

TOWNSHIP OF NORTH HURON

REQUEST FOR PROPOSAL

RFP No. FIN2026-01

Payroll, Human Resources Information System, Workforce Management, and Employee Self- Service Solution

Issue Date: May 4, 2026

Question Deadline: May 15, 2026

Final Addendum Date: May 22, 2026

Closing Date and Time: May 29, 2026 @ 4:00pm EST

Submission Method

Proposals shall only be submitted electronically to the North Huron Electronic Bids and Tenders website: [Bids and Tenders - North Huron](#)

Subject line / file naming convention:

RFP No. FIN2026-01 – Proposal Submission – [Proponent Name]

Procurement Contact

All inquiries regarding this RFP shall be directed only to:

Nelson Santos, CAO

Township of North Huron

Email: nsantos@northhuron.ca

Important Notice

Late submissions will not be accepted.

Proponents are solely responsible for ensuring that their submission is received by the Township before the closing date and time specified in this RFP.

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Appendix A – Functional Requirements Matrix

Appendix B – Rated Evaluation Matrix

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Appendix D – Pricing Form

Appendix E – Proposal Submission Form

Appendix F – Conflict of Interest and Disclosure Declaration

Appendix G – No-Collusion / Municipal Bid Declaration

REQUEST FOR PROPOSAL

RFP No. FIN2026-01

Payroll, Human Resources Information System, Workforce Management, and Employee Self-Service Solution

1. INVITATION TO PROPOSAL

The Township of North Huron (the “Township”) invites proposals from qualified proponents for the provision, implementation, and ongoing support of a cloud-based Payroll, Human Resources Information System (“HRIS”), Workforce Management, and Employee Self-Service solution.

The Township is seeking a solution that will support payroll processing, time and attendance, scheduling, human resources administration, benefits administration, employee and manager self-service, recruitment, training and certification tracking, health and safety administration, and reporting.

This Request for Proposals (“RFP”) sets out the process, requirements, and evaluation framework that will be used by the Township in considering proposals.

2. TOWNSHIP BACKGROUND

The Township of North Huron is an Ontario municipality responsible for delivering a range of municipal services and administrative functions. The Township is seeking to modernize and improve its payroll, human resources, and workforce administration capabilities through the acquisition of an integrated and supportable software solution.

The Township currently has approximately 150 non-union employees and requires a solution that is appropriate to its size, operational needs, and public sector environment, while also providing flexibility to support future operational and organizational requirements. This is further broken down into four main pay groups – full-time, part-time, council and volunteer firefighters. Employees are uniquely split between two payroll groups for EI reporting. They are also uniquely split for reporting between two WSIB groups. For volunteer firefighters, the scheduling and tracking of hours will continue to be

tracked in a different third party system. The total hours for that payroll group would be imported/entered into the new payroll system.

3. PURPOSE OF THE RFP

The purpose of RFP No. FIN2026-01 is to identify and select a qualified proponent capable of providing a solution and related services that will:

- improve the efficiency, accuracy, and reliability of payroll and human resources administration;
 - reduce manual processes and duplicate data entry;
 - improve access to information through employee and manager self-service;
 - support time entry, approvals, scheduling, and leave administration;
 - support benefits administration and related payroll impacts;
 - support recruitment, training, and health and safety administration;
 - strengthen reporting, auditability, and internal controls; and
 - provide a sustainable platform for the Township's ongoing operational needs.
-

4. SCOPE OF REQUIREMENTS

The successful proponent will be expected to provide all software, services, and related deliverables necessary to implement and support the proposed solution, including, as applicable:

- software subscription or licensing;
- implementation planning and project management;
- business requirements review and solution design;
- system configuration;
- data migration;
- integrations;
- testing support;
- training;
- go-live support and stabilization;
- ongoing support and maintenance; and
- user and system documentation.

The Township's intended scope includes the following functional areas:

- Payroll
- Time and Attendance
- Scheduling
- Employee and Manager Self-Service
- Human Resources Information System
- Benefits Administration
- Recruitment / Applicant Tracking
- Training / Certification Tracking
- Health and Safety Administration
- Reporting and Analytics

Proponents shall clearly identify any third-party software, subcontractors, implementation partners, resellers, or separately licensed modules required to deliver the proposed solution.

5. SOLUTION OVERVIEW

The Township is seeking a cloud-based, vendor-supported solution that is appropriate for a Canadian municipal environment and capable of supporting the Township's operational, technical, and administrative requirements.

At a minimum, the proposed solution shall:

- support Canadian payroll requirements;
- support electronic time entry, including mobile and workstation/browser-based access;
- support employee and manager self-service;
- support benefits administration, including LTD premium recovery;
- support scheduling and workforce management;
- support leave reporting and time-off;
- provide HRIS functionality and employee record management;
- support recruitment functionality;
- support training and certification tracking;
- support health and safety administration;
- provide reporting and analytics capability;
- provide role-based security and audit trail functionality; and
- support implementation, maintenance, and ongoing vendor support.

Detailed functional and evaluation requirements are set out in the appendices to RFP No. FIN2026-01.

6. IMPLEMENTATION REQUIREMENTS

Proponents shall provide a structured implementation approach appropriate for a municipality of approximately 150 employees.

Proposals should address, at a minimum:

- project governance and project team structure;
- implementation methodology;
- configuration and solution design approach;
- data migration approach, assumptions, and responsibilities;
- integration approach;
- testing methodology, including payroll parallel testing;
- training for administrators, managers, and employees;
- cutover and go-live planning;
- stabilization and post-implementation support; and
- key assumptions, dependencies, and Township resource requirements.

Proponents shall provide an indicative implementation schedule and identify any critical path considerations.

