Proposal. The deadline for all questions shall be Thursday of each week during the request for proposal at 5:00pm EST.

Part II. – Purpose

The purpose of this RFP is to solicit proposals from software vendors, who can demonstrate that they possess the organizational, functional and technical capabilities to provide an HRIS/Payroll solution for Maryland Auto's HR & Payroll system.

The ideal vendor shall have experience in successfully implementing the proposed solution at companies both Private and/or Public with similar requirements to Maryland Auto. The successful vendor shall be responsible for the final approved design and implementation of the HRIS/Payroll system including development of user acceptance testing, system integration and connectivity to existing resources.

This RFP process seeks to provide the best overall HRIS/Payroll software solution for Maryland Auto. Total cost of ownership will not be the only factor in making the determination to award the bid. Other factors that may contribute to the selection process include, but are not limited to:

- Project approach and understanding of Maryland Auto's objectives and requirements
- Vendor's implementation methodology and success
- Vendor's installed base and experience with customers similar to Maryland Auto
- Feedback from customer references
- Ability to meet Maryland Auto requirements (software functionality, usability, performance, flexibility, integration, and technology)
- Ability to meet Maryland Auto selection and implementation timeframe
- Ongoing maintenance and support

Part III – Scope

Human Resources, Timekeeping and Payroll Project

Minimum requirements of the Timekeeping, Payroll and HR application are captured under "Minimum Requirements". Any software vendor wishing to be evaluated MUST meet all of the Minimum Requirements in order for their bid to be considered. Additionally, vendors must be able to deliver a functional Trial or Proof of Concept (POC) utilizing test data. Vendors that offer solutions that automate the requirements under Additional Points of Manual Data Entry and Additional Functional Considerations will be given a significantly higher rating and consideration.

Requirements

1. Mobile app (preferably w/management capabilities)
    a. Time tracking

    b. Time off requests
    c. Payroll info
    d. Management approvals
2. Personnel Management
    a. Basic demographics for Regular, Inactive, Temporary, and Contract employees
    b. Organizational structures
    c. Emergency Contact information
    d. Import and maintain Employee number sequence
    e. Update files capabilities by admin
    f. Custom Fields
    g. Ability to track FTEs
    h. Track equipment
3. Centralized employee overview screen that displays essential information at a glance, including:
    a. Personal details
    b. Job history
    c. Pay status
    d. Full-Time Equivalent (FTE)
    e. Supervisors
    f. Personnel Action Forms (PAFs)
4. Compensation module
5. Learning module
6. Applicant Management
    a. Requisition workflow approvals
    b. Auto posting to job sites and our website
    c. Received by/Referral method
    d. Key Date tracking
    e. Interview scoring
    f. Applicant Demographics (Preferably EEO 4 categories)
    g. Manager access
    h. Ability to import our current data
7. On Boarding
    a. Self onboarding
    b. Taxes auto assigned
    c. E-Verify
8. Track performance, training, skills, and education
    a. Customize performance review forms
    b. Keep track of goals
    c. Automate launch of reviews
9. Employee Changes
    a. Track job and pay history (preferably on same place/screen)
    b. Easy customizable workflow approvals
    c. Forward/Backward effective dating w/o impacting current payroll
    d. User friendly upload templates
10. Payroll processing (preferably not batch function)
    a. Integrate with General Ledger
    b. File and pay payroll taxes
    c. Pension/401k/457b deduction options
        i. 401K/457 Match, Automate the tracking and application of 401(k)/457 employer matches throughout the year within the Payroll system.

    ii. Enable seamless integration between the Payroll system and retirement provider to allow deferral changes made in either system to sync automatically
  d. Ability to manage benefits and other deductions (both pre- and post-tax) both organizationally and individually (but do not need enrollment portal and feed)
  e. Ability to enter deductions for new year, while continuing processing for the current year
  f. Auto retro payments
  g. Allow exception pay
    i. ie, Disaster Recovery pay allows release of standard pay if timecard process not completed
  h. Out-of-cycle (un-scheduled) Pay

11. Timekeeping Management
  a. Track and monitor employee leave accrual and usage w/history of use
  b. Ability to manage multiple leave codes with separate rules and exceptions
  c. Ability to create leave accrual maximum and minimum limits and carry over
  d. Leave donation functions and rules
  e. Ability to pro rate based on paid/unpaid status
  f. Supervisor’s name on timecard.

