

REQUEST FOR INFORMATION  
CREC-25-051  
HUMAN RESOURCES INFORMATION SYSTEM

Capitol Region Education Council  
111 Charter Oak Avenue  
Hartford, CT 06106

RELEASE DATE: July 11, 2025

DEADLINE FOR QUESTIONS: August 5, 2025

RESPONSE DEADLINE: August 19, 2025, 11:00 am

RESPONSES MUST BE SUBMITTED ELECTRONICALLY TO:

<https://secure.procurenow.com/portal/crec>

Capitol Region Education Council  
REQUEST FOR INFORMATION  
Human Resources Information System

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## 1. General Information

### Request for Information – Invitation to Respond

Pursuant to the terms and conditions of this Request for Information (RFI), the Capitol Region Education Council (“CREC”) invites interested vendors to submit responses regarding **[Insert Project or Topic Title]**. Submissions will be accepted electronically via CREC’s e-Procurement Portal until **[Insert Deadline: Date and Time]**. No responses will be accepted after the stated deadline. All costs associated with preparing a response to this RFI are the responsibility of the vendor.

This RFI is issued for informational and planning purposes only. It does not constitute a solicitation or offer to contract, and CREC is not obligated to proceed with any procurement based on the responses received. However, CREC may use the information submitted to inform future decisions and may proceed to award if determined to be in the agency’s best interest.

The Capitol Region Education Council is an Equal Opportunity Employer. This process shall be conducted in accordance with applicable federal and state procurement regulations, including the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for U.S. Department of Health and Human Services programs set forth in 45 C.F.R. Part 75.

All questions concerning this RFI must be submitted through the Question and Answer feature of CREC’s e-Procurement Portal. For technical assistance, vendors may contact:

Renzo Silva

rsilva@crec.org

CREC looks forward to reviewing your response and appreciates your interest in supporting our mission.

### 1.1. Summary

The Capitol Region Education Council (CREC) is issuing this Request for Information (RFI) to gather insights, assess vendor capabilities, and explore potential solutions for [insert project, goods, or services]. The purpose of this RFI is to inform future procurement decisions and may lead to a formal Request for Proposals (RFP), Request for Quotes (RFQ), or, in some cases, a direct award.

### 1.2. Background

**The Capitol Region Education Council (CREC) is the first and largest of Connecticut's six Regional Educational Service Centers (RESCs). It serves thirty five member public school districts of north central Connecticut. CREC was established in 1966 as a grassroots effort of local school districts under the provisions of the Connecticut General Statute (C.G.S.), Section 10-66 a.-n. The Connecticut State Department of Education is CREC’s regulatory State agency.**

Publicly elected board of education members appointed by each member school district served by CREC as CREC Council directors govern CREC. The office term of such appointed Council directors cannot exceed four years. The Council appoints an executive director to serve as the executive agent of CREC. Pursuant to C.G.S. 10-66c, CREC, as a regional educational service center, is a body corporate and politic and, as such, is a public educational authority acting on behalf of the State of Connecticut. The Internal

Revenue Service has determined CREC to be an organization described in Section 170 (c) (1) of the Code. CREC's mission is to improve the quality of public education through cooperative programs.

CREC is pleased to make this RFI available.

CREC is an Equal Opportunity Employer.

### 1.3. [Timeline](#)

<b>Release Project Date</b>	July 11, 2025
<b>Question Submission Deadline</b>	August 5, 2025, 11:30pm

<b>Proposal Submission Deadline</b>	<p>August 19, 2025, 11:00am</p> <p>Join Zoom Meeting <a href="https://crec.zoom.us/j/98071634838?pwd=iwax1rLNwloaBgg8FCFa6vllj2xzH3.1&amp;from=addon">https://crec.zoom.us/j/98071634838?pwd=iwax1rLNwloaBgg8FCFa6vllj2xzH3.1&amp;from=addon</a></p> <p>Meeting ID: 980 7163 4838 Passcode: 009952</p> <p>---</p> <p>One tap mobile +13017158592,,98071634838# US (Washington DC) +13052241968,,98071634838# US</p> <p>---</p> <p>Dial by your location</p> <ul style="list-style-type: none"><li>• +1 301 715 8592 US (Washington DC)</li><li>• +1 305 224 1968 US</li><li>• +1 309 205 3325 US</li><li>• +1 312 626 6799 US (Chicago)</li><li>• +1 646 931 3860 US</li><li>• +1 929 205 6099 US (New York)</li><li>• +1 719 359 4580 US</li><li>• +1 253 205 0468 US</li><li>• +1 253 215 8782 US (Tacoma)</li><li>• +1 346 248 7799 US (Houston)</li><li>• +1 360 209 5623 US</li><li>• +1 386 347 5053 US</li><li>• +1 507 473 4847 US</li><li>• +1 564 217 2000 US</li><li>• +1 669 444 9171 US</li><li>• +1 669 900 6833 US (San Jose)</li><li>• +1 689 278 1000 US</li><li>• 877 853 5257 US Toll-free</li><li>• 888 475 4499 US Toll-free</li><li>• 833 548 0276 US Toll-free</li><li>• 833 548 0282 US Toll-free</li></ul> <p>Meeting ID: 980 7163 4838</p>
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	Find your local number: <a href="https://crec.zoom.us/j/ab93d3i7v">https://crec.zoom.us/j/ab93d3i7v</a>
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## 2. Terms and Conditions

### 2.1. Terms and Conditions of Purchase

If an award is made as a result of this RFI, the Capitol Region Education Council (CREC) Standard Terms and Conditions of Purchase will apply to any resulting purchase order. These terms govern the delivery of goods and/or services, including payment terms, warranties, compliance requirements, insurance, and indemnification provisions.

Vendors should not begin any work or deliver any products until a valid Purchase Order has been issued by the CREC Purchasing Department. CREC does not prepay for goods or services and adheres to net 30 payment terms upon receipt of a valid invoice, which must be submitted to [accountspayable@crec.org](mailto:accountspayable@crec.org).

The full Standard Terms and Conditions of Purchase are available upon request.

### 2.2. Electronic Bidding Terms and Conditions

CREC uses an e-Procurement Portal (OpenGov) for the official notification, distribution, and submission of all solicitations, including Invitations for Bid (IFBs), Requests for Proposals (RFPs), Requests for Quotes (RFQs), and Requests for Information (RFIs). Vendors must submit their responses electronically through the portal by the deadline stated in the solicitation.

The receipt of solicitation documents through any third-party website or service may result in incomplete or outdated information, including missing addenda, which may render a response non-compliant. CREC accepts no responsibility for solicitations received from sources other than its e-Procurement Portal. Vendors are strongly encouraged to subscribe to updates within the portal and monitor it regularly for notices, addenda, and Q&A responses.

All responses must be submitted in the required electronic format through the portal. No oral, telephonic, emailed, or mailed submissions will be accepted. Responses submitted through the portal remain securely locked until the official closing date and time. No public bid openings will be held. For formal solicitations where a public opening is required, CREC may conduct the opening virtually via a Zoom link, which will be provided in the General Information section of the solicitation, if applicable.

Vendors are solely responsible for ensuring their submission is complete and received before the stated deadline. Late submissions will not be accepted.

### 2.3. Terms of Engagement

This Request for Information (RFI) is issued solely for the purpose of gathering information and exploring potential solutions. It does not constitute a solicitation or offer to contract, nor does it obligate CREC to proceed with any procurement or award.

By responding to this RFI, vendors acknowledge and agree to the following terms of engagement:

- Voluntary Participation: Participation in this RFI is entirely voluntary. No compensation will be provided for preparing or submitting a response.

- **No Contractual Rights:** Submission of a response does not create any contractual rights or obligations between CREC and the vendor. CREC is not responsible for any costs incurred by vendors in preparing or submitting a response.
- **Right to Use Information:** CREC reserves the right to use any information submitted for planning purposes, including to inform future procurement decisions. Proprietary or confidential information should be clearly marked.
- **No Commitment to Award:** This RFI may or may not result in a future solicitation or direct award. Any future procurement will be governed by a separate process.
- **Follow-Up:** CREC may contact vendors for further discussion, clarification, or demonstration, but is not obligated to do so.

Responding to this RFI indicates the vendor's acknowledgment of and agreement to these terms.

#### **2.4. Confidentiality and Public Records**

CREC is a public agency and, as such, is subject to the Connecticut Freedom of Information Act (FOIA), which permits public access to records and documents. Any information submitted in response to this RFI may be subject to public disclosure unless it is specifically exempt under applicable law.

Vendors who wish to protect confidential, proprietary, or trade secret information must clearly mark such materials with a visible watermark stating "CONFIDENTIAL" on each page that contains protected content. Blanket statements of confidentiality or marking the entire response as confidential will not be accepted.

CREC will make reasonable efforts to protect appropriately marked confidential information but makes no guarantees that such materials will be exempt from disclosure under FOIA or other applicable laws. Final determination as to the applicability of any exemption rests with the State of Connecticut's Freedom of Information Commission.