7. SECURITY, PRIVACY, AND TECHNICAL REQUIREMENTS

The proposed solution must include appropriate security, privacy, and technical safeguards suitable for the nature of the information to be managed and for the Township's operational environment.

Proponents shall address, at a minimum:

- authentication options;
- multi-factor authentication, where available;
- single sign-on capability, where available;
- role-based access controls;
- segregation of duties controls;
- audit logs and audit trail capability;
- backup processes;

- disaster recovery and business continuity arrangements;
- hosting arrangements and data residency;
- MFIPPA compliance;
- privacy and incident response practices; and
- software update and release management practices.

Proponents shall identify all hosting locations, including production, backup, and disaster recovery environments, and shall disclose any subcontractors or third parties that may host, process, store, or access Township data.

8. TERM OF AGREEMENT

The Township intends to enter into an agreement with the successful proponent for implementation services and ongoing subscription, licensing, support, and maintenance services for an initial term to be established through the final agreement, with any renewal options to be exercised at the Township's discretion.

Nothing in RFP No. FIN2026-01 obligates the Township to enter into an agreement with any proponent, and any award is subject to evaluation, internal approvals, successful negotiations, and execution of a formal written agreement acceptable to the Township.

9. PROCUREMENT PROCESS

RFP No. FIN2026-01 is a competitive procurement process intended to enable the Township to evaluate proposals and determine the proposal that best meets the Township's requirements and overall interests.

Without limiting the Township's rights under this RFP, the Township may:

- review and evaluate proposals;
- conduct a mandatory compliance review;
- request clarifications or additional information;
- verify proposal contents;
- conduct reference checks;
- invite one or more proponents to demonstrations, interviews, presentations, or further discussions;
- shortlist proponents;

- negotiate scope, pricing, implementation matters, and contract terms with one or more proponents; and
 - cancel, amend, suspend, or re-issue the RFP at any time.
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10. PROCUREMENT TIMELINE

The Township anticipates the following procurement schedule for RFP No. FIN2026-01:

- RFP Issue Date: May 4, 2026
- Deadline for Questions: May 15, 2026
- Final Addendum Date (if applicable): May 22, 2026
- Proposal Closing Date and Time: May 29, 2026 @ 4pm
- Evaluation Period: June 1, 2026 – June 9, 2026
- Demonstrations / Reference Checks (if applicable): June 10, 2026 – June 19, 2026
- Anticipated Selection / Negotiations: June 2026
- Anticipated Award / Agreement Finalization: July 2026

The Township reserves the right to amend the procurement schedule at any time without liability.

11. INQUIRIES AND COMMUNICATIONS

All inquiries regarding RFP No. FIN2026-01 shall be directed in writing to:

Contact: Nelson Santos, CAO

Email: nsantos@northhuron.ca

No proponent, or any representative of a proponent, shall contact elected officials, Township employees, consultants, advisors, or other representatives of the Township regarding this RFP, except through the designated contact, unless expressly authorized by the Township.

Information obtained from any source other than the designated contact shall not be relied upon.

12. SUBMISSION REQUIREMENTS

Proponents shall organize their submissions in the order set out below:

1. Cover Letter
2. Executive Summary
3. Corporate Profile
4. Proposed Solution Overview
5. Functional Response to Requirements
6. Implementation Methodology and Project Plan
7. Data Migration Approach
8. Security, Privacy, and Technical Architecture
9. Support and Service Levels
10. Vendor Experience and References
11. Completed **Appendix A – Functional Requirements Matrix**
12. Completed **Appendix C – Vendor Questionnaire**
13. Completed **Appendix D – Pricing Form**
14. Completed **Appendix E – Proposal Submission Form**
15. Completed **Appendix F – Conflict of Interest and Disclosure Declaration**
16. Completed **Appendix G – No-Collusion / Municipal Bid Declaration**
17. Additional Attachments and Supporting Documentation

The Proposal Submission Form, Conflict of Interest and Disclosure Declaration, and No-Collusion / Municipal Bid Declaration shall be signed by an authorized representative of the proponent.

The Township may reject proposals that are incomplete, unsigned where required, submitted late, or otherwise fail to comply with the submission requirements set out in RFP No. FIN2026-01.

13. SUBMISSION OF PROPOSALS

Proposals must be received by the Township no later than **4pm on May 29, 2026**.

Late submissions may be rejected without consideration.

The Township shall not be responsible for submissions that are delayed, misdirected, corrupted, incomplete, or otherwise not received by the closing time for any reason.

Proposals shall only be submitted electronically to the North Huron Electronic Bids and Tenders website: [Bids and Tenders - North Huron](#)

14. EVALUATION OF PROPOSALS

Proposals will be evaluated using a combination of mandatory screening and rated evaluation criteria.

14.1 Mandatory Screening

The Township will review proposals for compliance with the mandatory requirements set out in this RFP. Mandatory requirements will generally be assessed on a pass/fail basis.

Notwithstanding the foregoing, the Township reserves the right, in its sole discretion, to:

- waive minor irregularities, informalities, minor non-compliance, or non-material deviations where, in the opinion of the Township, doing so would not compromise the fairness, transparency, or defensibility of the procurement process;
- request clarification, additional information, or supplementary documentation in respect of any mandatory requirement;
- determine whether any non-compliance, deficiency, irregularity, omission, or deviation is material; and
- permit, but is not obligated to permit, the rectification of minor or non-material deficiencies, irregularities, omissions, or deviations.

Failure to meet a mandatory requirement may result in disqualification from further consideration.

The Township is under no obligation to request clarification or to permit the rectification of any deficiency, irregularity, omission, or deviation, and may disqualify any proposal that, in the Township's sole opinion, fails to meet the mandatory requirements of this RFP.

