

CERIDIAN

Request for Proposal

RFP No. 023.21.B1

Due Date: May 12, 2021

Prepared for: Howard County Public Schools System

Submitted to: Douglas Pindell, Director of Purchasing

Ceridian Payroll Tax and Fulfillment Services



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HCPSS Ceridian Tax Filing and W-2 Print Services

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For more information, please contact:
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Account Executive, Fulfillment Services
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Transmittal Letter

This proposal includes information that may not be duplicated, used, or disclosed outside Howard County Public School System (HCPSS) in whole or in part, for any purpose other than to evaluate this proposal. If, however, a contract is awarded to this offer or as a result of or in connection with the submission of such information, HCPSS will have the right to duplicate, use, or disclose the information to the extent provided in the resulting contract. This restriction does not limit the right of HCPSS to use information contained within this proposal if it is obtained from another source without restriction. The information subject to this restriction is contained on all sheets.

All references to 'Ceridian' refer to Ceridian HCM Holding Inc. and its subsidiaries unless otherwise specified.

Ceridian has responded to the RFP issued by HCPSS based upon the requirements provided by your organization to date. As the needs of HCPSS and the solutions offered by Ceridian evolve, Ceridian may recommend changes to the proposed solution to ensure we are delivering the best value possible to your company.

No subcontractors will be used in this solution.

We have reviewed the RFP, including the standard contract, from a legal/contracting perspective. Notwithstanding any other provision in the RFP or the proposal, in the event that Ceridian is selected as the successful vendor we would kindly require that the parties enter into our form of customer agreement, as it has been drafted particularly for the services offered by Ceridian. We trust that this form of agreement would be acceptable to you and we are more than happy to provide a sample for your review.

Ceridian recognizes that as a highly regulated organization that HCPSS has certain provisions that would need to be incorporated into any definitive written agreement that you enter into, and we trust we will be able to enter a mutually agreeable definitive agreement that provides both sides the comfort they need. Based on our experience with similar provisions in deals with other clients, we expect that we would be able to reach mutually agreeable changes to specific areas of concern. Further, given our knowledge of the industry, we believe the above issues will be applicable to all parties responding to your RFP.

For certainty of terms reasons, we would also kindly request that all the terms and conditions that would govern our relationship be agreed to by the parties and included directly in the final contract agreement (rather than incorporating by reference the proposal, etc.). This is not in any way meant as us shying away from our commitments in the proposal, but instead just a concern because the proposal is not written with the same language that contractual provisions would contain.

In addition, while Ceridian may not expect HCPSS to return a copy of the proposal, etc. (although it will treat it as confidential, proprietary information, and may contain trade secrets of Ceridian), for the avoidance of doubt, no intellectual property rights of Ceridian are being passed along to any other party by submitting this proposal, responses, materials etc. We are more than happy to discuss these areas in order to provide further comfort.

Thank you for your consideration.

Sincerely,

Miriam McNally

Miriam McNally

Account Executive, Fulfillment Services

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Executive Summary

Industry Experience and Expertise

Started in 1932 as the Service Bureau Corporation, Ceridian was the first in the industry to offer solutions to assist payroll professionals. Today, Ceridian provides compliance, payroll and HCM products and services to more than 140,000 customers with roughly 25 million total employees.

Ceridian Tax and Fulfillment Services

Based on the services requested, HCPSS would be supported by Ceridian's Tax and Fulfillment Services Group. Our focus is to increase productivity and streamline costs for HR/Payroll departments who are processing their payroll in-house or using another provider who may not be the best fit.

Ceridian Tax ensures compliance with Payroll Tax Services, Garnishment Services – both disbursements and full garnishment management, W-2s, Check Printing and Payment Solutions for thousands of employers.

One of our longest strategic partnerships in this area is with Workday, since 2007.

Some highlights include:

- Blazing the trail of tax and compliance with non-Ceridian HCM payroll systems.
- More than 125 mutual Workday clients
- Ensure compliance for more than 8,000 federal, state, and local tax jurisdictions
- Process more than \$180 billion in tax funds annually
- Prepare and file more than 1,000,000 agency returns annually
- Print and distribute more than 100 million paychecks annually

We will fulfill all the services listed within the RFP on behalf of HCPSS:

Payroll Tax Services

- 1.1 - Process, deposit, and reconcile federal, state, social security, and Medicare taxes.
- 1.2 - Prepare and file all returns and reconciliation reports as required, including annual when applicable.
- 1.3 - Prepare and file amended returns.
- 1.4 - Respond to government tax agency notices.
- 1.5 - Ensure compliance for all payroll tax liabilities.
- 1.6 - Assume responsibility for the timeliness and accuracy of deposit/filings.
- 1.7 - Assume responsibility for contractor incurred penalties and/or interest.
- 1.8 - Provide ongoing tax research and compliance.
- 1.9 - Provide clear and concise quarterly and annual statements of deposits and filings that reflect taxes paid and information reported on behalf of HCPSS.

Wage Garnishments

- 2.1 Payment disbursements and disbursement exceptions.

Funding

Collect funds from HCPSS Bank of America account for tax and garnishments.