### 3. Scope of Work

#### 3.1. Introduction

The Capitol Region Education Council (CREC) is a dynamic, mission-driven educational service agency dedicated to equity, excellence, and success for all through high-quality educational services. Since its founding in 1966, CREC has worked alongside its member school districts in Greater Hartford to deliver innovative programs that meet the diverse educational needs of children and adults.

CREC provides a wide range of services and programs that span over 30 educational offerings, including 16 interdistrict magnet schools, specialized student services, early childhood programs, and professional development for educators. Each year, we support more than [INSERT NUMBER] employees across a network of over 40 facilities.

As we continue to grow and evolve, CREC is seeking a comprehensive Human Resources Information System (HRIS) to centralize, automate, and streamline HR functions across the organization. Currently, many of our core HR operations are spread across multiple systems and manual processes, resulting in inefficiencies and challenges in data management, compliance tracking, and workflow standardization. Our goal is to consolidate these functions into a single, integrated platform that enhances automation, creates configurable workflows, improves reporting and analytics, and supports seamless integration with our financial system.

The HRIS solution must be capable of meeting the unique needs of a multi-location educational organization with diverse employee groups, including multiple bargaining units and specialized certification and compliance requirements. We are especially interested in solutions that can scale with our operations, accommodate education-specific compliance needs, and support future initiatives in talent management, employee engagement, and organizational development.

The following Scope of Work is intended to communicate CREC's desired functionality, requirements, and priorities for a comprehensive Human Resources Information System (HRIS). Each section outlines both required features and preferred (non-essential) features that CREC would like to explore. Vendors will be asked to complete a checklist confirming their system's ability to meet each requirement as part of their proposal submission.

In addition to the checklist, vendors are encouraged to provide narrative responses describing how their solution meets the outlined requirements. Some sections within the scope specify narrative prompts; vendors should respond directly to those prompts in their proposal and clearly title each narrative section using the same section names provided in the Scope of Work.

Any proprietary or confidential information included in a vendor's proposal must be clearly marked as proprietary in the relevant sections of the submission.

#### 3.2. Current State Overview

CREC's Human Resources and Payroll processes are currently spread across multiple disconnected platforms, manual forms, spreadsheets, and email-based workflows. There is no unified, integrated HRIS system that supports the full scope of CREC's human capital management needs. Key modules including HR Records, Position Management, Talent Acquisition, Onboarding/Offboarding, Payroll, Time &

Attendance, Benefits, Compensation Administration, Performance Management, Employee Relations, Leave Management, Succession Planning, Certification Tracking, and Personnel Actions are handled through a mix of third-party tools and manual procedures, resulting in a high degree of duplication, inefficiency, and risk.

CREC uses Tyler Technologies EERP (Munis) as the primary payroll and employee management system, with limited time tracking managed through TimeClock Plus for three programs. Most employees use Munis Employee Self-Service (ESS), although the platform lacks mobile accessibility and is not used for all roles. Temporary and stipend-based positions are often tracked using paper timesheets. Reporting from Munis is limited, and HR frequently relies on manual Excel exports to meet internal and external data requests, which are labor-intensive and prone to error.

For talent acquisition, CREC uses Frontline (AppliTrack) for application tracking, along with email and external job boards like Indeed for posting and communication. Onboarding documents are uploaded manually into Frontline, but there is no onboarding portal, no automated checklists, and no integrated workflow for tasks like E-Verify or internal policy acknowledgments. These are tracked manually with no alerts for reverification deadlines.

Personnel records are stored digitally in OfficeScope, which holds scanned copies of paper files. However, programs often maintain their own separate files, and there is no standardized file structure or version control across the organization. This lack of a central employee record makes it difficult to maintain accuracy and compliance.

Certification tracking is particularly manual and resource-intensive. CREC manages a wide range of certification types, including instructional and non-instructional roles such as nursing staff and paraprofessionals. Compliance with state requirements is tracked through spreadsheets and email-based reminders. There is no automation for expiration alerts, permit application status, or verification of service history. Annual Educator Data System (EDS) reporting and LEA certification responsibilities require complex coordination of data, much of which is maintained outside of any integrated system.

Staff transitions, such as resignations, rehires, and credential advancements (e.g., DSAP to Initial Certification) are tracked separately in personnel actions and certification records, with no centralized visibility or automation to reconcile changes in position or assignment status. The certification team spends significant time correcting discrepancies across Munis, OfficeScope, and state systems, often caused by missing demographic fields or FTE anomalies.

CREC does not currently use a formal position management system. Position data, job classifications, and assignments are managed through spreadsheets and forms. Compensation administration is similarly manual, with rate changes and adjustments entered by hand or routed through the Personnel Action (PA) process. PAs are initiated at the program level and processed via email using fillable PDFs, with no central dashboard to track pending approvals or audit trails.

Leave management is outsourced to Matrix and the Workers' Comp Trust, who handle FMLA, medical leaves, and injury reporting. However, these systems do not integrate with Munis or HR records, requiring manual data sharing and redundant tracking. Return-to-work processes, accommodations, and benefit impacts are also managed manually with minimal visibility for managers.

Performance management is conducted through a form-based PDF process with little automation or structured analytics. Employee Relations data is entered into Guardian, but key actions such as grievance handling and agreement tracking are only partially supported and lack systematization. In addition, Guardian provides limited reporting capability. Succession planning is not in place at this time.

System integration across the HR function is minimal. Payroll data feeds into Finance through Munis, but all other workflows, including time entry, hiring, leave, and certification are siloed. There is no shared employee database, and duplicate record keeping is common. Leaders report widespread frustration with the inability to generate reports, reliance on email and spreadsheets, lack of workflow transparency, and the inefficiency of manual processes.

Overall, CREC's current HR systems are fragmented, labor-intensive, and unsustainable at scale. The district is seeking a modern, integrated HRIS that can streamline operations, centralize employee data, automate compliance requirements, and support analytics, decision-making, and strategic workforce planning—particularly around areas like certification lifecycle management, which would benefit from automation of permit tracking, TEAM module documentation, LEA roles, and EDS readiness, as well as tools to manage educator tenure, breaks in service, and prior verification documentation.

### **3.3. [System Requirements](#)**

The selected HRIS system must adhere to these standards of security, privacy, compliance, reliability, and integration capabilities to ensure the protection of sensitive employee data and maintain compliance with legal and regulatory requirements. The system must include robust access controls, audit logging, encryption, multi-factor authentication (MFA), and third-party compliance verification. Additionally, it must support seamless integrations with external enterprise resource planning (ERP) systems, payroll, financial, and other third-party applications through secure APIs and data transfer mechanisms.

#### **Key Functional Requirements**

##### **A. Security & Access Controls**

- User and role-based permissions must extend to all modules, reporting elements, and document management.
- Module and feature visibility should be configurable based on user roles and permissions.
- Multi-factor authentication (MFA) must be enforced for all users, including HR, payroll, and employee self-service portals.
- Single sign-on (SSO) integration must be supported (CREC currently utilizes Okta and Microsoft ADFS).
- Audit logs and monitoring capabilities must track all data access and modifications.
- Access to the backend database must be tightly controlled, with documented mechanisms for authorized access.

##### **B. Privacy & Compliance**

- Compliance with HIPAA, FERPA, and other applicable privacy and data protection regulations is required.
- Ability to trigger required confidentiality and usage acknowledgments for end users
- All third-party integrations must adhere to security and privacy standards, ensuring compliance across all connected systems.
- Service-level agreements (SLAs) must outline commitments for:
  - System uptime and availability (minimum 99.9% uptime with redundancy).
  - Data breach notification protocols and response times.
  - Security incident response measures.
- Requirement for regular penetration testing and vulnerability assessments, with results available upon request.
- The vendor must provide evidence of security practices used to prevent unauthorized data access, including data exfiltration monitoring and prevention.

#### C. Data Security & Disaster Recovery

- Data encryption at rest and in transit must be implemented.
- Vendors must describe their data backup strategies and ensure business continuity in the event of a disaster.
- The system must provide mechanisms for restoring data following a security incident or system failure.

#### D. System Reliability & Cloud Infrastructure

- The HRIS must be cloud-based, ensuring scalability and accessibility.
- 99.9% system uptime must be guaranteed, with redundancy to prevent service disruptions.

#### E. Integrations & API Capabilities

- The system must have robust APIs to facilitate integrations with external applications.
- The proposal must detail:
  - Experience integrating with Tyler Technologies products (if any).
  - Experience integrating with ERP systems, including examples of past implementations.
  - Mechanisms for third-party integrations, including API capabilities, SFTP data transfers, and other secure methods.
  - User experience and interactions with AI-driven features within the software.

### 3.4. Organizational Structure

The Organizational Structure module of the HRIS system must support multiple organizational units, hierarchical configurations, reporting structures, and historical tracking. The system should provide visual representations of the organization, flexible reporting, and exportable organizational charts to support workforce planning and decision-making.