As part of the mandatory compliance review, the Township may verify whether all required submission forms and declarations have been provided, including **Appendix E – Proposal Submission Form**, **Appendix F – Conflict of Interest and Disclosure Declaration**, and **Appendix G – No-Collusion / Municipal Bid Declaration**. Failure to submit required forms or to provide requested disclosure information may result in the proposal being deemed non-compliant and may result in disqualification from further consideration.

14.2 Rated Evaluation

Proposals determined by the Township to be compliant, or otherwise permitted by the Township to proceed, may be evaluated using rated criteria, which may include, without limitation:

- functional and technical fit;
- implementation approach and project team;
- vendor experience and references;
- demonstration and usability; and
- pricing and overall value.

The Township may apply scoring, weighting, shortlisting, interviews, demonstrations, reference checks, consensus scoring, or other evaluation methods as it considers appropriate in accordance with this RFP.

14.3 Clarifications, Demonstrations, and Further Evaluation

The Township may, in its sole discretion, shortlist proponents for demonstrations, interviews, presentations, reference checks, or further evaluation prior to final selection.

The Township reserves the right to make its decision based on the written proposals alone or to incorporate additional evaluation steps as contemplated by this RFP.

15. PRICING

All pricing shall be submitted in Canadian dollars, exclusive of HST.

Proponents shall clearly identify:

- one-time implementation costs;
- recurring subscription, licensing, support, or maintenance costs;
- optional costs;
- third-party costs;
- pricing assumptions;
- any renewal pricing methodology or escalation provisions; and
- any excluded items or services.

The Township may consider total cost of ownership, pricing clarity, pricing reasonableness, and overall value in its evaluation of proposals.

16. RFP TERMS AND CONDITIONS

16.1 Township Rights

In addition to any other rights expressly set out in RFP No. FIN2026-01, the Township reserves the right, in its sole discretion, to:

- accept or reject any proposal, in whole or in part;
- waive informalities, irregularities, minor non-compliance, or non-material deviations where, in the opinion of the Township, doing so would not compromise the fairness, transparency, or defensibility of the procurement process;
- request clarification, additional information, or supplementary documentation from any proponent;
- verify proposal information;
- contact references and other sources of information;
- determine whether any non-compliance, deficiency, irregularity, omission, or deviation is material;
- permit, but is not obligated to permit, the rectification of minor or non-material deficiencies, irregularities, omissions, or deviations;
- reject any proposal that contains misrepresentations or misleading information;
- conduct interviews, presentations, demonstrations, reference checks, or other evaluation steps contemplated by this RFP;
- shortlist proponents;
- negotiate with one or more proponents;
- cancel, amend, suspend, or re-issue the RFP; and
- not proceed with any award.

16.2 No Obligation to Award

The Township is not obligated to accept the lowest-priced proposal or any proposal.

16.3 Proposal Costs

All costs incurred by a proponent in preparing and submitting a proposal, attending demonstrations or interviews, participating in negotiations, or otherwise participating in this procurement process shall be borne solely by the proponent.

16.4 Form of Agreement

The selected proponent may be required to enter into a formal written agreement in a form satisfactory to the Township. No legal relationship or obligation shall be created unless and until a formal written agreement has been negotiated, approved as required, and executed by authorized representatives of the parties.

16.5 Proponent Responsibility

Proponents are solely responsible for obtaining all information necessary to prepare their proposals and for making their own investigations, interpretations, and conclusions regarding RFP No. FIN2026-01 and the Township's requirements.

16.6 Confidentiality and Disclosure

Proposals submitted to the Township may be subject to disclosure in accordance with applicable law. Proponents should clearly identify any information supplied in confidence; however, the Township makes no representation that any such information will be exempt from disclosure.

16.7 Conflict of Interest and Disclosure

Proponents shall disclose any actual, potential, or perceived conflict of interest and any circumstance that may create an unfair advantage in the procurement process.

Without limiting the generality of the foregoing, proponents shall disclose:

- any conflict involving the proponent, its affiliates, employees, agents, subcontractors, implementation partners, or proposed third-party solution providers;
- any prior involvement by the proponent or related parties in the development of the Township's requirements, business case, specifications, procurement documents, or related advisory work;
- any use of subcontractors, implementation partners, resellers, or third-party solution components that are material to the proposed solution or services;
- any material litigation, insolvency proceedings, bankruptcy proceedings, regulatory sanctions, or contract performance issues that may reasonably be relevant to the Township's evaluation of the proponent's capability, reliability, or suitability; and
- any exceptions, assumptions, exclusions, limitations, qualifications, or departures from the requirements of this RFP or the Township's proposed agreement.

Required disclosures shall be made in the form specified in RFP No. FIN2026-01.

The Township may, in its sole discretion, determine whether any disclosed circumstance constitutes a conflict of interest, unfair advantage, unacceptable risk, or other concern affecting the fairness, integrity, or defensibility of the procurement process.

Failure to fully and accurately disclose relevant information may result in disqualification, removal from further consideration, rejection of the proposal as non-compliant, termination of negotiations, or, if discovered after award, termination of any resulting agreement in accordance with its terms.

16.8 No Collusion

By submitting a proposal in response to RFP No. FIN2026-01, the proponent represents that its submission has been prepared independently and without collusion, and acknowledges the Township's right to require a signed no-collusion declaration in the form prescribed by this RFP.

16.9 Proposal Validity

Proposals shall be irrevocable and open for acceptance by the Township for a period of **90 calendar days** following the RFP closing date, unless otherwise expressly stated in RFP No. FIN2026-01.

17. SELECTION, NEGOTIATION, AND AWARD

The Township may select the proponent whose proposal is determined, in the Township's sole discretion, to provide the best overall value having regard to the evaluation criteria, pricing, references, demonstrations, negotiations, and the Township's broader operational interests.

