

RFP NO. FIN2026-01 – ADDENDUM #2
ADDITIONAL TOWNSHIP INFORMATION
TIMELINES PLUS GENERAL Q & A



A) CONFIRMATION OF TIMELINE & REVIEW UPDATES:

Bid Closing Date – Fri, June 12, 2026 @ 4pm
Deadline for Questions – Wed, June 3, 2026 @ 4pm
Evaluation Period – June 15 to June 19, 2026
Demonstrations/Reference Checks – June 22 – June 30
Anticipated Selection/Negotiations – July 2026
Anticipated Award/Agreement Finalization – July 2026

Please note that all submissions are to be submitted electronically via the bids and tenders portal.

B) Q & A Update

The following are a series of informational Questions & Answers that the Township has been fielding and responses are being provided for greater clarity, transparency and support for all potential proponents considering a submission:

Q1 Of the approximately 150 employees, how many are hourly vs. salaried?

A1 All Employees are based on an hourly rate.

Q2 How many are full-time vs. part-time, and are there any seasonal or temporary staff?

A2 Approx. Full-Time = 60; Part-Time = 30; Seasonal = 20;
Fire/Council (Monthly payments) = 60

Q3 Do you require physical time clocks?

A3 TBD – likely not applicable at this time as intention is to use/provide a central device for use. Main source would be employees using their personal or work phone for mobile entry.

Q4 If physical clocks are needed, how many locations need them, and how many clocks per location?

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A4 TBD – likely not applicable.

Q5 What clock capabilities are required (badge, RFID, PIN, biometric, photo capture)?

A5 N/A on clocks but geofencing for mobile entry would be preferred

Q6 Are there any technical constraints for clocks or kiosks (PoE, Wi-Fi, offline mode, battery backup)?

A6 None known

Q7 Which departments require scheduling, and what is the approximate headcount per department?

A7 The following applies to North Huron's Departmental Structure:
Public Works ~12; Facilities ~10; Children's Services ~30; Recreation ~15;
Aquatics ~10; Administration ~20; Fire Dept/Council – no schedule required

Q8 Do any departments operate 24/7 or use rotating shifts?

A8 There are no 24/7 operations (other than on-call coverage for Fire Dept) – some departments have extended hours (eg PW for winter control, Recreation for weekend coverage, etc)

Q9 Does Township need shift swaps, drop and pickup, shift trades, or the ability to release shifts to open pools?

A9 Yes. Having consideration and capturing of shift coverages would be an asset.

Q10 Does the Township have minimum rest period rules between shifts or maximum consecutive hours rules?

A10 ESA and external regulatory rules

Q11 Does Township need schedule-based punch restrictions (early in, late out, geofencing, device restrictions)?

A11 Yes - geofencing in some situations

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Q12 Please confirm the full list of premium pay rules needed (e.g., on-call, shift differentials, call-back pay, minimum shift pay, training pay, wage top-ups).

A12 Program rules would be required for On-call, Call-in, Wage Enhancement Funding, and Over Time.

Q13 Does Township require banking of overtime or regular hours into lieu or comp time banks, and if so, what are the accrual and payout rules?

A13 North Huron's HR Manual is under review. Yes this is required. For example, OT is able to be banked and used in lieu at a later date. There are times when it can also be paid out. At minimum, the Township would ask that the option to bank, utilize or payout the OT be available for selection on the timesheet. The timesheet should provide an option by bank if we want to allow it to go into a negative balance.

Q14 Do time-off requests and timesheets require multi-level approvals for any departments or employee groups?

A14 While there are not multi-level approvals required as part of Township policy, 'Timesheets' should be approved by the manager and department head. Time off requests can be manager-only approved.

Q15 Does the Township anticipate a single 'big bang' deployment or a phased rollout approach across locations, departments, or employee groups?

A15 Big Bang after successful parallel of system.

Q16 If a phased deployment is preferred, are there specific groups, locations, or priorities already identified for sequencing?

A16 Not applicable.

Q17 Are there any blackout periods, payroll freezes, peak operational seasons, holidays, or other scheduling constraints that should be considered during implementation and go-live planning?

A17 None known other than statutory holiday periods.

Q18 Are there any critical payroll, fiscal year-end, school year, or operational deadlines that could impact deployment timing?

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A18 None known.

Q19 Are there any contract end dates with current vendors or systems that are driving the implementation timeline?

A19 No

Q20 Is there a targeted go-live timeframe or preferred implementation window?

A20 Yes, Intentions are to go-live - Fall 2026.