#### **Key Functional Requirements**

##### A. Organizational Units & Configurations

- Support the creation of multiple organizational units, including:
  - Divisions
  - Departments
  - Facilities (physical locations)
- Ability to configure different organizational structures, including:
  - Hierarchical (traditional chain of command)
  - Matrix (cross-functional reporting)
  - Dotted-line relationships (informal reporting structures)

##### B. Visual Representation & Reporting

- Provide a visual representation of organizational levels, with drill-down capability for deeper insights.
- Enable point-in-time snapshot reporting of the organizational structure to track historical changes.
- Generate organizational charts that can be exported in multiple formats:
  - Excel
  - Image (PNG, JPEG)
  - PDF

##### C. Supervisor & Delegation Tracking

- Track supervisor relationships, both current and historical, ensuring accurate reporting structures.
- Support more than one supervisor per employee, allowing for dual-reporting scenarios in matrix or dotted-line structures.

- Maintain visibility into delegates and contingency resources, ensuring leadership continuity when key personnel are unavailable.

#### D. Workforce Planning & Analytics

- Provide reporting on span-of-control, analyzing manager-to-employee ratios for workforce optimization.
- Enable customizable organizational views based on configurable criteria (e.g., division, department, facility, function).

### 3.5. [Core HR/Employee Records](#)

#### **General Overview**

The Employee Records & Core HR module of the HRIS system must serve as a centralized repository for employee information, support self-service functionality, integrate with financial and compliance systems, and ensure accurate historical tracking. The system should provide secure access to HR, managers, and employees while maintaining compliance with legal, financial, and organizational policies.

#### **Key Functional Requirements**

##### A. Employee Data Management

- Record and store personally identifiable information (PII) such as name, address, contact information, SSN/SIN, veteran status, ethnicity/race, gender, and date of birth
- Support multiple locations and divisions to ensure accurate tracking across different organizational structures
- Maintain flexible or customizable employee numbering sequencing that aligns with the current numbering format while allowing for future modifications
- Store and recover historic job details, including job changes, salary updates, and position reassignments
- Track employee tenure details, including original hire date, time in job, and union seniority
- Support tracking of employee group/bargaining unit and related information.
- Ability to customize employee profile to integrate with all other modules

##### B. Organizational & Financial Integration

- Create department-specific cost centers and integrate them with financial systems such as Munis (Tyler ERP)
- Track and manage employee hierarchy information, including reporting relationships, supervisors, and delegate assignments

- Support multiple employee types, including full-time, part-time, per-diem, and temporary
- Integrate employee records with payroll and benefits systems for seamless processing of salary changes, deductions, and benefits eligibility

#### C. Employee Status & Compliance Tracking

- Track configurable employee status codes (e.g., active, leave, suspended) with customizable options
- Maintain compliance-related records, including I-9 forms (including applicable forms of identification), veterans' status, and employment visa information
- Track employee health and safety data, including incident history (to include names of all persons involved), and generate standardized reports
- Maintain teacher certification records, with configurable options for tracking requirements
- System-generated reminders
- Maintain employee education records
- Support mass updates for configuration changes
- Provide a complete audit trail for all updates and changes to employee records
- Automatically update location code/cost center in employee records when a PA is processed

#### D. Self-Service & Employee Access

- Enable Employee Self-Service (ESS) and Manager Self-Service (MSS) functionalities for updating personal information and accessing relevant records. Including support for document uploads and workflow routing with automated notifications to the appropriate departments
- Submit and view time sheets or clock-in/out; view and track accruals; request time off and view approval status
- Provide employees the ability to view/update payroll-related information, including address, bank details, and pay splits across multiple bank accounts
- Support self-service updates for life events, such as marriage, birth or adoption, and loss of coverage
- Allow open-field text boxes for event descriptions, enabling HR teams to capture key details
- Create custom fields for additional data storage as needed
- Ability to access employee self-serve and manager self-serve from a mobile device
- Employee-initiated updates to educational records, degrees, and certification,s including documentation such as degrees and transcripts

**Non-Essential:**

- Maintain records for contracted workers/independent contractors
- Employee Self-Service
  - Ability to view and acknowledge performance evaluations upon completion
  - Automate notifications and reminders for performance evaluation due dates
- Manager Self-Service
  - Initiate evaluation within ESS
  - Review time and attendance records
  - Approve/deny timesheet/timecard
  - Approve/deny leave requests
- Provide a dashboard or widgets for managers and employees in self-service

### **3.6. [Reporting & Analytics](#)**

The HRIS system must provide a robust reporting and analytics engine capable of supporting real-time dashboards, customizable reports, and advanced analytics across all functional modules. Reporting tools should deliver actionable insights for leadership, support compliance requirements, and enable data-driven decision-making across HR operations. The system must balance pre-built reporting options with flexibility for user-defined reports, while maintaining secure, role-based access to reporting data.

**Key Functional Requirements**

**A. Core Reporting Capabilities**

- Provide a robust reporting engine supporting advanced analytics and reporting functionality.
- Offer real-time dashboards with key HR metrics accessible by leadership and management teams.
- Include pre-built (canned) reports for common HRIS reporting needs.
- Allow users to create fully customizable reports, enabling tailored data analysis and reporting.
- Allow modification of canned reports to meet evolving organizational needs.
- Provide direct query access to HRIS data to support advanced reporting, integrations with BI tools, or ad hoc data pulls.

**B. Module-Specific Reporting**

**1. Talent Acquisition Reporting**

- Generate reports on applicant pipelines, hiring trends, and job requisition performance.



- Provide dashboards for real-time tracking of recruitment metrics.

## 2. Position Management Reporting

- Generate detailed position reports for:
  - Workforce analysis
  - Job classifications
  - Compliance audits

## 3. Time & Attendance Reporting

- Generate reports on:
  - Scheduling trends and capacity planning
  - Shift overlaps and scheduling exceptions
  - Net annual work hours and overtime projections
  - Custom reports based on schedule data

## 4. Compensation Reporting

- Generate reports on compensation data across:
  - Organizational levels
  - Pay bands and job levels
  - Job types and specific positions
  - Locations
  - Demographics (race, ethnicity, gender, disability status)
- Provide total rewards reporting, including:
  - Salary
  - Pension contributions
  - Benefits, perks, and bonuses
  - Incentives and non-cash compensation

## 5. Workforce Analytics Reporting

- Generate custom reports on:
  - Headcount
  - Turnover

- Diversity metrics
- Retention
- Tenure
- Organizational growth
- Enable advanced filtering and sorting of reports by:
  - Job class
  - Gender
  - Ethnicity
  - Employment type (FT/PT/Temporary)
  - Location or facility
  - Business unit or group

#### C. Predictive Analytics & Workforce Planning

- Provide predictive analytics to support proactive workforce planning, including insights into:
  - Staffing needs
  - Attrition risk
  - Succession readiness

#### D. AI Transparency & Reporting

- Include indicators within the system that flag AI-driven decisions (e.g., icons, alerts, dashboard notes).
- Ensure transparency in AI recommendations by providing explanations of how AI-generated outputs are produced within the system.
- Vendors must describe:
  - Any native or third-party AI functionality currently active or in development within the platform.
  - Whether customer data informs or builds AI systems, either natively or through third-party integrations.
  - The AI engines in use, if applicable.

### 3.7. Position Control

The Position Management module must provide a centralized system for creating, maintaining, and managing job roles within the organization. The system should track job details, history, compensation, compliance, and linkages to ensure consistency in workforce planning, career pathing, and compliance reporting.

#### **Key Functional Requirements**

##### **A. Job Creation & Management**

- Ability to create, manage, and update jobs and job details
- Track and maintain job-specific data, including job grades, job families, salary information, reporting structure, etc.
- Maintain job status (active, inactive, benefits-only positions, not eligible for re-hire, retired)
- Ability to create custom job statuses
- Support job progression and career pathing, linking roles to career growth opportunities
- Retain job history, including title changes, reclassification, and career path integration

##### **B. Job Requirements & Compliance**

- Maintain job requirements, including:
  - Licenses, certifications, compliance-related training, security clearance, and other role-specific requirements
- Track job details, such as:
  - Name, description, class/stratum, job family, job type, salary band/grade, full-time/part-time status
- Maintain employee education records
- Store and manage compensation information, including salary range, midpoint, and market benchmarks
- Track EEO, FLSA, and other compliance-related data
- Workflow creation for certification expiration notifications
- Trigger notifications about eligibility for internal applicants' change in position to include a personal actions entry and/or hire

##### **C. Multi-Department & Multi-Entity Management**

- Support job management across multiple organizational structures, including:

- Departments, geographical locations, divisions, location code

#### D. Job Linkages & Integration

- Maintain links between job requisitions, job descriptions, job evaluations, and collective bargaining agreements
- Integrate position data with benefits management, ensuring that benefit time is linked to applicable positions and prorated when necessary

#### Non-Essential Functionality

- Ability to configure effective-date payroll start/end for new hires and terminations.

