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**REQUEST FOR PROPOSAL  
OUTSOURCED HUMAN RESOURCES SERVICES  
TO THE  
BRUNSWICK-GLYNN COUNTY  
JOINT WATER AND SEWER COMMISSION**

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The work to be performed under this contract consists of furnishing all labor, materials, tools, equipment and incidentals required to provide Human Resources Services in Glynn County, Georgia.

**Office of the Director of Procurement**

**Issued Friday, January 13, 2017**

**Deadline for Questions: Tuesday, January 31, 2017 – 5:00 p.m.**

**Bids Due by 12:00 NOON EST on Tuesday, February 14, 2017 to:**

**Joint Water and Sewer Commission  
1703 Gloucester Street  
Brunswick, Georgia 31520  
Attn: Pamela Drury-Crosby, Procurement Director  
(912) 261-7127**

**<http://www.bgjwsc.org/about-the-bgjwsc/bid-opportunities-and-rfps/>**

**Please Label Bids with Firm's Name and Address  
"Sealed Proposal – Outsourced Human Resources Services"**

January 13, 2017

RE: Request for Proposal – Human Resources Outsourcing

Brunswick-Glynn County Joint Water and Sewer Commission, formed in 2008, is the public water and sewer utility provider of Brunswick and Glynn County Georgia. Since the inception of the BGJWSC, Teamwork Services Inc., a local Professional Employer Organization (PEO) has been the sole provider of Human Resources Services. This arrangement has been successful and allowed the BGJWSC to focus on its core business while utilizing TSI's integrated services to manage the HR responsibilities of a growing organization.

In an effort to maintain and enhance the overall HR function, maintain current spending and create efficiencies where possible Brunswick-Glynn County Joint Water and Sewer Commission is performing an evaluation of outsourcing options for all of its Human Resources services. Your organization has been identified as one that may be able to provide the services necessary to externally administer all or part of our current Human Resources operation. Brunswick-Glynn County Joint Water and Sewer Commission would greatly appreciate it if you would consider responding with a proposal by Tuesday, February 14, 2017.

BGJWSC currently employs 147 full time employees and 1 contract employee. To assist you in understanding the scope of HR needs, I have enclosed a summary of Human Resources' Major Tasks, Duties and Responsibilities as Exhibit A. In preparing your response, we note any additional benefits you might provide under each major category heading and make note of any areas where there are no services of this nature provide by your organization.

If you have any questions, require additional information, or would like to meet to discuss the current operation of Brunswick-Glynn County Joint Water and Sewer Commission Human Resources please let me know.

Sincerely,

Pamela Drury-Crosby

Director of Procurement

## THE RFP PROCESS

### Calendar of Events / RFP Timeline

Listed below are the important dates and times by which the actions noted must be completed. All dates are subject to change by the Purchasing Manager. If the Purchasing Division finds it necessary to change any of these dates or times prior to the proposal due date, the change will be accomplished by addendum. All RFP documents may be viewed at the BGJWSC website utilizing the following link:

<http://www.bgjwsc.org/about-the-bgjwsc/bid-opportunities-and-rfps/>

ACTION	COMPLETION DATE
Issue RFP	Friday, January 13, 2017
Last Day for Questions	Tuesday, January 31, 2017 - 5:00 p.m.
Responses to Questions, Final Addendum Issued	Thursday, February 2, 2017
Proposals Due	Tuesday, February 14, 2017 - NOON
Selection Committee Review	February – March 2017
HR Committee Recommendation	March Committee Meeting Date TBD
BGJWSC Commission Approval	1 <sup>st</sup> full Commission meeting of April – Date TBD

Please follow the procedures outlined under the RFP PROCESS in preparing your response and structure your proposal to address the items listed under the RFP PROPOSAL. This request for proposal has been structured to reduce, where possible, the time and effort needed to prepare a response and for Brunswick-Glynn County Joint Water and Sewer Commission to evaluate the proposal. Brief, direct and factual responses are preferred. Two separate documents (Technical Proposal and Business Proposal) are requested so that the selection team can separately review your company's service capabilities without being biased by pricing information. Both documents must be signed by an individual authorized to commit your company to provide the proposed services at the proposed fees. The Business Response should also include a statement of commitment that can be accepted by Brunswick-Glynn County Joint Water and Sewer Commission at its discretion on or before February 14, 2017. Effective date for transition would be July 1, 2017.