Selection of a preferred proponent shall not constitute a binding agreement.

No legal relationship or contractual obligation shall arise between the Township and any proponent unless and until a formal written agreement has been successfully negotiated, approved as required, and executed by authorized representatives of the Township and the successful proponent.

18. RESERVATION OF RIGHTS

The Township reserves all rights available to it under RFP No. FIN2026-01, at law, in equity, and under any applicable procurement by-law, policy, or other governance instrument. Such rights may be exercised by the Township at any stage of the procurement process.

19. CONCLUSION

The Township invites proposals from qualified proponents capable of delivering a practical, secure, well-supported, and appropriately scaled solution that aligns with the Township's operational needs and future direction.

Proponents are encouraged to provide clear, complete, and transparent submissions that identify solution fit, implementation approach, pricing, assumptions, dependencies, and any required third-party components or exceptions.

APPENDIX A – FUNCTIONAL REQUIREMENTS MATRIX

Use the following response codes:

- **FC** = Fully Compliant
- **PC** = Partially Compliant
- **NC** = Non-Compliant
- **CFG** = Available through configuration
- **INT** = Available through third-party integration
- **CUST** = Custom development required

Proponents should provide comments for each requirement where useful.

Priority

- **M** = Mandatory
- **R** = Rated
- **O** = Optional

A1. General Solution

ID	Requirement	Priority	Vendor Response	Comments
A1	Solution is available as a cloud-based SaaS offering	M		
A2	Solution provides a single integrated platform or tightly integrated modules	M		
A3	Solution supports Canadian employers and payroll requirements	M		
A4	Solution is actively maintained and regularly updated	M		
A5	Proponent identifies all third-party components required	M		
A6	Solution supports municipal/public sector operational requirements	R		

ID	Requirement	Priority	Vendor Response	Comments
A7	Solution is scalable for future growth	R		
A8	Solution supports configurable workflows and business rules	R		
A9	Solution supports configurable forms, notifications, and approvals	R		
A10	Proponent provides roadmap for the next 3-12 months	R		

A2. Payroll

ID	Requirement	Priority	Vendor Response	Comments
P1	Support Canadian payroll processing	M		
P2	Support multiple earnings and deduction codes	M		
P3	Support taxable and non-taxable earnings/benefits	M		
P4	Support employer and employee contributions and recoveries	M		
P5	Support employee recovery of LTD premiums	M		
P6	Support expensing/allocation of benefit costs by employee	M		
P7	Support regular, multiple overtime categories, retroactive, and adjustment payments – including maximum and minimum levels	M		
P8	Support automatic calculation of statutory holiday pay	M		
P9	Support automation of GL coding based on job costing information captured in time and attendance	M		
P10	Support direct deposit	M		
P11	Provide electronic pay statements	M		
P12	Make pay statements available through self-service	M		
P13	Maintain payroll history and audit trail	M		
P14	Support year-end tax slips and reporting	M		
P15	Support records of employment processing or workflow	R		
P16	Support payroll costing by department/program/cost centre	R		
P17	Support payroll validations and exception reporting	R		
P18	Support parallel payroll testing during implementation	M		
P19	Support off-cycle payroll runs	R		

ID	Requirement	Priority	Vendor Response	Comments
P20	Support accruals and entitlements tied to payroll	R		
P21	Support approval workflows before payroll finalization	R		
P22	Support payroll reports and finance reconciliation exports	M		
P23	Support import of hours from third party system for Volunteer Fire Fighters	R		
P24	Support payment of shift premiums and on call payments	R		
P25	Support payment of third party wage top ups	R		
P26	Support multiple pay rates for employees working different positions in a pay period	R		
P27	Support automatic calculation of overtime based on time and attendance inputs using multiple sets of rules	R		
P28	Support automatic filing of ROE's on termination	R		

A3. Time and Attendance

ID	Requirement	Priority	Vendor Response	Comments
T1	Support electronic timesheet entry	M		
T2	Support mobile timesheet entry	M		
T3	Support browser-based or on-premise workstation entry	M		
T4	Support employee submission and supervisor approval	M		
T5	Support timesheet corrections with audit trail	M		
T6	Support real time vacation, sick, and banked/lieu time rules	R		
T7	Support configurable pay/work rules	R		
T8	Support visibility into attendance and exceptions	R		
T9	Support leave requests and approvals	R		
T10	Support alerts for missing entries or approval delays	R		
T11	Support document attachments where required	R		
T12	Approved time flows directly into payroll	M		
T13	Support capture of job costing information: including but not limited to job number, location, activity & equipment from prepopulated tables	M		

A4. Scheduling

ID	Requirement	Priority	Vendor Response	Comments
S1	Support employee scheduling	M		
S2	Support recurring schedules and schedule templates	R		
S3	Support shift changes, replacements, and approvals	R		
S4	Provide employee access to schedules through self-service/mobile	M		
S5	Support notifications of published or changed schedules	R		
S6	Support department/location-based schedules	R		
S7	Align scheduling with time and pay rules	R		

A5. Employee and Manager Self-Service

ID	Requirement	Priority	Vendor Response	Comments
E1	Employees can securely log in to view payroll and personal information	M		
E2	Employees can update designated personal information	M		
E3	Employees can access pay statements and tax forms electronically	M		
E4	Employees can submit timesheets, leave, and availability	R		
E5	Managers can review and approve assigned transactions	M		
E6	Managers have dashboard visibility into approvals and team data	R		
E7	Support role-based self-service access	M		
E8	Provide mobile-friendly self-service access	M		

A6. HRIS / Core HR

ID	Requirement	Priority	Vendor Response	Comments
H1	Maintain centralized employee master record for current and past employees	M		

