



Takoma Park City Council Meeting – July 20, 2022 Agenda Item 13

Work Session

Proposal to enter into a contract with Paycom for implementation of Human Resources Information System.

Recommended Council Action

Receive presentation and consider draft ordinance.

Context with Key Issues

The City of Takoma Park has approximately 220 employees. The Human Resources department completes full life-cycle services for all City employees, including: recruiting, onboarding, payroll, benefits administration, performance management oversight, budgeting, and more. Currently, HR utilizes three different systems (Kronos, Tyler, and SuccessFactors) in conjunction with manual processes to provide the services mentioned above.

The implementation of a complete Human Resources Information System is needed to improve the level of service provided by the HR department. It enhances the productivity of staff by eliminating errors and inefficiencies caused by manually duplicating tasks in different systems. Also, the Human Resources Information System will allow HR staff to dedicate more time to core functions such as employee relations and training because less time will be needed to focus on managing the day-to-day operational tasks.

On March 2, 2022 the City of Takoma Park issued a Request for Proposals (RFP) for contracting and implementation of a complete Human Resources Information System. The City received six responses and each firm was evaluated on the following criteria: experience and qualifications, responsiveness and understanding of the scope of services, prior experience working with local governments, and cost. Staff from various departments reviewed and evaluated each response. Final scores ranged from 34.0 to 82.0. Paycom's score was 82.0. The firm displayed a high level of project related experience with various public sector clients including those who located within the DC, Maryland, and Virginia regions.

Council Priority

Engaged, Responsive & Service-oriented Government; A Livable Community for All

Environmental Considerations

Implementation of a Human Resources Information System will great reduce the amount of paper used by the City. HR documents would be digitally maintained.

Fiscal Considerations

According to the received price proposal, the cost of system implementation is \$10,850. The annual system costs are \$101,660. \$125K was allocated for this project in the FY22 budget. \$52K has been budgeted for FY23. If the funds from FY22 are approved to carryover into the FY23 budget, the total allocated in FY23 for implementation and annual costs is \$177K.

Racial Equity Considerations

There are no known racial equity considerations regarding the use of Paycom's Human Resources Information System services.

Attachments and Links

- Paycom RFP response
- Draft Ordinance

Introduced by:

First/Only Reading:

Effective Date:

CITY OF TAKOMA PARK, MARYLAND

ORDINANCE 2022-

**AUTHORIZING EXECUTION OF CONTRACT WITH PAYCOM FOR
IMPLEMENTATION, ONGOING SUPPORT, AND MAINTENANCE OF
A HUMAN RESOURCES INFORMATION SYSTEM**

WHEREAS, the City is seeking a qualified firm to implement and maintain a comprehensive Human Resources Information System to cover all key areas of full-cycle Human Resources services; and

WHEREAS, the Human Resources department issued a Request for Proposals to solicit qualified firms for contracting and implementation of a complete Human Resources Information System; and

WHEREAS, the City staff review process selected the proposal by Paycom as the most qualified and experienced firm to provide the high quality of services needed to implement, support, and maintain the Human Resources Information System software; and

WHEREAS, the City has included funding for these services in the FY23 budget.

NOW, THEREFORE, BE IT ORDAINED BY THE COUNCIL OF THE CITY OF TAKOMA PARK MARYLAND, THAT:

Section 1. The City Manager is authorized to enter into a contract for services with Paycom for the implementation, support, and maintenance of a Human Resources Information System in an amount not to exceed the total budgeted cost of \$177,000.

Section 2. This Ordinance shall become effective upon adoption.

THIS ORDINANCE IS ADOPTED BY THE COUNCIL OF THE CITY OF TAKOMA PARK, MARYLAND, THIS _____ DAY OF July, 2022, BY ROLL-CALL VOTE AS FOLLOWS:

AYE:

NAY:

ABSENT:

ABSTAIN:

Work Functions to be considered for the HRIS system modules are listed below.