**I. Two separate documents must be submitted, as follows:**

- A Technical Proposal, presenting your company's services, and
- A Business Proposal, presenting your company's fees related to the performance outlined in the Technical Proposal

Utilize the Human Resources' Major Tasks, Duties and Responsibilities reference sheet for information on existing PEO roles and tasks associated with providing HR Services to the BGJWSC.

**II. Responses must be submitted to:**

Pamela Drury-Crosby  
Director of Procurement  
BRUNSWICK-GLYNN COUNTY JOINT WATER AND SEWER COMMISSION  
1703 Gloucester Street  
Brunswick, Georgia 31520  
(912) 261-7100

Responses must be received by 12:00 NOON. (Eastern Time) on or before February 20, 2017. Submissions by fax or email will not be accepted under any circumstances. Late submissions will not be accepted under any circumstances. Submitters may withdraw and/or replace proposals at any time until the deadline for submission of proposals. All questions received by 5:00 p.m. on Monday, January 30, 2107 will be considered. Questions will not be answered over the phone. Questions must be emailed to [pcrosby@bgjwsc.org](mailto:pcrosby@bgjwsc.org)

**III. The RFP Proposal**

The proposal should provide:

**Approach**

1. A Human Resources strategy statement indicating how your organization will best meet the varying needs of Brunswick-Glynn County Joint Water and Sewer Commission.
2. A detailed analysis of how the major HR functions will be assumed.
3. A description of your approach and capabilities in terms of designing new programs and fine tuning existing programs.
4. A description of the major Human Resources-related issues facing public agencies, specifically water and sewer utility providers.
5. Measurement tools to evaluate the success/failure of programs.
6. Information on systems to record, save and track data.
7. An outline of the structure of the service team that will be assigned to our account.

**About Your Company**

1. Identify your organization's experience with respect to assimilating the HR *function and what makes your organization uniquely qualified for this project.*
2. How your philosophy and approach may vary between college and non-college clients and between non-profit and for-profit clients.

3. Describe the function, reporting relationships and locations of each person responsible for this account.
4. Provide a resume of the individual who will have primary responsibility for the account. Provide a brief biography of others who will be involved on the account, with a description of the role each will play in the project and any relevant experience each has had with respect to similar projects.
5. Describe three recent and successful client assignments related to Human Resources.
6. Identify three clients (public agency if possible) that you have worked with that we may contact for reference purposes.
7. Describe what steps your firm has taken to ensure that quality products and services are delivered?

#### **Implementation Process**

1. Develop a project time line, summarizing the entire process beginning with this proposal.
2. Explain the transition process you would employ if your bid is successful. Include a detailed description of the implementation plan, BGJWSC's role in the process, data requirements and time frames
3. Total number of projected hours required for this project.
  - At Brunswick-Glynn County Joint Water and Sewer Commission
  - At Your Place of Business

#### **IV. Evaluation Process**

Once proposals are received, the Selection Committee members will review each submittal and score each proposal based on the evaluation criteria. The award will be based on the proposal that is most advantageous to the BGJWSC.

The BGJWSC reserves the right to apply the evaluation criteria in any manner it deems necessary and to evaluate each firm separately or comparatively, using these criteria in any weight or importance as it sees fit. The BGJWSC also reserves the right to seek clarification from prospective firms on any issue in a response, invite specific firms for oral presentations, or take any action if feels necessary to properly evaluate the submissions and construct a solution in the BGJWSC's best interest. Failure to submit the requested information or required documentation may result in the lessening of the proposal score or the disqualification of the proposal response.

Do no attempt to contact any Selection Committee Member, staff member or person other than indicated in this proposal for questions relating to this project. Anyone attempting to lobby BGJWSC representatives will be immediately disqualified.