ID	Requirement	Priority	Vendor Response	Comments
H2	Maintain employment status, position, department, supervisor, and location, pay rate (band/step) and company asset tracking	R		
H3	Support employee document storage/management	R		
H4	Support configurable fields and forms	R		
H5	Support employment history and effective-dated changes	R		
H6	Support onboarding and offboarding workflows	R		
H7	Support policy acknowledgements and electronic forms	R		
H8	Support notes, reminders, tasks, and correspondence history	R		
H9	Supports tracking employee departure information and exit interview workflow	R		
H10	Supports service recognition milestones and tracking	R		

A7. Benefits Administration

ID	Requirement	Priority	Vendor Response	Comments
B1	Support benefit plan enrollment and maintenance	R		
B2	Support employee and employer benefit cost tracking	M		
B3	Support employee recovery of LTD premiums through payroll deduction	M		
B4	Support expensing/allocation of benefit costs by employee	M		
B5	Support life-event changes and effective-dated updates	R		
B6	Support benefit eligibility rules	R		
B7	Support benefit participation and cost reporting	R		
B8	Support carrier exports or integrations, where applicable	R		

A8. Recruitment

ID	Requirement	Priority	Vendor Response	Comments
R1	Support recruitment and applicant tracking	M		
R2	Support job posting workflows and approvals	R		
R3	Support online application intake	R		

ID	Requirement	Priority	Vendor Response	Comments
R4	Support candidate screening, interview tracking, and hiring workflows	R		
R5	Support offer management and onboarding handoff	R		
R6	Support retention rules for candidate records	R		
R7	Support configurable onboarding forms/reports	R		
R8	Support customizable automatic email responses to applicants and candidates	R		
R9	Support workflows with internal candidates	R		

A9. Training and Learning Records

ID	Requirement	Priority	Vendor Response	Comments
L1	Support tracking of employee training and certifications, designations and memberships in associations	M		
L2	Support expiry dates and renewal alerts	R		
L3	Support mandatory training assignments by role/department	R		
L4	Support completion tracking and reporting	R		
L5	Support certificate/document attachment	R		
L6	Support performance review process including probationary review and annual performance review, forms and workflows. Tracks review status and dates, maintains history of performance feedback and goals.	R		
L7	Supports tracking progressive disciplinary actions	R		
L8	Supports workflows associated with requests for training and repayment agreements.	R		

A10. Health and Safety

ID	Requirement	Priority	Vendor Response	Comments
HS1	Support health and safety record management	M		
HS2	Support incident and near-miss reporting workflows	R		
HS3	Support investigation records and corrective actions	R		

ID	Requirement	Priority	Vendor Response	Comments
HS4	Support linkage between safety compliance and training records	R		
HS5	Support alerts for expiring safety certifications/non-compliance	R		
HS6	Support configurable health and safety forms/reports	R		
HS7	Supports tracking of health and safety related personal protective equipment, uniforms and safety workwear provided to staff	R		
HS8	Supports tracking of entitlements for boot/clothing allowances per policy	R		

A11. Reporting and Analytics

ID	Requirement	Priority	Vendor Response	Comments
REP1	Provide standard payroll, HR, time, and benefits reports	M		
REP2	Provide ad hoc reporting capability	M		
REP3	Provide dashboards for administrators and managers	R		
REP4	Support export to Excel/CSV or similar formats	M		
REP5	Support scheduled reports and automated distribution	R		
REP6	Provide audit and transaction reporting	M		
REP7	Support custom reporting utilizing employer definitions for earning and deduction codes such as worked vs paid hours	M		

A12. Integration

ID	Requirement	Priority	Vendor Response	Comments
I1	Integrate payroll, time, scheduling, and HR employee data	M		
I2	Support integration with financial system / general ledger	O		
I3	Support configurable import/export processes	R		
I4	Support API-based integration capabilities	O		
I5	Identify all standard and optional integrations	M		
I6	Describe integration methods, tools, and licensing dependencies	M		

A13. Security, Privacy, and Audit

ID	Requirement	Priority	Vendor Response	Comments
SP1	Support role-based security	M		
SP2	Support segregation of duties	M		
SP3	Maintain audit logs of transactions and record changes	M		
SP4	Support strong authentication controls	M		
SP5	Support single sign-on and multi-factor authentication	R		
SP6	Describe data hosting locations and security controls	M		
SP7	Describe backup, disaster recovery, and business continuity	M		
SP8	Support secure export/return of Township data on request/termination	M		
SP9	Describe privacy controls and incident response processes	M		
SP10	Describe how the solution supports compliance with MFIPPA, records management obligations and access requests	M		

A14. Implementation and Support

ID	Requirement	Priority	Vendor Response	Comments
IMP1	Provide detailed implementation methodology and work plan	M		
IMP2	Assign project manager and implementation team	M		
IMP3	Include discovery and requirements validation sessions	M		
IMP4	Include data migration services	M		
IMP5	Include testing support, including payroll parallel testing	M		
IMP6	Include end-user and administrator training	M		
IMP7	Provide change management/adoption support	R		
IMP8	Provide go-live and post-go-live stabilization support	M		
IMP9	Identify client responsibilities and required resources	R		
IMP10	Identify typical implementation timelines for comparable clients	R		
SUP1	Provide ongoing support services after implementation	M		
SUP2	Describe service desk hours and support channels	M		
SUP3	Provide issue severity definitions and target response times	M		
SUP4	Provide service availability commitments	R		
SUP5	Describe release management and update notices	R		

ID	Requirement	Priority	Vendor Response	Comments
SUP6	Describe escalation paths and account management	R		

