

# **REQUEST FOR PROPOSAL (RFP)**

## **Integrated Payroll & Human Resources Platform**

*Payroll, HRIS, ATS, Onboarding, Time & Attendance, Benefits, Compensation*

---

Issued by: The Classic Center Authority

Issue Date: February 24, 2026

RFP Reference: CCA-HR-Payroll-2026

## 1. Introduction & Background

The Classic Center Authority (the “Authority”) invites qualified vendors to submit proposals for an integrated Human Resources, Payroll, Talent, and Workforce Management solution. The platform should support a diverse hospitality and events-based workforce, including full-time, part-time, seasonal, 1099 Contractors, and event-based staff across The Classic Center campus, which include The Convention Center, Theatre and Akins Ford Arena. Objectives include improving payroll accuracy and compliance, streamlining hiring and onboarding, modernizing benefits and compensation processes, strengthening HR data and reporting, and enabling seamless integrations with accounting/GL, scheduling, and timekeeping systems.

Estimated environment:

- Employee population: 375
- Workforce mix: (82) full-time exempt, (30) full-time non-exempt, (193) part-time and (69) 1099 contractors.
- Pay frequencies: bi-weekly
- Locations: one location but many departments
- Current systems: NetSuite for Accounting, Timekeeping and HRIS. Bamboo for ATS and onboarding

## 2. Scope of Services – Payroll + Expanded HR

*The Authority considers the services which are envisioned and described herein to be necessary and intends for interested vendors to propose accordingly. The actual, final scope of services may differ, may be greater or lesser, and shall be ultimately determined pursuant to execution of an Agreement with one or more successful vendors in the best interest of the Authority, as deemed by the Authority.*

- Payroll Processing: gross-to-net, multiple pay groups/calendars, garnishments, off-cycle, retro, void/reissue. Ability to have three different payroll accounts, Full-service payroll with employer-distributed paper checks delivered, ability for Direct Deposit set up and split between multiple accounts.
- Tax Services: multi-jurisdiction setup, filings and deposits (federal/state/local), W-2/1095-C/1099 forms.
- Time & Attendance: mobile punch, geofencing, hardware import, scheduling, exceptions, cost center/job splits, support employees working multiple roles at different hourly rates, pay rate differentials based on time of day, ability to define company holidays with automatic pay for eligible hourly employees, employee access to recorded clock-in and clock-out times(including total hours to-date for the payroll) in real time.
- Hiring & Recruiting (ATS): job postings, candidate pipeline, screening, interview scheduling, offer letters, drug and background screening integration with Backgrounds Online or comparable third-party providers, applicant tracking statistics/dashboard reporting on candidate(s)’s hiring process.
- Recruitment Marketing / Job Ads: ability to post to job boards through/from ATS(preferred job boards include: Indeed, Zip-Recruiter, Glass board, LinkedIn), administrative access to ATS job board integrations for sponsored or boosted postings, templated ads, source tracking, campaigns.
- Onboarding: digital packets with digital signatures, task lists, I-9/E-Verify, W-4, direct deposit, policy acknowledgments, ability to create digital signature setups from PDFs.

- HRIS & Employee Records: central profiles, documents, custom fields, workflows, change history.
- Benefits Administration: eligibility, enrollment, life events, rate tables, carrier EDI feeds, ACA tracking.
- Compensation Management: salary structures, pay changes, approvals, merit/cycle planning (if available).
- HR Data & Reporting: dashboards, headcount/turnover/labor metrics, compliance and audit reports, offboarding task list creation.
- Integrations: open APIs/flat files; GL/ERP export mapping; scheduling and timekeeping integrations.
- Security & Compliance: role-based access, SSO/MFA, encryption, SOC 2, audit trails, document retention.
- Mobile & Self-Service: employee/manager apps, pay stubs, schedules, PTO, approvals, notifications.
- Implementation & Support: data migration, parallel testing, go-live checklist, training, SLAs, CSM.

### 3. Functional & Technical Requirements Matrix

Vendors must indicate 'Y' (out-of-the-box), 'C' (configured), 'P' (planned with date), or 'N' (not available) and provide brief notes for each requirement.

