

HRIS & Payroll RFP  
Vendor Questions

1. Will this RFP be part of an Omnia agreement/contract?
  - No
  
2. Benefits Admin – there was a question in regards to Benefits to Carrier. We can handle all of the calculations needed for benefits but do you want to utilize benefits to carrier for any of the specific plans not through the state (meaning we send the files directly to the carriers) or do you still want Guardian and CYC to do that for you?
  - TCC would prefer the payroll company send the info directly to the carrier. This is somewhat done now. Meaning currently by paper, email, and fax. Electronically would be much better.
  
3. Trainings – How important is personalized, one on one trainings during implementation vs videos/PDFs being sent? We prefer to do personal trainings with each user to set up the system/products instead of sending documents/PDFs on how to set up products (we have them, but only use to help enhance trainings and knowledge).
  - We would prefer one-on-one training sessions during implementation. That being said, due to COVID, we would need those training sessions to be conducted virtually.
  
4. System/Database – Do you have a preference of an organically grown, single database versus a provider that grew through acquisitions or partnerships to offer a solution?
  - No. TCC's goal is to contract with a vendor to provide a 'single pane of glass solution' / 'fully integrated' solution. An example is TCC's current scenario where the payroll processor and the time management systems are two separate contracts with two separate vendors. This is not an optimal model for our size and complexity so, with this RFP, TCC requires a single-vendor system with a single support/maintenance infrastructure. With any system TCC expects the back-end systems to be tightly integrated and for TCC to not 'see' any system-to-system issues or limitations. In other words, it doesn't matter how the back end was built or acquired the required resulting system is a fully integrated and transparent system to TCC, the end-user.