### 3.8. [Talent Acquisition & Applicant Tracking](#)

The selected HRIS system must include an integrated Applicant Tracking System that streamlines the full recruitment life cycle, from job posting to hiring. The system should provide an intuitive interface for HR staff and hiring managers, ensuring a seamless candidate experience while maintaining compliance and data integrity.

#### Key Functional Requirements

##### A. Job Posting & Requisition Management

- Post job requisitions across multiple channels (internal portal, external careers page, integrated job boards).
- Ability to integrate with job boards (e.g., Indeed, LinkedIn) and track the source of applications
- Create and manage custom questions for each requisition.
- Store and track historical requisitions and applicant data for compliance and reporting
- Maintain applicant pools for future hiring needs
- Copy requisitions as templates for recurring job postings

##### B. Candidate Tracking & Pipeline Management

- Provide HR team with tools to track applicant progress (pre-screening, long-list, short-list, offer stage).
- Display activity dashboards with real-time insights into open jobs, pending offers, and scheduled interviews.
- Generate reports on open requisitions (e.g., time open, applicants screened, interviewed, offers extended).
- Convert successful applicants to employees in the system without duplicate data entry.
- Seamlessly integrate with the onboarding process to transition candidates efficiently.

- Ability to identify current employees using name and/or email matching that have not self-identified as internal candidates.
- Ability to pre-check or verify accounts for existing records for external applicants using name, email, or date of birth matching

#### C. Candidate Data & Document Management

- Ability to attach documents (resumes, emails, notes, forms) in PDF format within applications.
- Integration with position management for job requirements and qualifications.
- Manage and store applicant notes within requisitions and client records.
- Enable secure user permissions to limit access to or sensitive positions or program locations.
- Ability to flag applicants with designations (e.g., "Do Not Contact" for terminated employees).
- Ability to flag internal applicants and eligibility status for transfer or hire.

#### D. Communication & Scheduling Features

- Initiate communications with candidates, including scheduling interviews within the ATS.
- Initiate candidate workflows to promote candidacy, request additional information, or halt a process.
- Ability to customize multiple and tiered approvers for job requisitions to ensure compliance with hiring policies.
- Ability to route applications so assigned users are notified via email as candidates apply.

#### E. Customization & Permissions

- Views and Usability
  - Attractive interface, user-friendly intuitive system notifications
- Customizable forms & workflows, including:
  - Interview rating forms
  - Reference surveys
  - Candidate emails
  - Hiring packet forms
  - Workflows routing information to payroll, leave management, and other areas
- Notifications
  - New hire notification that automatically populates data

- User permission levels and groups:
  - Standard users
  - Superusers (ability to view all information and modify workflows)
  - Routing-only groups
  - Location-based user access
  - Ability to restrict access to high-level positions

#### F. Historical Data & System Migration

- Import historical data from the previous ATS system, at minimum, including current employee history.
- Evaluate vendor capabilities for absorbing all historical applicant data and define any associated costs.

#### Non-Essential Functionality:

- Native applications within job boards (Ex. LinkedIn)
- Ability to translate applications to other languages as needed
- Provide employee referral functionality within the ATS.
- Ability to track employee referrals and referral bonuses
  - Interface with payroll functionality
  - Workflow approval for referral bonuses
- Integrate with Outlook for scheduling and email correspondence.
- AI Automation Features:
  - Suggest internal candidates from applicant pools who match the position requirements.
  - Built-in integration with background verification tools for streamlined pre-employment checks.
  - OCR Technology for reading and extracting resume data to eliminate manual entry of employee history and education

### 3.9. [Onboarding/Offboarding](#)

The HRIS system's Onboarding and offboarding module must provide a comprehensive, automated process for efficiently onboarding new hires and managing employee exits. The system should streamline document submission, ensure compliance, track required activities, and provide reporting insights for both processes.

## Key Functional Requirements

### A. Onboarding Process & Automation

- Integration with the Talent Acquisition module to automate onboarding activities following a successful hire.
- Enable new hires to complete, sign, and submit onboarding documents electronically with legally binding e-signatures. This includes but is not limited to:
  - Required tax forms
  - Direct deposit
  - I-9
  - Policy acknowledgements
- Ability to integrate with the Learning and Training module to track training and professional development requirements at onboarding.
- Ability to create custom fields and acknowledgments.
- Provide reporting tools to analyze onboarding metrics, including bottlenecks, delays, and manual interventions.
- Integrate with the background check process, including third-party verification services.
- Automated notifications with customized formatting for IT teams regarding:
  - Employee arrivals, departures, position changes, location changes, and name changes.
- Automatically populate employee records from onboarding data to reduce manual entry for all applicable modules.
- Ability to automatically integrate with Payroll module including:
  - Automated accrual calculations
  - Automated and manual salary calculations (remaining pay)
- Ability to import information from the job requisition into employee record including:
  - Collective bargaining agreement
  - Cost center/allocation
  - Salary range
  - Location
- Customized workflow for offer letter triggered by the completion of required onboarding steps

## B. Offboarding Process & Automation

- Provide an offboarding workflow to ensure appropriate steps are completed when an employee leaves the organization.
- Enable HR to conduct and track exit surveys or questionnaires, with reporting capabilities to analyze trends and results.
- Track employee exit details, including:
  - Voluntary vs. involuntary separation
  - Termination due to death
  - Eligibility for rehire status upon exit
- Generate and submit statutory forms and termination-related reports, including built-in termination codes and custom-created ones, this includes benefit information upon termination or resignation
- Ability to trigger notification and/or workflow for the acknowledgement of received assets including laptops, keys, badge, phones, etc.
- Ability to trigger automated deactivation notifications
- Ability to manage employee severance process including:
  - Ability to calculate severance pay based on bargaining unit
  - Ability to customize benefit and pay end dates based on severance agreement
  - Ability to store severance-related documents within employee record

## C. Compliance & Tracking

- Provide customizable onboarding forms to meet specific organizational needs (e.g., teacher salary sheet placement).
- Enable the ability to issue and track mandatory training requirements, ensuring employees meet compliance obligations during onboarding.

## Non-Essential Functionality:

- Ability to interface with EEO platform
- Ability to request assets and technology (laptops, phones, etc.), badge and keys, as indicated by supervisor
- Track onboarding activities and time spent at each stage to improve process visibility.



- Ability to automatically trigger exit survey upon resignation
- Ability to initiate a severance agreement with a customized workflow and digital signatures

### 3.10. Payroll

The following outlines the key functional requirements for an integrated payroll and human resources system designed to support accurate, efficient, and compliant payroll operations. This system must seamlessly connect payroll processing with time tracking, tax reporting, financial integration, and employee self-service functionality. It will provide essential features such as multi-format data import/export, compliance reporting, self-service portals for employees, comprehensive deduction and benefits management, general ledger integration, multi-job tracking, and automated workflows.

#### **Key Functional Requirements**

##### **A. Payroll Processing & Scheduling**

- Integration with time tracking to ensure accurate payroll calculations.
- Ability to import and export time records in multiple formats (flat files, direct integration with third parties)
- Run payroll at both regular (biweekly) and irregular (off-cycle, manual) intervals.
- Support for split-pay functionality, allowing part of an employee's pay to be deposited into multiple accounts

##### **B. Compliance & Tax Reporting**

- Generate statutory compliance reports (e.g., overtime reports for FMLA, ACA).
- Generate tax and year-end forms, including:
  - W-2, 1095-C, 1094-C, and T4 forms.
- Pre-configured tax tables to automatically update yearly tax rates
- TRB Reporting capability (importing/exporting data as required for compliance)
- Ability to generate quarterly unemployment reporting (CT DOLS)
- Multi-state tax reporting functionality

##### **C. Employee Access & Self-Service**

- Self-service portal for employees to manage payroll-related tasks, including:
  - Access to pay stubs
  - Direct deposit setup and changes
  - Employee demographics

- W-4 updates.
- Address, name, tax, and marital status changes, life events (ex. new dependent)
- Ability to review deductions (ex. Pension loan)
- Customizable notifications for self-service changes to departments
- Automated reimbursement workflow for expense processing and payroll adjustments.
- Ability to enter time and attendance from a mobile device

#### D. Deductions, Earnings & Benefits Integration

- Ability to manually configure earning and deduction codes based on employee location, type, and hours worked
- Visibility into deduction and earning registers for HR and Payroll teams.
- Deduction listing for voluntary deductions, including insurance, union dues, etc.
- Pre-configured accrual tables/rates for different locations, types, bargaining units (BUs), and hours.
- Salary tables supporting yearly updates based on union contract rates.
- Allow retroactive pay calculations for late changes

#### E. Financial Integration & General Ledger (GL) Support

- Tax distribution summary & GL distribution summary for current and past periods.
- Direct integration with the General Ledger (GL) of the financial system/ERP.
- Support for direct deposit files, check files, and remittance files.
- Total cost of payroll reports for current and historical periods.