12. Employee Portal
  a. Timecard entry
  b. View Leave accrual/usage
  c. Submit time off requests
13. Other items
  a. Ability to keep documents and have employees sign off
  b. At exit, ability to get file with all employee data including documents
  c. Tax profile setup to accommodate and properly report income and taxes in multiple states.

    d. Direct Deposit addition/update
        i. Allow for multiple deposit accounts
    e. W4/Withholding self service
    f. Employee information edit capability for specific items such as emergency contact, address, telephone, email, etc.

14. Reporting
    a. Robust reporting system
    b. Custom report writing that is simple
    c. Ability to create reports Ad Hoc
    d. Ability to export information into Word or Excel documents
    e. Ability to schedule daily/weekly/monthly reports and send to recipient
    f. Robust Analytics
15. Technical
    a. Secure login
    b. Security levels to restrict access
    c. Comprehensive Search capability especially for Help section including AI
    d. DR/Recoverable
    e. Ability to implement changes based on Effective Date
    f. Ability to Void actions/changes
    g. Ability to add/change fields
    h. Ability to generate standard forms (ex: Employee Change Notification, Payroll Advance Repayment Agreement, Teleworking Agreement)
    i. Ability to perform Change Audits
    j. Ability to import/export Excel data
    k. API/Feed with Workday
16. Account Management
    a. Dedicated Account Representative
17. Proof of Concept or Trial

Additional Points of Manual Data Entry

1. Timekeeping – streamlined bi-weekly approval process.
2. Action Plans – documentation available for Supervisors to develop employee action plans; not tracked in HRIS/Payroll
3. Monthly HR Statistics Report – provides a high level report of employee demographics; Analytics
4. Organization chart – manual Visio chart of Unit/Employee structure
5. Counselling memorandum – Form used for documenting employee events, most often for disciplinary reasons
6. Various form memos to notify specific unit representative of new hires, unit code changes, and terminations

Additional Functional Considerations

1. Employee Notifications – general and emergency
2. Portal for added employee self-service and communications
    a. Forms
    b. Telephone Directory
    c. Bulletin Board
3. Ability to reactivate employee – either as regular or temporary/contractual
4. Ability to integrate with email to send standard documents and/or Action notices
5. Forms/Policy retention and E-Signature process
6. Leave Bank Program, Including reallocating leave through donated leave program
7. Ability to perform retroactive calculations with merit and pension considerations
8. Ability to create pre-populated timecards for select users
9. Leave payout calculations with rules and exceptions considerations
10. Automate termination and exit interview process

Part IV- Submission

All submissions must provide clear, direct and comprehensive responses to the following questionnaire**.** Do not deviate from the order or format of the questions. Provide only those attachments which you note in your response. Maryland Auto will not review any other attachments.

Submissions must adhere to the following format and be submitted in accordance with the proposal date specified in Part 1-D. Maryland Auto will **not** grant requests for extensions. Maryland Auto will **not** consider any late requests for modification or withdrawal.

You may submit your response by email to Responses@marylandauto.net. **Please do not submit electronic responses through eMaryland Marketplace.** Responses by email must contain the phrase "HRIS/Payroll"- in the subject line.

Please respond to each of the following, as applicable:

1. **Company Background:**
    - Company Name
    - Company Address
    - Years in business
    - Contact name, Phone number, Email
    - Parent Company Name and Address
    - Financial Report

2. **Samples of Work:** This section must include descriptive information indicating how each firm and/or business entity has participated in providing services like those requested in this RFP.

3. **References:** Please provide three references, listing company name and address, contact name, phone, email for each company, and a brief description of the services you provided.

4. **Market Differentiators:** Please identify for Maryland Auto why your company is the vendor we should select for this engagement and identify how your company differentiates itself from your competitors.

5. **Pricing:** Include all pricing information in your response. Cost must be clearly stated, must be sub-totaled by phase (i.e., feasibility, design, implementation, training, and must state the overall total). Total price must contain all direct and indirect costs for PEPM (per employee per month) each pay period, including taxes, all fees/possible fees, and out-of-pocket expenses. Include discounted pricing for Government agencies where applicable.

Evaluation Criteria:

Submissions will be evaluated on, but not limited to the following general criteria:

- Price/Cost of Service
- Quality (based on examples)
- Data Transfer Ability
- Functionality
- References
- Stability of Company

Part V. - Terms of the Contract

A. The Offeror whose proposal is accepted hereunder shall enter into agreements embodying the terms hereof and such other terms as are required by law and the winning RFP (the "Contract").

B. Notwithstanding any other provisions of this RFP or in the attached exhibits to the contrary, each Contract will include the following general provisions.