RECRUITING

- Customize job postings and applications to attract talent.
- Automatically post open positions to top online job boards
- Allow candidates to set preferred interview times
- View all candidate info front and center, including interview availability
- Conduction and track all conversations, including subsequent emails outside the system, reducing the risk of losing qualified candidates
- keep high-interest prospects on your radar by allowing them to provide information without applying
- send customizable offer letters for digital acceptance
- make hiring decisions with the click of a button
- move new hires to background checks and onboarding with no data re-entry
- identify which career sites and job boards drive the most qualified applicants
- see each position's number of views, applicants, offers and hires
- track days to fill by position, department, recruiter or hiring manager
- ensure candidates comply with EEOC and OFCCP guidelines
- customize a wide range of hiring information for analysis
- build a directory of talent from resumes, searchable by school, degree, skill set, previous employer, ZIP code radius, follow-up and more
- organize candidates in folders and with tags for simple searching
- measure ROI of recruiting efforts to reveal where prospect-networking dollars are best spent

ONBOARDING, PRE-EMPLOYMENT DOCUMENTS, AND ORIENTATION

- eliminates the tedious, time-consuming paper shuffle
- flows all new hire and position information system wide to eliminate data re-keying
- lets you assign new hires an online checklist of tasks and receive notification of completion
- ensures timely completion of compliance forms through electronic signature verification
- auto-flows key compliance items into employees' online file for a secure, dated record
- contributes to a positive work culture and employee satisfaction to lower turnover
- Form W-4, I-9, benefits enrollment, handbook etc.
- address, phone number and emergency contacts
- scan direct-deposit account and routing numbers directly from a check
- introductory training courses
- Eliminate paper personnel files and securely store all employee paperwork and data in one cloud-based system.
- Provide employees online access to digitally sign required forms and view important company documents.
- Protect sensitive information and documents by customizing user access levels.
- Electronically assign tasks by employee or employee groups for the completion of On-Boarding/Off-boarding or any additional processes.
- Background checks and drug screening
- Tax credit search
- Set up checklists with tasks such as submitting W-4s, completing harassment training, setting up payroll, conducting exit interviews, changing employment status and more
- Can add E-Verify

ENHANCED BACKGROUND CHECKS

- Exercise due diligence with background checks software that:
 - Requires no data re-entry
 - Auto populates an applicant's information system wide when chosen to hire
 - Offers a variety of drug testing and health screening services
 - Allows you to create customizable packages to fit company needs
 - Grants visibility into the candidate's completion process
 - Lets you screen current employees any time, for further peace of mind
- Paycom's Enhanced Background checks help you maintain Fair Credit Reporting Act (FCRA) Compliance, with tools for:
 - Authorizing employment screening background checks
 - Sending pre-adverse and adverse action letters
 - Secure storage of results accessible only by authorized users
- Paycom's service is up to 150% faster in the screening process than the leading competitor. Clients can choose from a variety of customizable screening packages ([see Attachment A.\) for package options](#)). The process is automated for candidates, HR professionals, recruiters and hiring managers. Applicants can easily enter their own information and follow their process on any device. All results can be viewed right within Paycom, eliminating the need to integrate and maintain a separate third-party vendor. You have 24/7 visibility into the status and progress of their authorization right from Paycom.

EMPLOYEE SELF SERVICE

- Access pay rates, scheduled earnings and deductions and pay vouchers anytime.
- Submit W-4s, I-9s and direct deposit forms securely.
- Change contact information and have it automatically update throughout the system.
- Punch a Web time clock or input hours into a Web timesheet.
- Submit timesheet approvals.
- Monitor PTO accruals and submit time-off requests.
- Enroll in benefits with decision making tools like a sample paycheck with new deduction amounts.
- Access, complete and sign performance reviews.
- View employee's total compensation.

MANAGER SELF-SERVICE

- Managers can search applicants, schedule interviews and approve candidates for their positions.
- Managers can create employee schedules and review, change and approve timecards online.
- Automate paid time-off requests and give managers the tools to make informed approvals or denials with a Time-Off Calendar and employee PTO summaries.
- Streamline the employee expenses approval process by providing managers with an expense dashboard to view and approve or deny requests for expense reimbursement.
- Managers can conduct employee performance reviews online.
- Push the administrative burden of employee change requests down to the manager level with automated Personnel Action Forms.