#### F. Position & Multi-Job Tracking

- Ability to assign multiple positions to a single employee record, while ensuring accurate payroll calculations for temporary, contracted, and full-time employee
- One-time entry record for employees with multiple job roles
- Ability to have more than one supervisor
- Customized time entry for one-time and/or special event work (ex., Coverage for a different position)

#### G. Exception Tracking & Workflow Automation

- Exception tracking mechanisms for incidents that impact payroll calculations.

- The workflow associated with exception tracking, ensuring visibility and resolution.
- Ability to initiate Personnel Actions (PAs) via Employee Self-Service (ESS) with workflow and notifications.

#### H. Document & Record Management

- Document repository linked to each employee record for payroll-related documents, including pay stubs, tax forms, and payroll approvals.

#### **Non-Essential Functionality:**

- Dashboard view of employee self-service to include deductions and pay
- Notifications to include salary changes, salary notices, and changes in Personal Actions
- Pre-configuration option of earning and deduction codes based on employee location, type, and hours worked.

### **3.11. [Time & Attendance](#)**

The Time and Attendance of the HRIS system must provide comprehensive scheduling tools, shift management, compliance tracking, and integration with core HR and payroll systems. The system should streamline scheduling and time tracking while ensuring adherence to labor laws and organizational policies.

#### **Key Functional Requirements**

##### A. Scheduling, Shift and Capacity Management

- Create and manage employee work schedules, including recurring schedules and schedule patterns.
- Export and print schedules in standard templates for HR, managers, and employees.
- Maintain a master schedule covering all scheduled work types and groups.
- Enable ad hoc shift and schedule changes with appropriate approval workflows.
- Maintain custom views for work group (department, role, location) schedules, including rotations, on/off dates, and work location (remote/in person) based on user permissions
- Support split-shifts and schedule overrides, ensuring accurate payroll adjustments.
- Ensure compliance with applicable labor laws (e.g., FLSA, overtime rules, break requirements).
- Support blackout periods, allowing for global or department-specific scheduling restrictions

##### B. Notifications, Compliance & Exception Tracking

- Provide alerts and notifications related to:

- Scheduling exceptions
- Staffing variances
- Shift shortages
- Provide alerts for supervisors and timesheet/timecard approvals, to include:
  - Overtime alerts
  - Change in hours from standard work schedule
  - Compliance alerts concerning break requirements
- Overtime request notifications and alerts for HR and employees.
- Enable managers to view and schedule alternate resources when an employee is unavailable.
- Customizable shift-specific rules, such as:
  - Multiple shift limits
  - Role requirements
  - Required rest periods
- Dynamic accrual options to align with hours worked and leave entitlements.
- Provide an audit trail for all scheduling requests, approvals, and denials.

#### C. Time Tracking & Payroll Integration

- Integration with core HR records and time capture for accurate payroll processing.
- Support biometric time clock collection for employee time punches.
- Allow employees to enter time via mobile devices, ensuring real-time tracking.
- Allow supervisors to approve time via mobile devices
- Ability to stop pay for unpaid time, ensuring compliance with payroll policies.
- Track net annual work hours, capacity, overtime requirements, exceptions, and shift-split incidents.
- Customized time entry for one-time and/or special event work (ex., Coverage for a different position) including rate of pay and budget/location code
- Customized notifications for employees on timesheet due dates
- Customized notification for supervisors on timesheet/timecard approval deadlines

- Ability to forward workflows for supervisor absences and inactivity when timesheet/timecard has exceeded approval time deadline

**Non-Essential Functionality:**

- Enable status tracking for employees, including:
  - On call / standby
  - Available or unavailable
  - Leave, available but not qualified, available and qualified

### **3.12. Benefits Administration**

The Benefits Administration module of the HRIS system must support benefit plan setup, employee enrollment, eligibility tracking, compliance reporting, and payroll integration. The system should provide both self-service tools for employees and administrative functionality for HR and benefits teams, ensuring efficient management of health, retirement, disability, and other benefit programs.

**Key Functional Requirements**

**A. Benefit Plan Setup & Enrollment**

- Support the setup of multiple benefit plans, including health, dental, life insurance, long-term disability, retirement, pension, and non-financial benefits.
- Allow unique enrollment dates for different plans; including the ability to enroll in multiple benefit campaigns simultaneously (e.g., new hire enrollment and annual open enrollment).
- Associate benefit eligibility and election based on job class and/or bargaining unit
- Customize automated enrollment for employees based on classification and eligibility
- Provide a self-service portal for employees to enroll in benefit plans or integrate with benefit carriers.
- Automate payroll deductions based on benefit election
- Ability to access customized benefits catalog based on eligibility
- Provide customizable forms to enter participant information, including dependent details.

**B. Eligibility Tracking & Employee Life Events**

- Display and track enrollment status and eligibility for employees.
- Integrate with life event tracking, ensuring benefit eligibility and premium adjustments (e.g., marriage, birth, loss of coverage).
- Prompt employees to update their information when a qualifying life event impacts their eligibility.

- Provide notification and reporting for cross-functional teams (ex. payroll) when an employee becomes ineligible due to termination, leave, retirement, or death.
- Support employee self-service for updating dependents, marital status, insurability, or other benefit-impacting events by benefit type
- Provide retired employees access to benefit eligibility details and tenure information (years of service, employment dates).
- Integrate with leave management functionality to track changes in benefit eligibility.
- Trigger notification to employee when new election is needed due to changes in eligibility
- Ability to create automated reminders for enrollment deadlines and qualifying life events

#### C. Benefits & Payroll Integration

- Seamlessly integrate with payroll to manage deductions and employer contributions.
- Enable automatic workflows to trigger benefit changes based on tenure, demographic info, or life events.
- Track employer-side benefit contributions and generate reports.
- Provide total deduction calculations for benefits enrollment (new hires, open enrollment).
- Ability to set limits to automated payroll deductions for retroactive pay
- Ability for an employee to initiate pause and/or stop to contributions within the self-serve system for eligible benefits with notifications to cross-functional teams

#### D. Compliance, Reporting & Exportable Files

- Support compliance reporting and exportable forms (e.g., ACA, ERISA, 834 file reporting).
- Support compliance reporting and exportable data forms (e.g., ACA, ERISA, 834 Group Health Plan (medical, dental, vision), 403(b), FSA for Medical and Dependent Care file reporting, etc.
- Ability to customize limits to contributions based on eligibility (ex. 403B, HSA, FSA)
- Generate HSA contribution exportable files for payroll processing.
- Manage 403(b) limits and multi-deduction tracking for retirement contributions.
- Provide pension reporting as an exportable file.
- Automate employer pension contributions based on employee eligibility and plan rules.
- Set up insurance tables with yearly rates by bargaining unit.
- Report on disability management, including lifetime eligibility, leave taken, and financial impact.

- Generate benefit summary reports at configurable intervals (quarterly, annually, etc.).
- Ability to access reports for auditing and census of all benefit deductions, e.g., Group Health Plan.

#### E. Disability & Leave Tracking

- Provide tools to manage the employee disability process, including:
  - Status reports
  - Modified eligibility tracking
  - Important date reminders
- Generate reports on disability claims, financial impact, and leave utilization.
- Provide an exception-tracking mechanism for disability-related benefit changes.

#### F. Loan & Contribution Tracking

- Support loan tracking and disbursement for applicable benefit programs.
- Ensure accurate tracking of employer and employee contributions to retirement plans, HSAs, and other funds.

#### **Non-Essential:**

- Enable employees to store and access policy-related forms and documents in a centralized location.
- Non-Essential:
- Automated personal actions

### **3.13. [Compensation Administration](#)**

The Compensation Management module of the HRIS system must provide visibility into salary structures, compensation planning, benchmarking, pay equity tracking, and total rewards management. The system should allow HR and leadership to analyze, adjust, and approve salary changes while ensuring compliance with organizational pay structures.

#### **Key Functional Requirements**

##### A. Position-Based Compensation Structure

- Integration with Position Management, ensuring compensation details align with job roles and classifications.

- Define and manage pay bands, stratum details, job levels, and location-specific salary structures for each position.
- Provide internal visibility into compensation ranges (low, medium, high) for positions for managers, superusers, and HR
- Store and track compensation history for each role, including changes over time.

#### B. Alerts, Predictive Analytics & Compensation Oversight

- Generate alerts or notifications when an employee:
  - Exceeds the maximum pay range for their position.
  - Falls below the minimum range for their job level
- Ability to trigger alerts based on collective bargaining units and salary thresholds by position
- Ability to trigger alerts when a personal action is initiated that would exceed or fall below range for job level
- Predictive analytics to assess green- and red-circling risks (i.e., employees paid too high or too low for their role).
- Ability to override standard pay rules for critical jobs with unique skillsets or difficult-to-fill positions.