Q21 Is the Township expecting in-person training, virtual training, or a mix — and for which user groups?

A21 Yes, the Township is supportive of a 'Mixed' training model with in-person and virtual training anticipated.

Q22 What level of support coverage is required (business hours only, extended hours, after-hours emergency)?

A22 Business hours only should be satisfactory.

Q23 What payroll system is currently in use, and what is the pay frequency for each of the four pay groups (full-time, part-time, council, and volunteer firefighters)?

A23 At this time, the Township is utilizing Clarity –Frequency of pay provides for the following: FT/PT paid bi-weekly, Council/Fire Dept – paid monthly (alternate with bi-weekly per periods)

Q24 Can you confirm the composition of the two EI reporting groups and two WSIB groups? Are different employer rates or deduction rules applied to each group, and should those be configurable within the payroll module?

A24 Here is the following composition:
EI – split between FT and everyone else
WSIB – Childcare and everyone else
These should likely be captured on the employee profile which drives the right /appropriate rate code

Q25 Does the Township currently process Records of Employment (ROEs) via Service Canada's ROE Web, or are they prepared manually? Approximately how many ROEs are issued per year?

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A25 Clarity produces the file and the Township admin uploads to the ROE web portal

Q26 Are there any union pay rules, collective agreements, or step/grid progression structures that apply to any employee group, or is the entire workforce non-union?

A26 The Township operates all departments under a non-union environment. All Step & Grid progressions are performance based.

Q27 Does the Township currently perform payroll cost allocation by department, program, or cost centre? If so, how many cost centres are in use, and what is the current method for capturing job costing data during payroll processing?

A27 Yes, the Township currently has 40-70 departments. Employees have a default cost department. Costing details (for location, activity and equipment) are captured on the timesheets which is set up in the current system to then automatically allocate their time to the appropriate departments.

Q28 Does the Township require T4A processing (e.g., for council members or other non-employment income recipients), in addition to standard T4s?

A28 Not at this time

Q29 Are off-cycle payroll runs currently required (e.g., for termination payments or corrections)? If so, how frequently, and what is the typical turnaround expectation?

A29 Yes, infrequent. Usually for a correction or missed pay. These would be processed immediately.

Q30 Are there any third-party wage top-up programs in place (e.g., sick leave top-ups, WSIB top-ups, or top-ups tied to a specific pay policy)?

A30 Yes the Township works within these programs inclusive of Wage Enhancement Grant, internal STD policy etc.

Q31 Which benefit carrier(s) does the Township currently work with, and what benefit plan types are in place (e.g., health, dental, life, LTD, EAP)?

A31 Equitable Life represents our Township benefit provider with standard coverages

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Q32 Can the Township describe the current LTD premium recovery process in more detail? Is the employee LTD recovery currently handled as a payroll deduction, and is there a gross-up calculation involved?

A32 Yes – this is presently maintained and processed as a payroll deduction, no gross up calculation.

Q33 How many distinct benefit plan tiers exist across employee groups (e.g., different plans for full-time vs. part-time)? Are benefit elections currently tracked within your payroll system or separately?

A33 Benefits are provided to Full-Time employees only. Tracked separately.

Q34 Does the Township require automated carrier data exports or EDI files to the benefits provider(s), or is benefits enrollment communicated to carriers manually?

A34 These are not required

Q35 Are benefit cost allocations currently expensed by individual employee in your GL? If so, what level of detail is required (e.g., per employee, per department, per benefit type)?

A35 Benefit cost allocations are currently expensed by person but we will be looking for allocation by employee, by department and by benefit type

Q36 What is the current system of record for employee HR data (e.g., spreadsheets, a legacy HRIS, or within the existing payroll system), and what is the primary pain point with the current approach?

A36 Laserfiche, excel and Clarity serve as record retention of these records. The Township is looking for consolidation of information, setting standard information requirements and having available audit trails of changes to HR/payroll information.

Q37 What is the expected scope of historical data migration? Does the Township require full payroll history, or would current-year payroll data plus active employee master records be sufficient?

A37 For the purposes of this exercise and proposal, the 'Current year' cumulative history with master record data is sufficient.

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Q38 Approximately how many distinct job titles or position codes exist within the Township's organizational structure?

A38 Approximately 60 to 70 titles and job codes are in place.

Q39 Does the Township currently have a formal performance review process? If so, how many review types are in use (e.g., probationary, annual), and are these currently administered via paper forms or a digital tool?

A39 Yes, a three month probationary review and annual performance reviews. Currently digital.