## EVALUATION MATRIX

Factor	Description	Points
1.	<b>Completeness of Proposal</b> Completeness of response in accordance with RFP instructions and requirements.	10
2.	<b>Experience and Qualifications of Key Personnel</b> Technical experience in performing work of similar size and scope; experience in providing HR services for governmental entities within the State of Georgia. Qualifications of staff and adequacy of labor commitment to meet or exceed service levels needed.	20
3.	<b>Project Approach / Methodology</b> Proposal demonstrates understanding of BGJWSC needs and requirements. Project approach and methodology meets or exceeds project timelines and performance/implementation expectations.	30
4.	<b>Vendor Questionnaire</b> Completeness and relevancy of answers to Vendor Questionnaire.	20
5.	<b>References</b> Assessment of proposer’s previous projects/work by client references and references with demonstrated success in providing similar services.	20
<b>TOTAL</b>		<b>100</b>

### V. Selection Process

Selection of the most responsible proposals will be made after a review and analysis by Brunswick-Glynn County Joint Water and Sewer Commission. Other experts, interested parties or employee representatives may be consulted to advise staff during the review and analysis process. Respondents may be requested to meet with Brunswick-Glynn County Joint Water and Sewer Commission representatives and advisors to expand on proposal qualifications and experience.

### VI. Selection Criteria

The successful organization will be selected upon the demonstrated ability to:

1. Act as a partner with Brunswick-Glynn County Joint Water and Sewer Commission to administer the Human Resources function.
2. Provide a proven account manager who will be focused on Brunswick-Glynn County Joint Water and Sewer Commission.
3. Provide superior levels of service to BGJWSC's employees and administrative staff.

## **VII. General Information**

All proposals and related materials become the property of Brunswick-Glynn County Joint Water and Sewer Commission and may be returned only at its option. Brunswick-Glynn County Joint Water and Sewer Commission is not obligated to accept any proposal or to negotiate any proposal. All transactions are subject to the final approval of Brunswick-Glynn County Joint Water and Sewer Commission who reserves the right to reject any or all proposals without cause for liability. All costs directly or indirectly related to responding to this RFP (including all costs incurred in supplementary documentation, information or presentation) will be borne by the respondent.

## **VIII. Contract Negotiation**

Upon receipt of the proposals, the Selection Committee shall first determine and identify those persons or organizations that are qualified to perform the services and shall be rank such persons and organizations based on their demonstrated competence and professional qualifications deemed necessary for the satisfactory performance of the services required. Second, the cost proposals submitted by all qualified persons and organizations shall be opened and reviewed. Third, negotiations shall be undertaken with the person or organization ranked most qualified in an attempt to secure the services at a cost equivalent to the lowest cost offered to the BJWSC by the qualified persons and organizations. If the person or organization ranked is unwilling to provide the services at a cost equivalent to such lowest cost: 1) such person or organization may nevertheless be awarded a contract, provided the purchasing director, executive director or commission, as appropriate, determines the initiating department director has substantiated that the cost for the services is reasonable and appropriate; or 2) negotiations with the most qualified person or organization may be terminated and the initiating department may undertake similar negotiations with the other qualified person and organizations in order of rank. The proposal signed by the successful Proposer along with documentation included in the proposal as required by this solicitation and other additional materials submitted by the Proposer and accepted by the JWSC shall be the basis for negotiation of a contract addressing the requirements of the solicitation. The resulting contract will be approved by the JWSC Commission.

## **IX. PROPRIETARY INFORMATION**

Responses to this Request for Proposals, upon receipt by the BJWSC, become public records. If any proposer believes that any portion of all of the response is confidential and proprietary, proposer shall clearly assert such exception and the specific legal authority of the asserted exemption. Such

designation of an item as a trade secret may be challenged in court by any person. By the proposer's designation of material submitted to the BJWSC as a "trade secret", the proposer agrees to hold harmless the BJWSC for any award to a plaintiff for damages, costs or attorney's fees and for costs and attorney's fees incurred by the BJWSC by reason of any legal action challenging the proposer's "trade secret" claim. ADDITIONAL SERVICES/PURCHASES BY OTHER PUBLIC AGENCIES The Proposer by submitting a proposal acknowledges that other public agencies may seek to "Piggy-Back" under the same terms and conditions during the effective period of any resulting contract services and/or purchases being offered in this proposal/bid for the same prices and/or terms being proposed. The successful Proposer has the option to agree or disagree to allow contract Piggy-Backs on a case-by-case basis. Before a public agency is allowed to Piggy-Back any contract, the agency must first obtain the Proposer's approval. Without the Proposer's approval, the seeking agency cannot Piggy-Back.