#### C. Compensation Planning & Approval Workflows

- Configurable workflows for salary increases, promotions, and off-cycle adjustments:
  - Automate approvals for increases within range
  - Route out-of-range increases for additional approval

#### D. Role-Based Security & Performance Integration

- Role-based access controls for Compensation Managers, ensuring secure data visibility.
- Integration with Performance Management to support pay equity analysis and compensation adjustments based on performance evaluations.

#### **Non-Essential Functionality**

- Integration with external benchmarking vendors to compare salary ranges, job titles, and benefits by location.
- Job evaluation capability to reassess roles, ensuring they remain competitive in the market.



- Support for short-term, medium-term, long-term, and ad hoc compensation plans related to performance incentives or pay-for-performance programs.

### 3.14. Performance Management

The selected HRIS system must include a robust Performance Management module that enables goal setting, performance tracking, multi-faceted reviews, and data-driven decision-making. The system should facilitate a structured, yet flexible, performance review process that supports continuous feedback, coaching, and career development. Additionally, it must offer customizable review cycles, tracking mechanisms, customizable document management, and reporting features to ensure performance management aligns with organizational objectives and individual growth.

#### **Key Functional Requirements**

##### **A. Goal Setting & Alignment**

- Managers and employees can establish goals and objectives, ensuring clear performance expectations.
- Ability for managers to cascade goals, aligning individual performance objectives with departmental and organizational goals.
- Track percentage completion of specific goals and objectives, providing real-time progress updates.

##### **B. Performance Review & Appraisal Administration**

- Support for multiple types of performance reviews, including:
  - Ranking/grading evaluations.
  - 360-degree reviews (feedback from peers, direct reports, and supervisors).
  - Self-reviews for employees to assess their own progress.
  - Peer reviews to gather additional insights into employee performance.
- Ability to administer reviews at configurable intervals, such as:
  - Quarterly
  - Annually
  - Ad hoc (as needed)
- Sign-off and acknowledgment capability for both managers and employees, ensuring transparency in the review process.
- Ability to attach unlimited documents in various file formats (.doc, .pdf, .jpeg, .xls, etc.) to performance reviews, such as:

- Emails
- Communications
- Lesson Plans
- Notes
- Supporting documentation (e.g., project assessments, feedback forms).
- Customizable evaluation criteria, including:
  - Adjustable weights for different review components.
  - Configurable order of assessment categories.
  - Flexible formatting to accommodate different review styles.

#### C. Performance Tracking & Historical Data

- Ability to customize aggregate performance scores (iif triggered) automatically calculated based on weightings and pre-established criteria.
- Track historical performance by location/school/position for:
  - Individual employees.
  - A supervisor's direct reports.
  - Other hierarchy-based performance comparisons.
- Ability to generate reports detailing trends in performance reviews and various other metrics

#### D. Training, Learning, and Development Integration

- Identify training and learning opportunities based on performance scores, position, and location in specific competency areas.
- Automated recommendations for professional development activities tied to review outcomes.
- Integration with Learning Module to provide personalized training plans and managerial guidance
- Ability to identify and track trainings required during onboarding and a varying timelines

#### E. Workflow Automation & Performance Improvement Plans

- Configurable workflows for performance evaluations, ensuring structured completion across different levels of the organization.
- Ability to administer and track performance improvement (PIP) or remediation plans, including:
  - Goal tracking for improvement areas.

- Supervisor follow-ups and progress reporting.
- Documentation of support provided during the improvement period
- Ability to generate performance improvement plans within the system to include:
  - Availability of templates
  - Ability to attach documentation.

#### F. Multi-Level Review Capabilities

- Allow for more than one reviewer/manager to contribute to an employee's evaluation.
- Enable all levels of supervisors within an employee's reporting hierarchy to view performance evaluations.

#### Non-Essential Functionality

- Automated reminders for performance reviews, including manager and employee nudges.
- AI-driven performance insights, providing predictive analytics on high-performing employees or those needing additional support.
- Sentiment analysis for written feedback, helping HR identify trends in qualitative performance data.
- Benchmarking capabilities, comparing employee performance against organizational, positional, or industry standards.
- Ability to set thresholds and minimum performance updates by location, job class, position, and collective bargaining agreement
- Ability to generate reports and custom alerts if performance updates have not been provided

### 3.15. [Employee Relations](#)

The Employee Relations module within the Performance Management system must support grievance tracking, disciplinary actions, union compliance, and workforce reporting. The system should provide transparent and structured documentation of labor-related incidents, ensuring that disciplinary actions and grievance resolutions are managed fairly and consistently. Additionally, it should offer workflow automation for labor disputes, contract compliance tracking, and reporting tools to support HR and Employee Relations teams.

#### Key Functional Requirements

##### A. Grievance & Disciplinary Tracking

- Grievance management, allowing employees or union representatives to file grievances within the system.

- Track grievance details, including:
  - Date filed, issue type, affected employees, and resolution status.
  - Manager and HR responses, case notes, and supporting documentation.
  - Timeline tracking for resolution deadlines and compliance.
- Disciplinary action logging, tracking and email notification:
  - Verbal and written warnings.
  - Suspensions and terminations, including reason codes.
  - Documentation attachments (e.g., emails, letters, performance reports, videos).
  - Progressive discipline tracking, linking incidents over time.
  - Customized categories or reason codes for all discipline tracking
  - Enable the ability to generate and send disciplinary templates such as verbal warnings, written warnings, suspension notices and termination letters directly from the system.

#### Union & Collective Bargaining Agreement (CBA) Compliance

- Union membership tracking, including:
  - Union affiliation, bargaining unit, and membership status.
  - Union dues deductions and payroll compliance.
  - Eligibility for union-negotiated benefits, leave, and wage increases.
  - Track CBA seniority lists, RIFs and seniority
- Contract compliance tracking, ensuring:
  - Pay adjustments, promotions, and evaluations follow CBA guidelines.
  - Automated alerts for contract renewals and negotiations.
  - Policy flagging for disciplinary actions that may violate union agreements.
- Historical tracking of labor contracts, including previous negotiation records and agreements.

#### Workforce Analytics & Reporting

- Grievance trend reporting, analyzing:
  - Frequency of grievances by department, location, program/school, role, or supervisor.
  - Common types of disputes (e.g., wage concerns, workplace conditions).
  - Time-to-resolution metrics for labor disputes.

- Disciplinary action reporting, tracking:
  - Trends in warnings, suspensions, and terminations.
  - Comparative data on disciplinary actions across departments, roles, program/schools, locations, or union groups.
- Compliance & audit reporting, ensuring labor relations data is available for:
  - Legal audits and internal labor investigations.
  - Bargaining unit contract reviews and CBA compliance verification.
  - Union engagement metrics, tracking workforce disputes over time.
  - Compliance training completion progress

#### **Non-Essential Functionality**

- AI-driven dispute resolution suggestions, analyzing past grievance resolutions to recommend best-case outcomes.
- Ability to store and create templates
- Outlook integration for email and calendar
- Sentiment analysis for grievances, identifying trends in workplace dissatisfaction.
- Automated notifications to HR, triggered when an employee reaches disciplinary thresholds (e.g., multiple warnings in a set period).
- Time tracking functionality or plug in with time tracking software (ex. Toggl)

### **3.16. [Leave Management](#)**

The Leave Management module of the HRIS system must provide comprehensive tracking, automation, compliance, reporting, and workflow management for employee leave across multiple locations, bargaining units, and employee types. The system must integrate seamlessly with Payroll and Benefits, support role-based manager workflows, and ensure compliance with federal, state, and organizational leave policies.

#### **Key Functional Requirements**

##### **A. Leave Tracking & Accruals**

- Support salaried, hourly, temporary, and per diem employees with appropriate accrual structures.
- Track and manage multiple leave types, including:
  - FMLA

- ADA
- Workers' Compensation (WC)
- Medical leave
- USERRA
- Parental/Childrearing leave
- Conference leave
- General leave
- Bereavement leave
- Jury duty
- Personal leave
- Military Leave
- Allow different leave policies by bargaining unit for union vs. non-union employees.
- Support leave accrual calculations based on:
  - Seniority
  - Employee type
  - Work schedule (full-time, part-time, per diem)
- Support multiple rounding rules for accruals based on leave type.
- Track absence history and provide historical trend reporting.
- Allow leave carryover tracking based on defined policy rules, including configuration for expiration or rollover.

#### B. Employee Self-Service & Visibility

- Allow employees to request leave up to 45 days in advance of their first day out of work.
- Allow employees to cancel leave requests via self-service (with appropriate approvals).
- Support customized and tiered approvals for leave requests, routing requests by leave type.
- Provide employees with notifications for:
  - Immediate notice of leave request denials
  - Expiring leave entitlements at 30 days, 15 days, and 1 day prior to expiration

- Warning alerts before exceeding leave limits, immediate alerts once exceeded, escalation alerts for unapproved absences
- Enable team visibility into a calendar displaying absences by date, location, and type, configured through role-based permissions.
- Directors, Assistant Superintendents, and the Superintendent must have departmental-level visibility and reporting on leave trends, while managers see only their own teams.
- Provide leave-bidding functionality to allow employees to request leave based on availability.
- Support blackout periods to restrict leave requests during critical business times, configurable by location or group.
- Allow configurable limits on how far in advance leave can be requested.