A15. Leaves and Time Off

ID	Requirement	Priority	Vendor Response	Comments
LT1	System must support administration of employee leaves, absences, and time-off requests	M		
LT2	System must support multiple leave and absence types, including vacation, sick leave, statutory/public holidays, lieu time, unpaid leave, emergency leave, bereavement leave, jury/witness duty, and other employer-defined leave categories	M		
LT3	System must support employer-defined leave codes, categories, plans, and eligibility rules	M		
LT4	System must support employee submission of leave and time-off requests through employee self-service	M		
LT5	System must support manager review, approval, rejection, and return for correction of leave and time-off requests	M		
LT6	System should support configurable approval workflows based on leave type, department, employee group, duration, or other business rules	R		
LT7	System must support full-day, half-day, hourly, and partial-shift leave requests	M		
LT8	System must support leave requests entered by administrators on behalf of employees, with audit trail	M		
LT9	System must support accrual-based leave plans, including vacation and other banked entitlements	M		
LT10	System must support configurable accrual calculations based on Township-defined rules, such as service, employee status, hours worked, or other eligibility criteria	R		
LT11	System must support current, pending, projected, earned, used, and available leave balances	M		
LT12	System must display applicable leave balances to employees through self-service	M		

ID	Requirement	Priority	Vendor Response	Comments
LT13	System must support effective-dated adjustments to balances and entitlements with full audit trail	R		
LT14	System should support carryover rules, accrual caps, minimum balance rules, expiry rules, and negative balance controls where permitted by Township policy	R		
LT15	System should support proration of leave entitlements for part-time, temporary, seasonal, or status-changing employees where applicable	R		
LT16	System should support waiting periods, eligibility thresholds, and service-based entitlement rules	R		
LT17	System should support leave booking restrictions, including blackout periods, advance notice requirements, and maximum consecutive days	R		
LT18	System should validate leave requests against available balances, employee schedules, approved time, and other relevant business rules	R		
LT19	System should warn of conflicts with staffing levels, overlapping absences, or minimum coverage requirements where scheduling functionality is enabled	R		
LT20	System should support attachment of supporting documentation for selected leave types, subject to role-based access controls	R		
LT21	System must maintain a complete audit trail for leave requests, approvals, changes, cancellations, overrides, balance adjustments, and related administrative actions	R		
LT22	Approved leave must flow automatically to time and attendance records and payroll, where applicable, without duplicate data entry	R		
LT23	System should support leave calendars and team absence visibility for authorized managers and administrators	R		
LT24	System should support automated notifications and reminders for leave submission, approval, cancellation, balance thresholds, and expiring entitlements	R		
LT25	System must support reporting on leave usage, balances, approvals, absenteeism, and trends by employee, department, location, and leave type	R		

ID	Requirement	Priority	Vendor Response	Comments
LT26	System should support dashboards or analytics for management review of leave trends and absenteeism patterns	R		
LT27	System should support statutory/public holiday rules, including eligibility, holiday calendars, and holiday pay treatment where applicable	R		
LT28	System should support lieu time or time-off-in-lieu banks, including earning, use, balance tracking, expiry, and payout rules where applicable	R		
LT29	System should support unpaid leave administration and tracking of approved unpaid absences	R		
LT30	System should support leave of absence case tracking, including leave start date, anticipated return date, actual return date, extensions, and current status	R		
LT31	System should support administration of legislated or employer-defined protected leaves through configurable leave categories and workflows	R		
LT32	System should support maternity, parental, family medical, bereavement, emergency, reservist, and other applicable leave categories through configurable setup, without requiring custom development	R		
LT33	System should support sick leave, disability-related absence tracking, and return-to-work status administration, subject to Township policy and role-based security	R		
LT34	System should support return-to-work tracking, including planned return dates, actual return dates, restrictions/notes, and workflow tasks for authorized users	R		
LT35	System should support accommodation-related or modified-work administrative tracking for authorized users, with appropriate confidentiality controls	O		
LT36	System should support notes, comments, and administrative records related to leave cases, subject to role-based access and auditability	R		
LT37	System should support configurable forms, templates, and correspondence related to leave administration	R		

ID	Requirement	Priority	Vendor Response	Comments
LT38	System should support manager and administrator visibility into upcoming absences and return dates for workforce planning purposes	R		
LT39	System should support reconciliation between leave balances, time records, and payroll results	R		
LT40	System should support secure retention and retrieval of leave-related records in accordance with Township retention requirements and role-based access rules	R		

APPENDIX B – RATED EVALUATION MATRIX

B1. Mandatory Screening

Mandatory requirements will be assessed on a pass/fail basis, including:

- complete submission
- complete and signed Appendix E – Proposal Submission Form
- complete and signed Appendix F – Conflict of Interest and Disclosure Declaration
- acknowledgment of addenda, if applicable
- disclosure of subcontractors, implementation partners, and third-party solution components
- cloud-based solution
- Canadian payroll capability
- employee self-service
- electronic time entry with mobile and workstation/browser options
- benefits administration including LTD premium recovery
- scheduling capability
- HRIS capability
- recruitment capability
- training tracking capability
- health and safety capability
- security and audit controls
- implementation and support commitments
- completed pricing form

Failure to meet mandatory requirements may result in disqualification.

Category	Weight	Evaluation Considerations
Functional and Technical Fit	35	Depth of fit across payroll, time, scheduling, HRIS, benefits, recruitment, training, health and safety, reporting, configuration, integration

Implementation Approach and Project Team	20	Methodology, realism of plan, migration approach, testing, training, risk management, project roles
Vendor Experience and References	10	Canadian experience, municipal/public sector experience, reference strength, implementation capacity
Demonstration / Usability	15	Ease of use, employee self-service, manager workflows, payroll/time processes, navigation, reporting usability
Pricing and Value	20	Total cost of ownership, transparency, reasonableness, alignment to scope, ongoing cost model

APPENDIX C – VENDOR QUESTIONNAIRE

Proponents should provide concise but complete responses.