**X. RIGHT TO AUDIT RECORDS**

The BJWSC shall be entitled to audit the books and records of the Contractor or any sub-contractor to the extent that such books and records relate to the performance of the Agreement or any sub-contract to the Agreement. Such books and records shall be maintained by the Contractor for a period of ten (10) years from the date of final payment under the Agreement and by the sub-contractor for a period of ten (10) years from the date of final payment under the sub-contract unless a shorter period is otherwise authorized in writing.

**XI. RIGHT OF REJECTION**

The BJWSC reserves the right to reject any and/or all proposals, reserve the right to waive any informalities or irregularities in the proposal or examination process, reserve the right to select low proposal per item, and reserve the right to award proposals and/or contracts in the best interest of the BJWSC.



# **HUMAN RESOURCES' MAJOR TASKS, DUTIES AND RESPONSIBILITIES**

## **HUMAN RESOURCE CONSULTING AND SUPPORT**

- Provide secure and confidential maintenance of payroll and employee records affording JWSC added security of limited access to confidential information
- Provide employee birthday and anniversary reports monthly
- Recommend reasonable accommodations for disabilities, as applicable for post-offer applicants and current employees
- Utilize EAP provider and coordinate services for JWSC employees; maintain records of attendance; provide report of successful completion or failure to complete program to Director
- Consult with division heads or highest ranking supervisor to determine whether reasonable suspicion of drug and/or alcohol abuse exists
- Provide the DOL 800 Separation Notice to terminated employees as required by law
- Ensure that actions comply with applicable state and federal regulations including Title VII of the Civil Rights Act, Americans with Disabilities Act, Equal Pay Act, Fair Labor Standards Act, Family and Medical Leave Act, Age Discrimination in Employment Act, and such laws applicable to scope of work and services
- Assist with annual review of pay plan including, but not limited to, participating in market study of competitive salary data for benchmark positions upon request

## **RECRUITING AND DEVELOPMENT**

- Develop and post job advertisements
- Manage HR page of JWSC website
- Assist in scheduling and coordination of interviews when requested
- Maintain all employment personnel records to comply with EEOC regulations
- Assist in creation of new job descriptions as requested and make recommendations on appropriate pay grade
- Develop employee performance review forms; distribute list of employees due to division heads 30 days in advance of review date
- Confer with Director when made aware an employee becomes a family member of another existing employee and recommend alternative job placement
- Advise managers on best hiring practices including how to screen applicants, interview dos and don'ts, how to handle unsatisfactory background results, etc.
- Manage new hire process: write offer letter run pre-employment screens such as criminal background check, motor vehicle report, reference checks, drug screen and credit report
- Pre-employment physicals and administration of tetanus and hepatitis A&B vaccinations for new hires; administration of follow-up vaccinations for all employees
- Conduct new employee orientation for all new hires to review benefits, safety, HR SOP, etc.
- Attend job fairs to represent JWSC
- Run semi-annual motor vehicle reports for all JWSC employees
- Provide information to job applicants regarding available positions, benefits and Brunswick-Glynn County Joint Water and Sewer Commission

## **HUMAN RESOURCES ADMINISTRATION**

- Assist in developing employee handbook; conduct orientations/reviews
- Provide immediate support consultation in resolving employee conflicts
- Provide and administer random employee drug testing program pursuant to HR policies
- Assist in responding to Open Records Request after consultation with JWSC legal counsel in a timely manner
- Distribute monthly spreadsheet of 2 month, 5 month and annual performance reviews due
- Provide assistance with wrongful termination claims, wage and hour claims, Title VI claims, ADA claims and FMLA claims
- Provide compliance assistance and record keeping for FMLA, and for immigration law
- Consult with Director regarding employee pay increases
- Compute merit raise documentation for any professional licensing or position change
- Provide employee compliance training (harassment, diversity, etc.)
- Employee grievances – educate, accept written grievance and assist in investigation
- Respond to and defend unemployment claims in coordination with Director
- Provide representation at unemployment appeal hearings, as requested
- Representation of HR to JWSC HR committee, weekly staff meeting and full commission meetings