Q40 Does the Township track service recognition milestones (e.g., 5-year, 10-year awards) anywhere today, and should the new system support automated notifications for upcoming milestones?

A40 Yes, staff service recognition efforts are currently tracked and the Township would want to see notifications identifying milestone years for employees.

Q41 Does the Township require tracking of assets assigned to employees beyond standard PPE— for example, vehicles, IT equipment, or access credentials?

A41 Yes – Corporate Asset Agreements (paper form) completed at start of employment with Township– We are interested in a system that can track inventories for but not limited to laptops, phones, desk top monitor, vehicles, keys, access fobs, various corporate login/access, credit cards, North Huron email, ID badges, email distribution groups, etc.

Q42 Are employee onboarding and offboarding processes currently documented and standardized? Are there specific onboarding tasks or checklists that would need to be replicated in a digital workflow?

A42 Internal checklists/workflows for onboarding and offboarding. Yes, we would want to replicate and automate these checklists in the system

Q43 Does the Township currently use any applicant tracking system, or is recruitment managed through a manual or email-based process?

A43 No ATS is currently in place at Township. Recruitment is managed through manual/email based processes. We look to and will want this automated.

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Q44 Approximately how many external job postings does the Township publish per year, and which job boards or platforms are currently used (e.g., Indeed, LinkedIn, Ontario municipal job boards)?

A44 In 2025 ~ 46 external postings were recorded. Year to date 2026 ~ 32 postings. All job postings are emailed internally, posted to the Township website. In addition to the municipal website, job postings are carried on a couple platforms including Indeed, LinkedIn and social media channels. Director ranked or specialty positions in Township are further posted to additional job boards targeted to municipal/association boards.

Q45 Are internal candidate workflows or internal job postings required — for example, the ability for existing employees to apply to posted positions through the self-service portal?

A45 Yes. This is a standard in municipality.

Q46 What is the typical hiring volume per year, including seasonal or temporary hires? Are there specific hiring peaks tied to operational seasons?

A46 Recent experience in recruitment reflects approx. 46 postings in 2025 while 2026 YTD is at approx. 32. Seasonal hiring Feb/March for Summer Student positions (2026 approx. 12), June/July for Fall (2026 approx. 5), Sept/Oct for Winter (2025 1 seasonal position)

Q47 Does the Township require configurable automated email responses to applicants at different stages of the hiring process (e.g., application receipt, interview invitation, offer, rejection)?

A47 Yes – currently email response is manual. The Township is seeking and would like to implement automated and modernized application receipt and rejection process.

Q48 What types of employee certifications and designations are currently tracked (e.g., First Aid/CPR, JHSC, WHMIS, CDL, professional designations)? Approximately how many certification types are in scope?

A48 Yes, tracking of designations/certifications and training during onboarding is presently coordinated and tracked with a timeline. While not formal, verification

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occurs when employee starts employment, with some spreadsheet-based tracking, documentation in employee files. The Township desires to have a system that tracks the following certifications/designations but not limited to: JHSC, First Aid, Registered Early Childhood Educator (RECE), Lifesaving Society Membership ID (access to all lifeguards certifications – NLS, Swim Instructor, First Aid), Ontario Good Roads Certificate, Certified Road Supervisor, Ontario Fire Marshall's Fire Prevention Officer Certification, Public Fire & Life Safety Educator Certification, CPA, AMP, CMO, AMOC, Certified Records Management Designation, CHRP, CET, Certified Economic Developer

Q49 Does the Township require automated renewal alerts for expiring certifications? If so, what is the preferred notification window (e.g., 30, 60, 90 days before expiry), and to whom should alerts be sent (employee, direct manager, HR)?

A49 Yes 90 days in advance for first notification is in place. Current process includes notifications sent to employee, their direct supervisor and Human Resources.

Q50 Are there mandatory training assignments by role or department that should be tracked and flagged when an employee has not completed required training?

A50 Yes. Training is currently tracked on various spreadsheets and platforms. Training tracking includes but not limited to: first aid, JHSC Certification, Orientation related training (WHMIS, AODA, Workplace Violence and Harassment, H&S Worker and Supervisor Awareness Training, Working at Heights, Chainsaw Training, Safe Operation of Brush Chipper Training, Death Registrations & Burial Permit Training, Ammonia Detection Training, Fire Drill Training, Campground & Weather Emergency Training, Fire Extinguisher Training, Heavy Equipment Operation, etc.

Q51 Does the Township need to track and enforce training repayment agreements — for example, where the Township has funded a course and requires repayment if the employee leaves within a defined period?