C1. Corporate Information

1. Legal name of proponent
 2. Head office location
 3. Years in business
 4. Ownership structure
 5. Number of employees supporting the proposed solution in Canada
 6. Number of active clients using the proposed solution in Canada
 7. Number of municipal or broader public sector clients using the proposed solution in Canada
-

C2. Proposed Solution

8. Describe the proposed solution and modules included in the base proposal.
 9. Identify which modules are native to your platform and which rely on partners or third parties.
 10. Describe the overall product architecture.
 11. Describe the hosting model and identify data hosting location(s).
 12. Describe the product roadmap for the next 24–36 months.
-

C3. Payroll and Workforce Administration

13. Describe how your solution supports Canadian payroll requirements.
14. Describe how your solution supports employee recovery of LTD premiums.
15. Describe how your solution supports expensing/allocation of benefit costs by employee.

16. Describe how your solution handles electronic time entry, approvals, and payroll integration.
 17. Describe how your scheduling functionality interacts with time and attendance and payroll.
 18. Describe how your employee self-service and manager self-service capabilities work.
-

C4. HRIS, Recruitment, Training, and Safety

19. Describe your HRIS capabilities and employee record model.
 20. Describe recruitment/applicant tracking functionality.
 21. Describe onboarding/offboarding functionality, if available.
 22. Describe training and certification tracking capabilities.
 23. Describe health and safety incident/compliance tracking capabilities.
-

C5. Implementation

24. Describe your implementation methodology for a client of approximately 150 employees.
 25. Provide a proposed implementation timeline.
 26. Describe the project team roles you would assign.
 27. Describe your data migration approach, assumptions, and client responsibilities.
 28. Describe your testing strategy, including payroll parallel testing.
 29. Describe your end-user and administrator training approach.
 30. Describe your post-go-live stabilization approach.
-

C6. Security, Privacy, and Support

31. Describe your role-based security model and segregation of duties controls.
32. Describe audit trail capabilities.

33. Describe authentication options, including MFA and SSO, where available.
 34. Describe your backup, disaster recovery, and business continuity arrangements.
 35. Describe your privacy program and incident response approach.
 36. Describe your customer support model, service hours, and escalation process.
 37. Describe your software release/update practices.
-

C7. References

38. Provide at least three reference clients of similar size and complexity, preferably in the Canadian public sector or municipal sector. Include:
 - organization name
 - contact name and title
 - email and phone
 - modules implemented
 - go-live date
 - approximate employee count
-

C8. Exceptions and Assumptions

39. Identify any assumptions underlying your proposal.
40. Identify any exclusions from scope.
41. Identify any exceptions to the RFP requirements.
42. Identify any proposed contract exceptions or required departures.

APPENDIX D – PRICING FORM

All pricing must be stated in **Canadian dollars**, exclusive of HST.

Proponents must clearly identify all one-time, recurring, optional, and third-party costs.

D1. One-Time Costs

Item	Description	Cost (CAD)
D1.1	Project initiation and planning	
D1.2	Discovery / requirements validation	
D1.3	Solution configuration – payroll	
D1.4	Solution configuration – time and attendance	
D1.5	Solution configuration – scheduling	
D1.6	Solution configuration – employee/manager self-service	
D1.7	Solution configuration – HRIS	
D1.8	Solution configuration – benefits administration	
D1.9	Solution configuration – recruitment	
D1.10	Solution configuration – training	
D1.11	Solution configuration – health and safety	
D1.12	Data migration	
D1.13	Integration setup	
D1.14	Testing support	
D1.15	Training	
D1.16	Go-live support / stabilization	
D1.17	Other one-time costs (itemize)	
	Total One-Time Costs	

D2. Recurring Annual / Subscription Costs

Item	Description	Annual Cost (CAD)
D2.1	Payroll module	
D2.2	Time and attendance module	
D2.3	Scheduling module	
D2.4	Employee/manager self-service	
D2.5	HRIS module	
D2.6	Benefits administration	
D2.7	Recruitment/applicant tracking	
D2.8	Training/certification tracking	
D2.9	Health and safety module	
D2.10	Reporting / analytics	
D2.11	Support / maintenance / subscription base fee	
D2.12	Other recurring costs (itemize)	
	Total Annual Recurring Costs	

D3. Optional Costs

Item	Description	Cost (CAD)
D3.1	Optional module/functionality	
D3.2	Optional module/functionality	
D3.3	Optional integration	
D3.4	Optional services	

D4. Third-Party Costs

Item	Description	Cost Type	Cost (CAD)
D4.1	Third-party component	One-time / Annual	
D4.2	Third-party component	One-time / Annual	

D5. Pricing Assumptions

Proponents must state:

- pricing basis, including user counts and employee counts
- implementation assumptions
- support assumptions
- any volume bands
- any annual escalation provisions
- any excluded services
- any travel assumptions
- any dependencies affecting pricing

D6. Contract Renewal / Escalation

Proponents must describe:

- renewal pricing methodology
- annual escalation cap or formula
- any price protections offered

5. Appendix E – Proposal Submission Form

APPENDIX E – PROPOSAL SUBMISSION FORM

RFP No.: FIN2026-01

RFP Title: Payroll, Human Resources Information System, Workforce Management, and Employee Self-Service Solution

1. Proponent Information

Legal Name of Proponent: _____

Operating Name (if different): _____

Business Address: _____

Telephone: _____

Email: _____

Primary Contact Name and Title: _____

2. Submission Declaration

The undersigned, being a duly authorized representative of the proponent, hereby certifies and confirms on behalf of the proponent that:

1. the proponent has carefully reviewed and understands the requirements of this RFP;
2. the proposal submitted by the proponent is true, complete, and accurate to the best of the proponent's knowledge;
3. the proponent has included all required forms, schedules, and attachments identified in the RFP, except as specifically noted in the proposal;
4. the proponent has disclosed all material assumptions, exclusions, limitations, qualifications, and exceptions applicable to its proposal;
5. the proponent has acknowledged all addenda issued in relation to this RFP, as listed below;
6. the person signing this form is authorized to bind the proponent;

7. the proposal shall remain open for acceptance by the Township for a period of **90 calendar days** following the closing date, unless otherwise stated by the Township in the RFP;
8. if selected, the proponent agrees to enter into good faith negotiations with the Township and to execute an agreement in a form satisfactory to the Township, subject to approval by the Township;
9. the proponent understands that the Township is not obligated to accept any proposal or proceed with any award.