## **WORKERS' COMPENSATION AND RISK MANAGEMENT**

- Advise on maintaining policy at or above state-mandated levels
- Ensure timely delivery of workers' compensation certificates
- Timely notification of due date to remit, if applicable, annual deposit for renewal; any installments due; and perform monthly self-audit' review and approve premium invoices and provide supporting documentation to Chief Financial Officer
- Submit appropriate date for annual audit
- Enlist and maintain providers for Panel of Physicians with a minimum of (6) physicians
- Train new hires on how to report an injury to their supervisor, including the importance of reporting it right away and how to choose a doctor from the Panel of Physicians. Explain how Georgia Workers' Compensation functions so there are no misconceptions if an injury occurs.
- Submit supervisor first report of injury to workers' compensation carrier
- Coordinate the workers' compensation claims process and conduct claims management
- Work with doctors and workers' compensation adjuster to ensure that injured employees receive all necessary treatment and return to work as soon as possible
- Require post-accident drug testing and report any positive result to the Director
- Check all invoices from providers for accuracy
- Administer monthly random drug screening for all DOT drivers
- Maintain current OSHA 300 log and provide OSHA 300A for posting
- Analyze loss runs to ensure training steps are provided to minimize repeat injuries
- Advise on OSHA compliance and other workplace safety issues
- Document all OSHA training and maintain records
- Raise general awareness of safety at each JWSC location by holding monthly safety meetings

- Conduct workplace safety inspections and provide subsequent report of recommendations
- Assist worker's compensation Safety and Health inspector for yearly inspections and coordinate compliance of their recommendations.
- Recommend and/or conduct fraud investigation when suspicion arises
- Assist in gathering information for and participation in workers' compensation hearing
- Provide DOL posting compliance
- Renew annual Georgia Drug Free Workplace paperwork
- Provide monthly drug free flyers to supervisors to be presented to all employees
- Completes continuing education component of Drug Free Workplace
- Records all data from Safety Committee for safety incentive programs and gains Director approval
- Insures incentive program checks are printed and ready for Safety Standdown
- Presents presentation at Safety Standdown on past years performance

### **BENEFITS ADMINISTRATION**

- Negotiate annual renewal of all benefit plans and provide additional quotes and evaluate coverage alternatives as requested
- Provide and distribute Section 125 plan document, adoption agreement, summary plan descriptions and summary annual reports as required by ERISA and amend as necessary
- Provide COBRA administration services, including the required General Notice to employees prior to enrollment, election notice upon termination, and initial billing statement
- File appropriate plan returns, including Form 5500
- Manage FMLA process for applicable clients
- Monitor JWSC's participation levels to insure renewal ability
- Monitor employee eligibility and change in status
- Prepare and distribute enrollment guides to each employee eligible for benefits
- Conduct insurance enrollment meetings for all newly-eligible employees
- Assist employees with completion of enrollment forms and process all enrollments through the applicable insurance carrier
- Respond to employee questions regarding insurance coverage and/or claims, and as necessary, serve as their liaison to the carriers to resolve claim disputes
- Assist employees and process benefit changes resulting from modifications in family or employment, notify applicable carriers of changes
- Promptly notify the insurance carrier of all participant additions, changes and deletions
- Manage health care and dependent care reimbursement plans (FSA) including review of all expense claims providing enrollment assistance – send out reminders
- Reconcile health insurance invoices for accuracy each month
- Process payments for health insurance bills in a timely manner
- Navigate the healthcare reform laws as they change and determine how it will effect JWSC and its employees
- Make necessary changes/modifications to comply with the new healthcare regulations
- Process Medical Support Notices received from the Georgia processing center
- Print all employee 1095's and mail to employees

- File annual 1094 submission to the IRS with list of employee information required
- File and pay annual reinsurance contributions fees to IRS
- Track and pay Patient Outcomes Institute Fee (PCORI) to the IRS

## **PENSION PLAN ADMINISTRATION**

### **Defined Benefit Plan**

- Review plan with new employees during orientation process and provide them with plan handbook
- Coordinate and conduct annual retirement plan education meetings, in conjunction with Georgia Municipal Association
- Distribute annual pension statements at meeting
- Generate and submit annual employee census to GMS for valuation and pension statement data purposes
- Process and submit salary information for “terminated vested” participants to GMA for future benefit payments
- Perform retirement benefit calculation estimates as requested, for active participants nearing retirement.
- Process and submit retirement paperwork to GMA for final benefit calculations and payments; review all paperwork with participants to ensure their understanding of retirement benefit option
- Respond to retirement plan questions
- Provide effective plan communication and retirement education to participants
- Serve as liaison between JWSC and Georgia Municipal Association on resolving issues, plan amendments, data requests, etc.