#### C. Manager Workflows & Approvals

- Support multi-step approval workflows for leave requests, including conditional approvals routed to HR if initially denied by a supervisor.
- Allow approval routing to vary by leave type (e.g., FMLA routed differently than personal leave).
- Include defined lock-down stages to prevent unauthorized leave modifications.
- Automated email notifications for both timecard approvals and absence requests.
- Allow configuration of leave plans based on:
  - Seniority
  - Employee type
  - Other defining characteristics

#### D. Compliance & Workforce Planning

- Track accommodations and interactive processes for medical or disability-related leaves.
- Allow employees to request accommodations through the self-service portal.
- Generate compliance reports required for:
  - FMLA: Leave eligibility, usage, intermittent leave tracking, return-to-work reporting, exhaustion tracking, compliance with state-specific FMLA
  - OSHA: 300 Log, 300A Summaries, safety trend reports, electronic submission reports
  - Workers' Compensation: Claim status reports, lost time, restricted duty reports
- Send automated alerts for:

- Leave approval status
- Return-to-work dates
- Documentation deadlines
- Store and manage leave-related letters securely, compliant with data privacy regulations.
- Integrate with Payroll and Benefits for:
  - Health insurance deductions
  - Leave tracking impacts on benefits eligibility
  - Notifications to employees regarding benefit changes during leave

#### E. Workers' Compensation (WC) Management

- Enable injury reporting and incident tracking to log workplace injuries.
- Support OSHA compliance reporting, including:
  - Automated documentation of workplace injuries
  - OSHA 300 and 300A report generation
  - Incident tracking and recording
  - Analytics reporting
  - Electronic submission to OSHA ITA
- Return to Work (RTW) management, including:
  - Tracking accommodations for light-duty roles
  - Managing performance and timesheet approvals for light-duty employees
- Integrate with Payroll to support compensation adjustments, including:
  - Ability to supplement worker's comp pay with accrued benefit time
  - Ability to supplement worker's comp pay with non-accrued benefit time
  - Ability to configure supplemental worker's comp pay
  - Allow the system to flag and automatically determine the salary continuation end date for payroll purposes, with manual confirmation by payroll staff prior to processing
- Automated notifications for WC claim updates, deadlines, and follow-ups.
- Integration with third-party WC claim providers using secure, SQL-based automated reporting.

#### Non-Essential Functionality



- Integration between MedCor database and HRIS system or equivalent API integration.
- Functionality for benefit time pools.

### 3.17. [Succession Planning](#)

The Succession Planning module within the HRIS system must support proactive talent identification, leadership pipeline development, and workforce risk assessment. The system should enable HR and leadership teams to define and manage succession plans for key roles, ensuring business continuity and long-term organizational success. It should provide comprehensive tools for tracking high-potential employees, assessing risks, and integrating with performance and learning management systems to prepare successors for critical positions.

#### **Key Functional Requirements**

##### Succession Planning & Talent Pipelines

- Manage succession plans for positions at multiple levels, including:
  - Senior leadership and executives.
  - Management roles.
  - Critical employees with specialized skills.
- Maintain multi-level succession plans, ensuring visibility into the next-generation leadership pipeline.
- Define and track critical roles and individuals, allowing HR to focus on key talent retention.

##### Risk & Readiness Assessments

- Assess flight risk for individuals in critical roles, flagging positions at high risk of vacancy.
- Assess readiness of succession candidates, with configurable rating scales, such as:
  - High/medium/low readiness.
  - Ready now/ready within a year/ready within 2-3 years.
- Determine overall position risk based on:
  - Flight risk of the current incumbent.
  - Readiness level of available successors.
  - Example: A high-risk position would be one where the incumbent is at high flight risk and successors are not yet ready.

##### Succession Development & Action Plans

- Create action plans for succession candidates, outlining key development activities.

- Integrate succession plans with performance and learning management, ensuring successors receive necessary training.
- Maintain a high-potential employee list, including:
  - Associated action plans.
  - Career paths.
  - Succession potential and leadership readiness.
- Add notes and attachments (emails, awards, recommendations) to succession candidates for a comprehensive record of qualifications.

#### Alerts, Notifications & Reporting

- Generate succession maps in multiple formats, such as:
  - Critical role mapping.
  - Organizational succession charts.
- Create alerts or notifications for:
  - When an employee in a critical position exits the organization.
  - When the successor(s) for a critical role exits, requiring leadership to reassess the pipeline.
- Assess succession depth for critical roles, ensuring the organization has sufficient leadership coverage.
- Suggest redistribution of ready-now talent across departments based on succession depth gaps.

#### Non-Essential Functionality

- AI-driven succession planning insights, suggesting ideal candidates for critical roles based on skills, performance, and experience.
- Predictive analytics for workforce planning, analyzing future leadership gaps based on workforce trends.
- Interactive dashboards displaying succession pipeline health, with visual readiness indicators.

### 3.18. [Certification Management](#)

The Certification Management module or function of the HRIS system must provide centralized functionality for tracking, verifying, and managing employee certifications across instructional and non-instructional roles. The system should support document management, compliance tracking, and integration with Position Management, Talent Acquisition, and other modules to ensure employees and applicants meet role-specific certification requirements.

#### Key Functional Requirements

## **A. Certification Tracking & Document Management**

- Maintain a centralized repository of employee certifications for all roles, including but not limited to:
  - Connecticut State Educator Certifications
  - Paraprofessional credentials
  - Nursing licenses
  - CDL/transportation certifications
  - BCBA Certifications
  - CPR, First Aid, and Mandated Reporter trainings
- Support customizable certification types by job class, location, or bargaining unit
- Attach documents to employee certification records (e.g., scanned licenses, transcripts, test results)
- Record certification details including:
  - Issue date, expiration date
  - Issuing authority
  - Status (active, expired, pending renewal, etc.)
  - Required hours or training modules for renewal
- Enable bulk upload and entry options for certifications

## **B. Renewal Management & Compliance**

- Track certification expiration dates and renewal windows
- Send automated reminders to employees and managers based on configurable intervals (e.g., 90/60/30 days before expiration)
- Support workflows for employees to submit updated documentation for review and approval
- Maintain a compliance dashboard for HR to monitor organizational certification status and upcoming expirations
- Allow HR to set renewal requirements and eligibility rules (e.g., number of PD hours completed, specific trainings met)

## **C. Integration with Other Modules**

- Integrate with Position Management to flag required certifications for each job class or position

- Block or flag employees/applicants from eligibility if required certifications are expired or missing (configurable setting)
- Sync with Talent Acquisition to screen applicants based on certification status

#### **D. Reporting & Role-Based Access**

- Generate certification-related reports filtered by:
  - Department, school/program, and location
  - Job classification, certification/permit type, and expiration date
  - Bargaining unit or employee type (e.g., district employee vs. contractor)
- Include reporting that supports:
  - Annual Certified Staff data submissions to the Connecticut State Department of Education (CSDE)
  - Annual Noncertified Staff Data Collection with accurate FTE counts for both employees and contracted staff
- Enable validation of job titles and roles against CSDE-approved position definitions for both certified and noncertified staff
- Provide customizable reporting views for administrators by location, enabling site-level oversight of compliance status
- Support secure, role-based permissions to control access to sensitive certification data and documents
- Allow export of reports in Excel, CSV, and PDF formats
- Include audit trails of changes or updates to certification status, user edits, and document upload

#### **Non-Essential Functionality**

- Expiration-based workflows that automatically trigger removal from eligibility pools or assign alternate duties
- Integration with third-party certification databases or verification APIs
- Configurable dashboards for school/program leaders to track local compliance in real-time
- Ability to customize and format reporting that aligns with state-mandated formatting

### 3.19. Personnel Actions (PA)

The HRIS system must provide a centralized Personnel Actions (PA) module to manage and track employee-related changes across the organization. The module must support initiation, routing, approval, tracking, and integration of a wide range of actions affecting employment status, compensation, and position details. The system should replace manual forms and email-based workflows, providing structured, auditable, and reportable processes.