3. Addenda Acknowledgement

The proponent acknowledges receipt of the following addenda:

Addendum Number	Date Received

4. Proposal Validity

This proposal is irrevocable and open for acceptance for **90 calendar days** from the RFP closing date, unless otherwise provided in the RFP.

5. Signature

Authorized Signing Officer Name: _____

Title: _____

Signature: _____

Date: _____

APPENDIX F – CONFLICT OF INTEREST AND DISCLOSURE DECLARATION

RFP No.: FIN2026-01

RFP Title: Payroll, Human Resources Information System, Workforce Management, and Employee Self-Service Solution

1. Proponent Information

Legal Name of Proponent: _____

2. Conflict of Interest / Unfair Advantage Disclosure

The proponent shall indicate whether any actual, potential, or perceived conflict of interest or unfair advantage exists in relation to this procurement.

Check one:

☐ The proponent declares that no actual, potential, or perceived conflict of interest or unfair advantage exists.

☐ The proponent declares that an actual, potential, or perceived conflict of interest or unfair advantage may exist, as described below:

If additional space is required, attach a separate schedule.

3. Disclosure of Subcontractors, Partners, and Third-Party Components

The proponent shall disclose all subcontractors, implementation partners, resellers, affiliates, and third-party solution providers that will be involved in delivering the proposed solution or services.

Check one:

☐ No subcontractors, partners, or third-party components are proposed.

☐ The following subcontractors, partners, or third-party components are proposed:

Name of Entity / Product	Role in Proposed Solution or Services

If additional space is required, attach a separate schedule.

4. Litigation, Insolvency, and Contract Performance Disclosure

The proponent shall disclose any material litigation, arbitration, regulatory proceeding, insolvency proceeding, bankruptcy proceeding, or significant contract performance issue from the past **5 years** that may reasonably be relevant to the Township's evaluation of the proponent's capability, reliability, or suitability.

Check one:

☐ No such matters exist that are required to be disclosed.

☐ The following matters are disclosed:

If additional space is required, attach a separate schedule.

5. Exceptions, Assumptions, Exclusions, and Qualifications

The proponent shall disclose any material exceptions, assumptions, exclusions, limitations, qualifications, or departures from the requirements of the RFP or the Township's proposed agreement.

Check one:

☐ No material exceptions, assumptions, exclusions, limitations, qualifications, or departures apply other than those expressly identified in the proposal.

☐ The following material exceptions, assumptions, exclusions, limitations, qualifications, or departures apply:

If additional space is required, attach a separate schedule.

6. Declaration

The undersigned, being a duly authorized representative of the proponent, hereby certifies and confirms on behalf of the proponent that:

1. the information provided in this declaration is true, complete, and accurate to the best of the proponent's knowledge;
2. the proponent has made all disclosures required by this RFP in relation to conflicts of interest, unfair advantage, subcontractors, implementation partners, third-party components, relevant litigation or performance issues, and material proposal exceptions;
3. the proponent understands that the Township may rely on this declaration in evaluating the proposal;
4. the proponent understands that failure to fully and accurately disclose relevant information may result in disqualification, removal from further consideration, rejection of the proposal, or termination of any resulting agreement.

7. Signature

Authorized Signing Officer Name: _____

Title: _____

Signature: _____

Date: _____

APPENDIX G – NO-COLLUSION / MUNICIPAL BID DECLARATION

RFP No.: FIN2026-01

RFP Title: Payroll, Human Resources Information System, Workforce Management, and Employee Self-Service Solution

1. Proponent Information

Legal Name of Proponent: _____

2. Declaration

The undersigned, being a duly authorized representative of the proponent, hereby certifies and confirms on behalf of the proponent that:

1. the proposal has been prepared independently and without collusion, communication, agreement, or arrangement with any other proponent, competitor, or other person for the purpose of restricting competition;
2. the contents of the proposal, including pricing and any other material terms, have not been knowingly disclosed by the proponent, and will not knowingly be disclosed by the proponent, directly or indirectly, to any other proponent or competitor before the official closing of the RFP, except as may be required by law or as disclosed to the Township;
3. no attempt has been made by the proponent, directly or indirectly, to encourage any other party to refrain from submitting a proposal, to submit a non-competitive proposal, or to otherwise restrict open competition;
4. no person employed by, or otherwise associated with, the Township has or will receive any direct or indirect benefit arising from the proposal, any resulting agreement, or any subsequent contract amendment, except as may be expressly disclosed to the Township in writing;
5. the proponent has not engaged in any conduct that would compromise the fairness, openness, or integrity of the procurement process;
6. the proponent understands that the Township may rely on this declaration in evaluating the proposal and in administering the procurement process;

7. the proponent understands that a false declaration or any failure to disclose relevant information may result in disqualification of the proposal, removal from further consideration, rejection of the proposal, or termination of any resulting agreement.

3. Signature

Authorized Signing Officer Name: _____

Title: _____

Signature: _____

Date: _____