Category	Requirement	Availability (Y/C/P/N)	Vendor Notes
<b>Payroll</b>	(3) payroll accounts; Multiple pay groups; flex/event workers; retro; off-cycle; garnishments; GL export mapping		
<b>Payroll Accuracy Controls</b>	Pre-/post-processing checks; variance alerts; audit logs; error handling		
<b>Taxes &amp; Filings</b>	Automated jurisdiction setup; filings/deposits; W-2/1095-C/1099; amendments		
<b>Time &amp; Attendance</b>	Mobile punch; geofencing; hardware import; exception workflows; scheduling		
<b>Costing</b>	Job/cost center splits; labor distribution; export by department/event		
<b>Hiring &amp; ATS</b>	Job ads; multi-board posting; candidate pipeline; screening; interview tools; offers		
<b>Onboarding</b>	Paperless packets; I-9/E-Verify; W-4; checklists; provisioning tasks		

<b>HRIS / Records</b>	Profiles; documents; custom fields; org structure; workflows; change history
<b>Benefits Admin</b>	Eligibility; enrollment; life events; rate tables; carrier feeds (EDI); ACA
<b>Compensation</b>	Pay changes; approvals; ranges/structures; cycle planning
<b>Reporting &amp; Analytics</b>	Ad-hoc builder; dashboards; scheduling; distribution; audit trails
<b>Integrations</b>	APIs; SSO; GL/ERP; scheduling/time; import/export; webhooks (if available)
<b>Security &amp; Privacy</b>	SOC 2 Type II; encryption; MFA; RBAC; data residency; DLP options
<b>Mobile Experience</b>	iOS/Android; accessibility; notifications; multilingual support
<b>Implementation</b>	Methodology; data migration; parallel testing; change management; training
<b>Support &amp; SLAs</b>	24/7 critical support; response/resolution targets; CSM; escalation path

#### 4. Proposal Submission Instructions

- Questions Due: Submit questions by March 10<sup>th</sup>, at 3pm EST to shannon@classiccenter.com.
- Responses to Questions: Will be distributed to all vendors by March 18<sup>th</sup>, 2026 at 3pm EST.
- Format: One (1) PDF proposal; plus an editable pricing workbook (Excel/CSV).
- Submission: Email to shannon@classiccenter.com
- Deadline: Proposals due by April 15<sup>th</sup>, 2026 at 3pm. Late submissions may not be considered.
- File Naming: "CCA Payroll.HR.RFP"

#### 5. Vendor Questionnaire

- Company Overview: history, ownership, total clients, hospitality/public sector experience.
- Product Overview: core modules, notable differentiators, roadmap (12–24 months).
- Implementation: methodology, timeline, migration, testing, training, client responsibilities.

- Security & Compliance: SOC 2, encryption, SSO/MFA, DR/BCP (RPO/RTO), audit practices.
- Integrations: standard connectors/APIs; prior integrations with [your systems].
- Payroll & Taxes: accuracy controls, amendments, penalty handling, POA process.
- HR/ATS/Onboarding: hiring workflows, I-9/E-Verify, templates, provisioning, background checks.
- Benefits & Compensation: eligibility, EDI, life events, structures, cycle planning.
- Reporting: ad-hoc builder, dashboard examples, GL exports, scheduling/distribution.
- Support: hours, SLAs, tiers, escalation, dedicated CSM/account team, training resources.
- References: three (3) similar-size hospitality/event clients with contacts and tenure.
- Pricing: implementation vs. subscription, PEPM, optional modules, overages, 3-year price protection.