PERSONNEL ACTION FORMS

- When it comes to making changes to employee information, Paycom's Personnel Action Forms (PAF) do the action for you, exponentially reducing errors and the amount of time and paperwork required. Managers enter all the information surrounding change requests; once HR approves, the system updates throughout with no rekeying of data. It even feeds to Payroll with an effective date.

- We've automated and streamlined the entire process, from creation and completion to approvals and updates, creating a convenient electronic audit trail.
- Beyond the elimination of paper forms and manual data entry, managers enjoy having the ability to:
- batch-edit for groups of employees,
- print PAFs and
- generate reports that track all PAF activity
- Performance Discussion Forms allow you to do performance coaching, disciplinary write-ups (and collect manager/EE signatures), and PIPs all with customizable forms

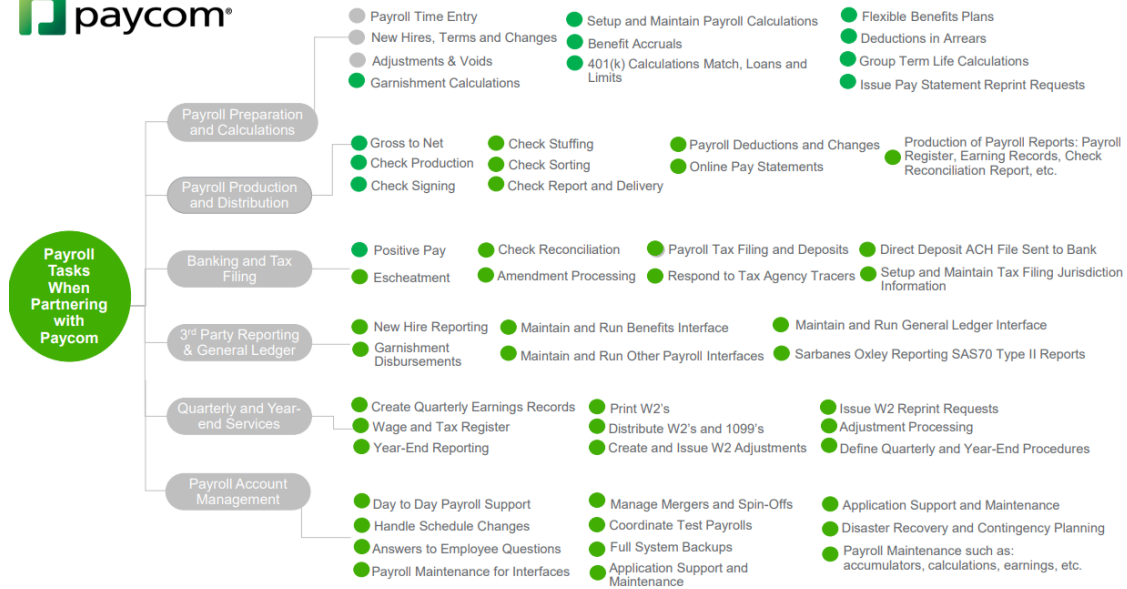
TIME & ATTENDANCE

- Employees enter and submit time online.
- Managers edit and approve time online.
- Update payroll automatically with approved time.
- Search for timecards with missed punches, or add forgotten punches, sick or vacation hours, bonus pay or comments.
- Batch-edit to enter a punch or holiday hours one time for a group of employees.
- Set rounding rules, automatic lunch deductions, shifts crossing midnight, bonuses, weekend differentials, holidays worked and more.
- Use an unlimited number of pay classes and assign hours to multiple earning codes.
- (Can add geofencing, hardware clocks, scheduling, etc)

TIME-OFF REQUESTS

- Time-Off Calendars allow managers to see pending, approved and denied time-off requests.
- Managers are notified when employees request time off and can quickly approve or deny requests with or without comments.
- Employees can view their available PTO in Employee Self-Service and easily submit requests for time off.
- Employees can view the status of their requests on their Time-Off Calendar.
- Approved time off is automatically populated on the employee's time card.
- Monitor and report on all time-off activity.