### **457(b) Deferred Compensation Plan**

- Review plan with new employees during orientation process and provide them with plan information and enrollment form to begin contributions
- Coordinate and conduct annual or semi-annual (depending on the need) 457(b) retirement plan meetings, focusing on retirement education and enrollment.
- Encourage participation and assist with the enrollment process
- Enter new enrollments and contribution changes in payroll system, and forward enrollment paper to Newport Group for setup
- Submit timely payroll contributions to Newport Group for account deposits
- Serve as liaison between JWSC, Georgia Municipal Association and Newport Group representative ensuring effective plan communication and retirement education

## **ACCOUNTING**

- Prepare and file quarterly Federal and state tax returns
- Federal 941 (payment submitted as each payroll is processed)
- Georgia Department of Revenue G7 (payment submitted as each payroll is processed)

- Georgia Department of Labor DOL4N (JWSC if a non-contributable employer-unemployment claims are paid as incurred. DOL send bill to PEO for funding)
- Main point of contact with all tax agencies to resolve any issues
- Reconciliation and client invoicing of monthly miscellaneous invoice:
  - Drug testing
  - MVR reports
  - Criminal history reports
  - Job advertising with newspaper and online
  - Workers' compensation deductible billing
  - Credit check
- Provide supporting documentation for the above miscellaneous invoices in the form of an accounting journal report which is generated in client specified file format in Excel. Emailed to appropriate departments as completed
- Monthly payment of workers' compensation premium to carrier
- Perform annual workers' compensation audit to determine over or under payment of premium. Auditor comes to TSI to perform audit
- Annual maintenance and payment of employers' professional liability insurance per contract stipulations.

#### **PAYROLL MANAGEMENT AND PROCESSING**

- Review timecards and notify CFO, Superintendents, and representatives when hours and/or salary amounts on timesheet appear to be incorrect
- Calculate pay and compute proper withholding amounts for federal and state taxes
- Calculate overtime premiums as required by FLSA (on-call pay, merit increase, sick leave, bonuses and safety incentive)
- Provide detailed pay stubs to employees – paper and electronic stubs available
- Respond to employee questions regarding tax status, pay issues and related issues
- Reissue lost or stolen payroll check and obtain approval from CFO for stop payments
- Provide timely deposits to employees accounts through ACH
- Provide availability of Christmas Club accounts to employees
- Manage web based timekeeping system and provide training as needed
- Receive and process garnishments, and where applicable, notify employees of withholding orders, and remit withholding as required by law
- Maintain deductions for uniforms, tools, insurance, etc.
- Provide payroll stuffers as needed and/or requested by JWSC
- Provide a report sorting payroll expenses by department for each pay period, including taxes and all overhead expenses
- Provide specialized payroll reports as needed
- Reconcile payroll account bank statements; provide report to CFO
- Administer vacation, sick leave and comp time; provide balances to employees online and on pay stubs
- Provide bi-weekly PTO reports to superintendents
- Prepare W-2's and distribute to active employees in a timely manner

- Mail terminated employees W-2's by January 31<sup>st</sup>
- Reissue W-2's as needed to those who have moved or lost their W-2
- Maintain and update payroll system as required
- Provide and maintain employee and manager access to self-service website
- Make all payroll tax deposits, as required by law
- Complete and submit payroll tax returns
- Submit OCSE new hire report as required by law
- Administer E-verify program
- Oversee annual United Way contributions
- Comply with federal and state guidelines in the computation of pay, reporting and records retention
- Maintain employee time off requests
- Process sick leave donations
- Process year-end vacation and sick leave carryover per JWSC policy