## 6. Pricing Summary (Attach Detailed Worksheet)

Cost Category	Description	Unit/Qty	Price (USD)
<b>Implementation</b>	PM, configuration, migration, testing, training	Fixed	
<b>Core Payroll</b>	Per employee per month (PEPM)	# Employees	
<b>Time &amp; Attendance</b>	Module or integration fees	PEPM/Fixed	
<b>ATS / Recruiting</b>	Job postings, ATS seats, automation	PEPM/Per seat	
<b>Onboarding</b>	Paperless onboarding, E-Verify, forms	PEPM/Per check	
<b>HRIS / Records</b>	Core HR, documents, workflows	PEPM	
<b>Benefits Admin</b>	Eligibility, EDI carrier feeds	PEPM/Per feed	
<b>Compensation</b>	Comp planning and approvals (if separate)	PEPM	
<b>Integrations</b>	Standard connectors/custom work	Fixed/Hourly	
<b>Support &amp; SLAs</b>	Premium support/CSM	Annual	
<b>Other/Optional</b>	Add-ons (scheduling, analytics, etc.)	Varies	

## 7. Evaluation & Selection Criteria

- Functionality & Fit (30%) – Coverage of payroll, HRIS, ATS, onboarding, time, benefits, compensation, reporting.
- Implementation & Training (15%) – Realistic plan, migration, testing, training for managers/employees.
- User Experience (10%) – Ease of use, mobile parity, accessibility, adoption considerations.
- Integration Capabilities (10%) – APIs/connectors to GL/ERP, scheduling, timekeeping.
- Security & Compliance (10%) – Certifications, controls, auditability, privacy posture.
- Cost & Transparency (15%) – 3-year TCO, clarity, scalability, optional add-ons.

- Vendor Stability & References (10%) – Client tenure, financials, hospitality/event references.

Vendor Scoring Rubric:

Evaluation Category	Description	Weight (%)
Functionality & Fit	Payroll, HRIS, ATS, Onboarding, Time, Benefits, Compensation, Reporting	30
Implementation & Training	Project plan, migration, testing, training quality	15
User Experience	Usability, mobile, accessibility	10
Integration Capabilities	APIs/connectors to GL/ERP, scheduling, time	10
Security & Compliance	SOC 2, MFA, encryption, audit logs, ACA/EEO	10
Cost & Transparency	3-year TCO, clarity, price protections	15
Vendor Stability & References	Financial stability, client retention, relevant references	10

### 8. Anticipated RFP Timeline

Milestone	Date (ET)
RFP Issued	2/24/2026 by 3pm EST
Deadline for Vendor Questions	3/10/2026 by 3pm EST
Authority Responses to Questions	3/18/2026 by 3pm EST
<b>Proposal Submission Deadline</b>	<b>4/15/2026 by 3pm EST</b>
Finalist Demonstrations	4/30/2026-5/8/2026
Selection & Notice of Intent to Award	5/27/2026
Contract Execution	6/10/2026
Implementation Kickoff	7/1/2026
Target Go-Live	1/1/2027

### 9. Legal, Data Privacy, and Insurance Requirements

- Confidentiality: Maintain confidentiality of Authority data; sign NDA as requested.
- Data Ownership & Access: Authority owns its data; export on demand in usable formats.
- Security: SOC 2 Type II; encryption in transit/at rest; RBAC; annual pen tests; incident notice within [X] hours.
- Privacy: Comply with applicable federal/state/local laws; document retention/deletion practices.
- Insurance: Provide proof (E&O, cyber liability, GL) at levels acceptable to the Authority.
- Subprocessors: Disclose hosting providers and material subprocessors; ensure equivalent safeguards.
- Compliance: Adhere to labor/tax regulations (e.g., FLSA, ACA, EEO); support audits and reporting.
- Contract Terms: SLAs, uptime targets, remedies, termination/transition assistance.

### 10. Proposal Checklist (Vendor)

- Signed cover letter and executive summary.

- Completed requirements matrix with notes.
- Completed vendor questionnaire with attachments (SOC 2 summary, insurance certificates).
- Pricing summary and detailed workbook (PEPM and one-time fees).
- Implementation plan, timeline, and resource plan.
- Three relevant references with contact information.
- Sample outputs (pay register, GL export, tax filings, dashboards).

## **11. Single Point of Contact (SPOC)**

All communications concerning this RFP must be directed to:

Shannon McCullough, Vice President of Talent Success

The Classic Center Authority

Shannon@classiccenter.com | 706.357.4405