1. Conflict - To the extent any provisions conflict with the provisions of this Agreement, the parties expressly acknowledge that these Additional Contract Provisions are controlling.

2. Integration; Contract Modification – This Contract constitutes the entire agreement between the parties and supersedes all communications between them prior to the execution of this Contract, whether written or oral, with reference to the subject matter of this Contract. This Contract shall not be modified except by a written instrument executed by both parties.

3. Non-hiring of Maryland Auto Employees - No employee of Maryland Auto whose duties as such employee includes matters relating to or affecting the subject matter of

the Contract, shall, while such employee, become or be an employee of the party or parties hereby contracting with Maryland Auto.

4. Maryland Law Governs - This Contract shall be interpreted and enforced according to the Laws of the State of Maryland.

5. Nondiscrimination - The Contractor shall not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin, or any other characteristic forbidden as a basis for discrimination by applicable laws.

6. Contingent Fee Prohibition – The Contractor warrants that it has not employed or retained any person, partnership, corporation, or other entity, other than a bona fide employee or agent working for the Contractor, to solicit or secure this Contract, and that it has not paid or agreed to pay any person, partnership, corporation, or other entity, other than a bona fide employee or agent, any fee or other consideration contingent on the making of this Contract. For breach or violation of this warranty, Maryland Auto may terminate this Contract without liability or deduct from the Contract price or consideration or otherwise recover the full amount of such fees, commission, percentage, brokerage fee, gift, or contingent fee.

7. Termination -
    a. Termination for Default - If the Contractor fails to fulfill its obligations under this Contract properly and on time, or otherwise violates any provision of this Contract, Maryland Auto may terminate this Contract by written notice to the selected Contractor. The notice shall specify the act or omission relied on as cause for termination. All finished or unfinished work products provided by the Contractor shall, at Maryland Auto's option, become the property of Maryland Auto. Maryland Auto shall pay the Contractor fair and equitable compensation for satisfactory performance prior to receipt of notice of termination, less the amount of damages caused by the Contractor's breach. If the damages are more than the compensation payable to the Contractor, the Contractor will remain liable after termination, and Maryland Auto can affirmatively collect damages.
    b. Termination of Contract for Convenience - This Contract may be terminated by Maryland Auto, in whole or in part, whenever Maryland Auto determines that termination is in the best interest of Maryland Auto. In the event of such termination for convenience, Maryland Auto shall pay all reasonable costs associated with this Contract that the Contractor has incurred up to the date of termination and all reasonable costs associated with termination of the Contract. However, the Contractor shall not be reimbursed for any anticipatory profits that have not been earned as of the date of termination.

    c. Termination by Notice - In addition to any other termination provision of the Contract, both the Contractor and Maryland Auto may terminate the Contract upon 30 days written notice by certified mail to the principal office of the other.

8. Record Keeping - The Contractor shall maintain and retain all records and other documents relating to this Contract for a period of three (3) years from the date of final payment under the Contract, and will make the documents available for inspection and audit to such persons and officials as may be authorized by Maryland Auto from time to time.

9. Legal; Severability - In the event that any part or portion of this Contract shall be deemed void, voidable, unenforceable, or contrary to applicable statutory, or regulatory law, or shall have been omitted contrary to the requirements of such law, by appropriate judicial or regulatory authority, then all other provisions hereof shall be unaffected thereby and shall remain in full force and effect. In such an event, if one party requests the other party, both parties shall endeavor to agree to: a) such substitute language to the Contract as shall best evidence their original intent hereunder if there is no material harm thereby caused to the other party; and b) such new language as shall best comply with all applicable requirements of law.

10. Assignment - This agreement shall not be assigned by either contracting party without the prior written consent of the other party.

11. Indemnification - Maryland Auto shall not assume any obligation to indemnify, hold harmless, or pay attorney's fees that may arise from or in any way be associated with the performance or operation of this Agreement.

12. Maryland's Public Information Act - This Agreement is subject to the Maryland Public Information Act, General Provisions Article, Sections 4-101 to 601 of the Annotated Code of Maryland.

VENDOR

By: ______________________________

Name: ______________________________

Title: ______________________________

Date: ______________________________

MARYLAND AUTOMOBILE INSURANCE FUND

By: ______________________________

Name: Al Redmer, Jr.

Title: Executive Director

Date: ______________________________

Approved as to form and legal sufficiency

By: ______________________________
Counsel
Maryland Automobile Insurance Fund