A51 Yes, the Township has a Training and Professional Development policy that states employees will be asked to sign repayment agreement for courses

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exceeding \$800.00. Repayment agreement (Form) requires staff to reimburse Township for 50% of fees and expenses if they resign within 1 year of completing the training/course. Current manual process is in need of enhancement to support enforcement process, and the Township would like to have this option incorporated into the system.

- A52 Does the Township have a Joint Health & Safety Committee (JHSC), and does the new system need to support JHSC inspection records, meeting minutes, or action item tracking?
- A52 Yes we have a Ministry approved Multi-Site JHSC, interested in opportunities to incorporate tracking Ministry approval of MJHSC (approved for period of 5 years), JHSC monthly inspections, meeting minutes, action item tracking.
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- Q53 What types of workplace incidents and near-misses does the Township currently document? Is there a standardized form or template in use today?
- A53 Yes there is. Workplace accident form completed by staff/supervisor, sent to HR. HR redacts and shares with JHSC. Township is interested in tracking incident types/trends.
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- Q54 Does the Township require tracking of PPE issued to employees (e.g., CSA boots, high-vis vests, safety helmets), including boot/clothing allowance entitlements per policy?
- A54 Yes – different limits for different pay groups and requirements within roles.
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- Q55 Is WSIB claim management expected to be handled within the new system, or will WSIB remain managed externally with only absence and return-to-work dates tracked in the HRIS?
- A55 TBD – At this time, the Township looks to only incorporate key date-tracking in HRIS.
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- Q56 Regarding the TCP Software Time & Attendance integration: is a real-time API connection preferred for transferring approved hours to the payroll module, or would a scheduled file-based transfer (e.g., CSV/XML) be acceptable?
- A56 The Township suggests that 'Scheduled' would be fine – certain rules would be applied in the payroll module (eg. when to pay OT etc. as that would not be a manual selection field in time & attendance module)
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- Q57 Which financial/general ledger system does the Township currently use (e.g., Vadim, Munis, ACCPAC, Microsoft Dynamics), and what is the expected depth of integration — GL journal export only, or bidirectional account code sync?
- A57 Currently the Township is using Keystone. A Job-costed GL export is needed for upload into Keystone. More detailed excel exports needed from the payroll system for uploading into our Asset Management Software (Citywide) and other forms of analysis.
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- Q58 For volunteer firefighters, what third-party system currently tracks their hours, and in what format (e.g., CSV, API) can that data be exported to the new payroll system?
- A58 FirePro is our current system – likely CSV format is and remains preferred and not API.
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- Q59 Does the Township work with OMERS for pension administration? Are there automated pension remittance or reporting requirements that should interface with the new payroll system?
- A59 Yes, the Township participates in OMERS. Reporting should be available but not automated.
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- Q60 Are there any other current systems that will need to exchange data with the new solution (e.g., IT asset management, access control, or HRIS for a separate entity)?
- A60 No other systems to report.
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- Q61 Does the Township currently have an identity provider or SSO solution (e.g., Microsoft Azure AD / Entra ID, Google Workspace) that the new system should integrate with for single sign-on?
- A61 Yes, Microsoft Azure AD, SSO is something we may explore at a later date.

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Q62 Are there specific data residency requirements beyond Canadian hosting? For example, does the Township require data to remain within Ontario specifically, or is Canada-wide hosting sufficient?

A62 No, Canada-wide is sufficient, Ontario preferred but not mandatory.

Q63 Has the Township previously completed a Privacy Impact Assessment (PIA) for an HR or payroll system? If so, are there specific controls or documented obligations that new vendors will be expected to adhere to?

A63 Not at this time. However, at Jan 1, 2027 will require PIA's.

Q64 Does the Township's IT security policy require multi-factor authentication (MFA) for all users, or would MFA be applied selectively (e.g., administrators only)?

A64 Yes, requirement in place for MFA for sign in for all users/staff etc.

Q65 Is the Township's preference to go live on all HRIS/payroll/HR modules simultaneously, or would a phased approach be considered — for example, payroll and core HR first, followed by recruitment, training, and health & safety modules?

A65 Yes, the preference here would be to go live 'simultaneously.'

Q66 Does the Township have a dedicated internal resource (e.g., HR Manager, Finance Manager, IT contact) available to serve as the primary project contact during implementation?

A66 Yes, one point of contact will be in place as part of implementation.

Q67 Does the Township have an existing contract end date with its current payroll or HR vendor that is acting as a hard deadline for the transition?

A67 No.