PAYROLL INCLUDING COMPUTATION, DEDUCTIONS, AND TAX SERVICES



Everything with a green circle, Paycom takes OFF of your plate!

BETI: (better employee transaction interface)

- automatically builds and manages payroll through an employee-driven experience
- identifies errors and guides employees to resolve them before submission for increased process oversight
- decreases employer liability with improved data accuracy

Paycom Pay:

- paper paychecks issue from our bank account, not yours
- rest easy, knowing employees will be paid
- no longer do you have to constantly monitor every outgoing cent

Tax Management:

- mitigates your responsibilities of payroll tax rates
- handles your IRS Form 941 (even midquarter) and Form 940 (even if we don't do your payroll all year), and your employees will receive only one W-2
- debits your payroll taxes, deposits them on their due date, and signs and remits your payroll tax filings
- manages state and local jurisdiction taxes

FULL SERVICE GARNISHMENT MANGEMENT

- Alleviate costly calculating errors.
- Reduce direct communication with garnishment agencies.
- Electronically send garnishment orders to employees through Employee Self-Service.

GENERAL LEDGER CONCIERGE

- GL Concierge simplifies the process of entering payroll data into your General Ledger (GL). Eliminate errors and save time by generating perfectly mapped GL reports for direct import into your accounting software.

- We map this out with you during implementation so that post payroll processing it is a simple download, upload to your accounting software. (We work with all accounting softwares).

BENEFITS ADMINISTRATION

- Get the best rates on benefits with our easy-to-run Census Report for brokers.
- Customize your plan setup, deduction amounts, enrollment dates and new-hire waiting periods.
- Provide employees online enrollment and 24/7 access to benefit resources including the ability to model a sample paycheck with new deduction amounts.
- Update deduction amounts for all employees or groups of employees at once.
- (Benefits to Carrier, 401k file feed, COBRA)

ENHANCED AFFORDABLE CARE ACT

- Enhanced ACA from Paycom is the business solution for complying with the ever-changing complexities of the Affordable Care Act. You'll receive the convenience of having all your ACA data in a real-time dashboard, plus:
 - peace of mind
 - IRS Forms 1094/1095-B or -C filed for you
 - proactive alerts on actionable items
 - comprehensive reporting and monitoring
 - legislative updates
- Monitoring – Get alerts on key events like approaching Applicable Large Employer status, workers nearing full-time status or employees with measurement periods ending.
- Evaluation – Audit and review historical and current ACA data, as well as employer shared responsibility requirements.
- Reporting – Monitor ACA status changes, trending hours, coverage affordability, employee coverage percent offered, Applicable Large Employer trends and “pay or play” calculations.
- Education – Get the latest legislation overviews, compliance requirements and ongoing updates.

PERFORMANCE & COMPENSATION

- Build a comprehensive library of positions with required competencies and salary grades.
- Group positions into families.
- Assign performance goals by family, department, position or employee.
- Establish approval tiers and rating scales for the review process.
- Allow managers to create performance reviews and review periods and track the status of reviews with a Performance Review dashboard.
- Run Competency and Development Goal reports.
- Empower employees with the ability to access and electronically sign their reviews online
- Generate Compa-Ratio and Merit Budget reports.
- Create a Merit Matrix with your Merit Budget, Performance Rating Scale and Compa-Ratios.
- Adjust your Merit Matrix as needed including awarding lump sums.
- Automatically upload new rates to payroll.