#### **Key Functional Requirements**

##### **A. Action Types & Initiation**

The system must support creation and routing of Personnel Actions for the following scenarios:

- Personal Information - Name, address, contact information updates, marital status, ethnicity, veteran status, date of birth, gender, SSN, degree update
- Title changes and position changes (e.g., FTE change, location reassignment)
- Pay rate adjustments and stipends
- New job assignments or duties
- Leaves of absence (excluding FMLA/ADA, covered under Leave Management)
- Terminations, resignations, and retirements
- Return from leave
- Temporary assignments or additional duties

Key Requirements:

- Customizable forms and templates for different types of PAs
- Ability to initiate actions at the program level (e.g., by a supervisor or coordinator)
- Custom routing based on action type and employee classification
- Auto-population of employee data based on ID or name selection
- Option to attach supporting documents (e.g., memos, contracts)

##### **B. Workflow & Approvals**

The system must support tiered approval workflows, including:

- Initiation by authorized staff
- Program Director review/approval
- Division-level approval (e.g., Executive Director)

- Final approval and processing by HR and Payroll

**Key Workflow Features:**

- Configurable approval chains by action type and employee group
- Role-based permissions and routing rules
- Visibility into status (e.g., pending, approved, rejected, completed)
- Notifications to next approver and action initiator at each step
- Locking or flagging of records during approval process to prevent duplication
- Terminations (payroll)

**C. Audit Trails & Reporting**

- Log and retain historical PA records for audit and compliance
- Save all historical PA records to the personnel file
- Provide dashboards and filters to search, sort, and export PA history by employee, program, action type, or status
- Ability to track processing time and identify bottlenecks

**D. Integration with Other Modules**

- Approved PAs must automatically update employee records in:
  - Payroll
  - Position Management
  - Time & Attendance
  - Leave Management (as applicable)
- Integration with external systems (e.g., Munis) via API, SFTP, or batch transfer, database, Frontline, Guardian, and more.

**Non-Essential Functionality**

- Automated expiration or follow-up reminders for temporary PAs (e.g., end of temporary employee PA's, assignment)
- In-line editing of forms by approvers (versus requiring resubmission)
- Ability to create saved templates for recurring or high-frequency actions

- Optional employee self-service to initiate certain types of PAs (e.g., address change)

## 4. Submission of Proposals

### 4.1. Requested Information

Vendors responding to this RFI are asked to submit a complete proposal containing the following materials, as applicable:

- A. Completed Questionnaire (Included in Vendor Submittals): Vendors should provide written answers to all questions listed. Where answers depend on optional configurations or modules, vendors should indicate those options clearly.
- B. Technical Proposal: A detailed narrative describing the vendor's solution, approach, capabilities, and how the proposed system meets or exceeds the requirements outlined in the Scope of Work. See below for specific narrative topics required.
- C. Pricing Information (Included in Vendor Submittals): Provide pricing estimates, ranges, or typical cost structures associated with your solution. If pricing is variable based on modules, user counts, or configurations, vendors should outline pricing assumptions clearly.
- D. Product Documentation (Optional): Vendors may submit brochures, product data sheets, whitepapers, or sample reports/screenshots to supplement the proposal narrative.
- E. Contact Information: Vendors must include contact details for a primary representative who can address follow-up questions, schedule demonstrations, or participate in additional discussions as needed.
- F. Other Vendors Submittals as required in Section 6.

CREC reserves the right to contact vendors for clarification, additional information, product demonstrations, or exploratory discussions based on submitted materials. Participation in this RFI does not guarantee award of a contract or inclusion in future procurement processes.

### 4.2. Technical Proposal

- A. Vendors responding to this RFI must submit a complete proposal containing the following components:
  - 1. Company Overview (Required)
    - Legal name and business address
    - Years in business
    - Business structure (LLC, Corporation, etc.)
    - Primary contact information (name, title, phone, email)
  - 2. Executive Summary (Required)



- A brief introduction summarizing the vendor's interest, proposed solution, and alignment with CREC's goals and values
- 3. Relevant Experience & Qualifications (Required)
  - Description of the vendor's relevant experience in providing similar solutions
  - Examples or case studies of comparable implementations
  - Summary of technical capabilities and industry expertise
  - (Optional) Key personnel bios or resumes of primary team members
- 4. Capabilities Statement (Required)
  - Overview of the vendor's core products, services, and technologies
  - Geographic service area and delivery capabilities
- 5. Technical Proposal (Required)The technical proposal must describe in detail how the vendor's solution meets the requirements outlined in the Scope of Work. Each of the following narrative sections must be clearly titled and addressed:
  - A. Data Security & Privacy
    - Describe how data is encrypted at rest and in transit
    - Identify any additional privacy compliance standards beyond HIPAA and FERPA
    - Explain how data is secured during transfers between the HRIS and third-party systems
    - Explain procedures for data breaches, including customer notification procedures and mitigation
  - B. Access & Cybersecurity
    - Indicate whether multi-factor authentication (MFA) is required for vendor employees accessing customer data
    - Describe methods used to prevent unauthorized data exfiltration
    - Specify how many individuals have access to all customer data and under what controls
    - Provide an overview of the database table structure and schema (general description)
    - Describe mechanisms controlling backend database access when necessary
  - C. Disaster Recovery & Business Continuity
    - Detail backup frequency, methods, and storage locations
    - Outline business continuity and disaster recovery protocols
  - D. Integrations & AI Functionality

- Describe experience integrating with Tyler Technologies products
- Describe experience integrating with ERP systems
- Explain integration methods for third-party applications (API, SFTP, real-time sync)
- Describe user interactions with AI features (including icons, alerts, dashboards)
- Explain how and why AI-driven decisions are made and communicated transparently
- Detail current and in-development AI features
- Indicate whether customer data informs or builds AI models
- Specify any AI engines in use
- E. Position Management (Position Control)
  - Describe how position records are archived and retained
  - Explain how historical position data can be retrieved, reported, or audited
- F. Performance Management Reporting
  - Describe how reporting supports HR and leadership decisions, professional development tracking, and talent management
- 6. Response to Questionnaire (if applicable)
  - Vendors must complete and return any questionnaire or checklist provided with this RFI
- 7. Product Information (Optional)
  - Product sheets, brochures, or technical specifications
  - Demo links or video overviews
- 8. Pricing Information (Required)
  - General pricing estimates, ranges, or pricing models
  - If pricing varies by modules, users, or configurations, outline assumptions clearly
  - Optional pricing scenarios (if applicable)
- 9. Delivery & Implementation Timelines (Required)
  - General lead times, implementation schedules, or deployment timelines
- 10. References (Required)
  - A minimum of three client references, including organization name, contact person, phone, email

- 11. Optional Statements (Optional, if aligned with CREC priorities)
  - Diversity, Equity, and Inclusion (DEI) statement
  - Sustainability or environmental responsibility statement
  - Supplier diversity participation details
- 12. Certifications & Licenses (Optional, if applicable)
  - Any relevant state/local registrations or business certifications
- 13. Technology & Integration Capabilities (Optional, if not covered elsewhere)
  - Additional information on compatibility with CREC's existing systems
  - Additional details on security, privacy, or data handling practices
- 14. Sample Reports or Deliverables (Optional)
  - Examples of reports, dashboards, templates, or sample outputs from similar projects

## 5. Evaluation & Award of Contract

### 5.1. Evaluation

Responses to this RFI will be reviewed by CREC to gather information and assess potential solutions. CREC may contact vendors to request additional information, conduct product demonstrations, or hold informal discussions as part of its review process.

Participation in a follow-up conversation or demonstration does not imply selection or award. If CREC decides to move forward with procurement based on this RFI, a separate solicitation or purchase order may be issued at CREC's discretion.

Responses will be reviewed by CREC to assess available options, vendor qualifications, and alignment with the agency's needs.

CREC may:

- Request product demonstrations or interviews
- Use the information to develop a scope for a future RFP/RFQ
- Proceed directly to award based on responses received, if applicable

Vendors may not receive formal notice of outcome but may inquire at any time.

### 5.2. Reservation of Rights

CREC reserves the right to reject any or all responses, to request clarification or additional information from any respondent, and to use the information obtained through this RFI to inform future procurement decisions. Submission of a response does not guarantee an award or further engagement. Vendors are responsible for ensuring the completeness and accuracy of their submissions.

### 5.3. Award Consideration

This RFI does not constitute a commitment to award any contract or proceed with a purchase. However, CREC reserves the right to use responses received to inform future procurement decisions or to make a direct award if deemed in the best interest of the agency.

CREC may, at its sole discretion, consider a vendor's past performance, responsiveness, and alignment with CREC's needs when determining whether to engage further. Vendors are encouraged to submit complete and accurate information for consideration.

## 6. Evaluation Phases

No.	Evaluation Criteria	Scoring Method	Weight (Points)
1.	<b>Mandatory Elements</b>	Points Based	10 <i>(33.3% of Total)</i>
2.	<b>Technical Qualifications</b>	Points Based	10 <i>(33.3% of Total)</i>
3.	<b>Expertise and Experience</b>	Points Based	10 <i>(33.3% of Total)</i>

## 7. Vendor Submittals

### 7.1. [Company Overview](#)

- Legal name, address, years in business
- Primary contact information

### 7.2. [Technical Proposal\\*](#)

Please upload your technical proposal here as specified in [Submission of Proposals](#).

#### **DO NOT INCLUDE COST INFORMATION**

\*Response required

### 7.3. [Cost Proposal\\*](#)

\*Response required

### 7.4. [Optional Attachments](#)