REQUEST FOR PROPOSAL

FOR THE ACQUISITION OF

EMPLOYEE PERFORMANCE MANAGEMENT SYSTEM

NEWAYGO COUNTY MENTAL HEALTH
1049 NEWELL
PO BOX 867
WHITE CLOUD, MI  49439

NOVEMBER 6, 2014
**PURPOSE**

Newaygo County Mental Health (NCMH) is currently soliciting proposals for a technology solution that will be used to measure and manage employee performance. Newaygo County Mental Health uses an Employment Performance Management System for 60 full time and 30 part time employees which involves documenting employee competencies, priorities and staff development plans as well as tracking accomplishments and determining merit based pay based on performance results. It also involves formal supervision and year-end performance reviews using a July 1 – June 30 cycle.

**Objectives:**

1. Use of a web based application to improve the efficiency of Employee Performance Management
2. Use of a web-based application to improve the efficiency of compensation management (what-if modeling for the calculation of unique merit pay amounts per employee based on complex eligibility rules and a pre-determined budget).
3. Real-time access to Employee Performance Management information and history for both the employee and the supervisor.
4. Ability for on-line routing of information and approvals.
5. Ability to monitor trends/history regarding performance measurement and Employee Performance Management.
6. Multiple reports that provide meaningful data, can be customized by the user as necessary and desired, and allow for data to be imported from other sources, including Microsoft Word and Excel, and other report writers.
7. Use of a web-based application that is flexible, configurable and easy to use by non-technical users.
8. Use of a web-based application with 24/7 technical support and a high level of customer satisfaction and service.

**GENERAL OVERVIEW**

Newaygo County Mental Health employees approximately 95 employees, 60 full time, and 35 part time. There are no collective bargaining units. Current, a performance based compensation system is in place that calculates salary increases through performance based compensation, as well as by whether or not the employee met pre-determined goals. The goals can change from year to year, depending on agency and employee needs.

The intent by NCMH is to purchase an organization-wide performance appraisal system and process that is efficient, effective, user friendly and facilitates and allows for performance based compensation. Additionally, the agency monitors and evaluates staff on many measurable activities, including direct service time, documentation timeliness, consumer assessment score improvement, as well as many others.
STATEMENT OF NEED

The following are the functional specs to create the requirements:

Administration:

- A pre-defined library of competencies to choose from with the ability to adjust or add if needed
- Position specific competency expectations
- A section for individual goals
- The ability to store previous years evaluations for review
- The ability for anonymous 360 degree input from peers, supervisors and external customers. Selection of people to be made by supervisors.
- The ability of the system to have split screens to allow the appraiser to see multiple options, including current appraisal vs. previous years, responses to 360 evaluations, notes, etc.
- The ability to create and maintain job descriptions that relate to the evaluation.
- The availability of Job Descriptions to be viewed by the employee and the supervisor.
- Job Descriptions are able to be modified based upon the evaluation.
- The ability to set weights and compute a total weighted score for each employee.
- The ability of supervisors to see weighted scores for each employee at the same time (for comparison purposes)

Security:

- Data into and out of hosted solution shall provide for a secured encrypted transport
- Ability of automatic save and logoff after specified period of time.
- System security that ensures private data is protected
- Security such that employees and supervisors can view only their specified data.

Functional:

- The ability to easily customize reports for supervisors and HR
- On line routing and approval of evaluations for employees and supervisors
- The capability to support one time payments.
- The ability to provide reports indicating possible areas of training needed by employees.
- The ability to interface with Outlook and send email reminders as due dates approach.
• The ability to include supervision notes, both from supervisor and employee, throughout the year.
• Ability to allow users to attach files and documents in a variety of formats
• Reporting capabilities include standard delivered pre-defined reports and custom reports with the ability to print, save or export to other programs. Provide samples of pre-defined reports

PROJECT INFORMATION

1. Provide information regarding the identification of implementation project manager, project manager responsibilities, setup procedures and timelines, and user training provisions.
2. Provide information regarding user documentation to be provided to those responsible for the operation and support of the system, as well as end users.
3. Describe maintenance and support plan including procedures to resolve system problems, support options available, and policy regarding future enhancements and upgrades, including an additional costs.
4. Provide a list of current Michigan clients, including contact information.

PRICING

Indicate costs as described below:

Implementation:

   1. Software license costs for 100 – 110 employees
   2. Implementation, training, etc.
   3. Project expenses – other costs

On-going costs:

   1. Annual operations and maintenance costs
   2. Additional costs for adding more employees

SELECTION CRITERIA

1. Extent to which the proposal meets the RFP’s functional and technical attributes
2. Ability to navigate easily
3. Project approach and management
4. Training and documentation provided to administrators and end users
5. Experience and qualifications including number of installations, preferably with similar sized public sector organizations.
6. References, with a minimum of three with names, phone numbers and installation date.
7. Pricing
PROPOSAL REQUIREMENTS

All proposals must be submitted electronically by 4:00 p.m. Eastern Standard Time on November 26, 2014 in a PDF or MS Office format to Christi Tank at ctank@newaygocmh.org

Newaygo County Mental Health reserves the right, in its sole discretion, to select the firm based on their evaluation and review of the proposals and such other relevant information as NCMH shall have before it and based upon NCMH’s determination as to which proposal best suits their needs. Proposals may be rejected due to an incomplete repost to these RFP requirements.

ADDITIONAL CONSIDERATIONS

Newaygo County Mental Health reserves the right to reject any or all proposals, and NCMH further declares that it will incur no financial obligations for any costs by any company in preparation of the proposal. NCMH reserves the right, in its sole discretion, to select the firm based upon NCMH’s sole evaluation and review of the proposals and such other relevant information as it may have before it, and based upon its own determination as to which proposal best meets its needs.

During the performance of any contract awarded as a result of this RFP, the contractor agrees to the following: No person shall, on the grounds of race, color, creed, religion, national origin, sex, age, marital status, public assistance status, veteran status, physical disability, sexual orientation, or political affiliation be excluded from full employment rights in, participation in, be denied the benefits of, or by otherwise subject to discrimination under any program, service or activity under the provision of any and all applicable federal and state laws including the Civil Rights Act of 1964.

The contractor shall defend, indemnify and hold harmless NCMH against any and all liability, loss, damages, costs and expenses incurred by NCMH as a result of the Contractor’s acts or omissions.

It is agreed that nothing contained herein shall be constructed or construed as creating or establishing the relationship of co-partners or joint venture/enterprise between NCMH and the Contractor for any purpose or in any manner whatsoever. The Contractor is to be and shall remain as an independent contractor with respect to all services performed. Further, the independent contractor shall be responsible for its own taxes and benefits of its employee and/or agents.
For further information contact:

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