REPORTING

- Canned, configurable reports or ad-hoc reporting
- run predefined reports on a host of standards
- create custom reports filtered to your specifications

- report across multiple years and EINs, in a variety of formats
- **Advanced Report Writer** allows you to customize reports with information from a variety of topics, and review in multiple formats
- **Talent Acquisition Analytics** look at where an application is at in the hiring process, the number of open and filled positions, how long a job was posted before it was filled or closed, and more, to make informed decisions on future staffing numbers
- **Time and Labor Analytics** look at hours worked vs. threshold, overtime, employee time off, schedule forecasting, unscheduled shifts and more, to gain valuable insight into time spent on and off the clock
- **Labor Management Reports** help you manage overtime, monitor your labor distribution, see who is clocked in and more
- **Payroll Analytics** allow insight into approved expenses, garnishments, labor allocation, workers' compensation, wages, taxes and more
- **Talent Management Analytics** look at compensation changes, salary grades, compensation budget forecasting, compa-ratios and more, to see where company payroll is being spent
- **HR Management Analytics** help you maximize the ROI on your HR technology to help HR spend time with people, not paperwork
- Push reporting: recurring reports automatically generate and send to designated users on whatever desired frequency

MY ANALYTICS

- Access a list of popular reports with quick links. Examples include: Company Match Dollars, Employer Tax Burden, Accrual Dollars, Percentage Labor Distribution, Workers' Comp Hours and more.
- Customize the dashboard with the executive's choice of report information and if it is to be displayed in a data or graphical format.
- All reports are exportable in a variety of formats that work for the individual.
- Powerful, on-demand workforce insight for those seeking a big-picture view of company data in real time
- Employee Retention Analytics to see which employees are most likely to stay or leave the company, based on 30 key data points
- EMPLOYMENT PREDICTOR ANALYTICS DASHBOARD: shows who is most at risk of leaving so you can take lead measures
- DIRECT DATA EXCHANGE: shows ROI based on employee utilization of the system. (Paycom long-term dedicated support team is measured on this)

POSITION MANAGEMENT

- Tie people to positions with defined attributes
- establish an org chart
- assign each role a title and its place within the organizational structure
- set up salary grades to ensure equality while helping account for salary costs and budgeting
- error-proof your personnel action forms (PAF) process and other position changes since no data re-entry is required
- simplifies the process of categorizing and managing personnel
- ties attributes to a specific position within the organization, not an individual employee
- reduces risk of human error when adding, moving, promoting or terming employees

- automatically updates position-appropriate changes system wide
- increases visibility on position vacancies and staffing needs

TRAINING AND PROFESSIONAL DEVELOPMENT

- Easily and consistently train your employees as you engage them with ongoing development.
- Paycom's Learning Management System (LMS) tool allows you to:
 - Avoid the burden and travel costs of additional training methods
 - Assign courses to one employee or all employees with the touch of a button
 - Ensure your workforce receives consistent instruction, even across different departments, buildings or states
 - Customize training to suit your company's needs and align with performance goals
 - Video Content Creator allows you to easily edit and upload quick videos for informal microlearning
 - Provide feedback to employees uploading proof of skills mastery through their mobile device
 - Gain access to complimentary compliance and leadership training courses, as well as additional collections of industry-specific courses
 - Include quizzes to test comprehension
 - Track assignees' progress and completion of courses through our Course Status Dashboard
 - Incorporate individual results into performance reviews
- Compliance and leadership content included with LMS
Industry-specific subscription courses also available

INTRADEPARTMENTAL AND CITY-WIDE COMMUNICATION

- **Notification center** to alert whatever needs to be communicated (on mobile app, desktop/tablet, and/or email)
 - Can be at company-wide, department, or labor allocation level
 - Can schedule to alert on a frequency (example: notify supervisor and employee 5 days prior to something being due)
- **AskHere:**
 - Employees can open a conversation anytime, anywhere, by logging into Employee Self-Service®.
 - Their questions automatically route to the appropriate personnel companywide.
 - Can send out Kudos or shout outs (which can be approved from a compliance standpoint)
 - All conversations are stored in one secure dashboard.
 - Customizable templates and saved answers to FAQs streamline your process.

GOVERNMENT & COMPLIANCE

- A single system of record provides the accuracy, tracking and reporting capabilities needed to comply with a variety of employment laws.
- Leverage Paycom's tools to comply with FMLA, Unemployment, COBRA, OSHA, EEOC, VETS 100/100A and other state and federal regulations.
- Rely on Paycom's internal development team to react quickly to any changes in legislation that require system updates to keep you compliant.