- 3.1 - Provide HCPSS a summary listing of items that reconcile to the amount of funds collected.
- 3.2 - In addition, HCPSS dollars are safe with Ceridian – No borrowing against client funds and SOC II compliant and protected in a AAAf, tax trust (Standard and Poor's highest rating) and maintained separately from other assets.

Technology

- 4.1 - Workday Partner preferred – (integration within Cloud Connect)
- 4.2 - Test environment during development.
- 4.3 - Standard integration process
- 4.4 - Automated integration process (does not require manual upload/download of files).

Additional Interest

5.1 - Wage Garnishment – Full Service, including online platform visibility and exporting access.

5.2 - Multi Worksite Report

5.3 - Online platform that provides HCPSS visibility for all HCPSS payroll tax data and activity.

5.4 - Online platform that provides HCPSS the ability to export payroll tax data into various programs (Excel, Word, PDF, etc.).

5.5 - Dedicated customer service/team

All of the additional fulfillment services are available. HCPSS would be supported by the following:

- One of our Implementation Consultants/Project Managers, averaging almost 19 years of experience.
- One on of our experience, dedicated Major Account Service Representatives, averaging between 13-15 years of experience and tenure working with other Workday customers.

Automated File Transmission

Data transmission files for periodic, quarterly, and annual reporting can be submitted to Ceridian using Secured File Transmission Protocol (SFTP).

Reporting Tools

As mentioned previously within the RFP, our online system provides access to comprehensive tax records and transaction history. There are over 20 available reports crossing Periodic, Quarterly and Annual activity. Below is an example of a Liabilities and Deposits Report.

Liabilities and Deposits Report

B1909-02

12/24/2018

01/02/2019

Report Run: 01-02-2019

Report Name: Liabilities and Deposits Report

Run By: CeridianHCMDemo_Q7718-01@ceridiancloud.com

Locale: en-us

B1909-02									
CERIDIAN TAX SERVICE INC									
Collector Client Id	Primary Tax Code	Tax Code	Tax Code Description	Liability Date	Check Date	Transaction Type	Verification Number	Deposit Amount	Liability Amount
2066	0001	0041	ADDL EE MEDICARE 941	12/28/2018	12/31/2018	Deposit	228876543000746	256.06	
2066	0001	0023	FICA EMPLEE MEDICARE	12/28/2018	12/31/2018	Deposit	228876543000746	9,046.27	
2066	0001	0022	FICA EMPLR MEDICARE	12/28/2018	12/31/2018	Deposit	228876543000746	9,046.27	
2066	0001	0003	FICA EMPLOYEE	12/28/2018	12/31/2018	Deposit	228876543000746	35,808.19	
2066	0001	0002	FICA EMPLOYER	12/28/2018	12/31/2018	Deposit	228876543000746	35,808.19	
2066	0001	0001	FEDERAL WITHHOLDING	12/28/2018	12/31/2018	Deposit	228876543000746	63,544.63	
2066	0001	0001	FEDERAL WITHHOLDING	12/28/2018		Liability			-63,544.63
2066	0001	0002	FICA EMPLOYER	12/28/2018		Liability			-35,808.19
2066	0001	0003	FICA EMPLOYEE	12/28/2018		Liability			-35,808.19
2066	0001	0022	FICA EMPLR MEDICARE	12/28/2018		Liability			-9,046.27
2066	0001	0023	FICA EMPLEE MEDICARE	12/28/2018		Liability			-9,046.27
2066	0001	0041	ADDL EE MEDICARE 941	12/28/2018		Liability			-256.06
2066	0004	0004	FEDERAL UNEMPLOYMENT	12/28/2018		Liability			-11.91
2066	0501	0501	CALIFORNIA SIT	12/28/2018	12/31/2018	Deposit		20,102.33	
2066	0501	0501	CALIFORNIA SIT	12/28/2018		Liability			-20,102.33
2066	0505	0505	CALIFORNIA SDI	12/28/2018	12/31/2018	Deposit		4,718.64	
2066	0505	0505	CALIFORNIA SDI	12/28/2018		Liability			-4,718.64
2066	0601	0601	COLORADO SIT	12/28/2018		Liability			-122.00
2066	0601	0601	COLORADO SIT	12/28/2018	01/02/2019	Deposit		122.00	
2066	1004	1004	FLORIDA SUI	12/28/2018		Liability			-1.99
2066	1101	1101	GEORGIA SIT	12/28/2018		Liability			-990.05
2066	1901	1901	LOUISIANA SIT	12/28/2018		Liability			-66.97
2066	2401	2401	MINNESOTA SIT	12/28/2018	01/03/2019	Deposit		193.50	
2066	2401	2401	MINNESOTA SIT	12/28/2018		Liability			-193.50

Quarterly Returns

Ceridian will reconcile your reported quarterly totals to payroll liabilities withheld, follow up with you on variances and coordinate adjustments. Ceridian will prepare and file all federal, state, and local tax returns according to agency requirements. These include occupational, withholding, reconciliation and unemployment insurance returns. Upon request, Ceridian will prepare and file amendments on your behalf for returns originally processed by Ceridian.

Quarterly Statements

Within 45 days of the close of quarter, Ceridian will provide HCPSS a tax statement that includes a record of the quarter's activity. The statement includes a tax liability summary, tax account reconciliation and summaries of deposits and filings for each tax jurisdiction filed on your behalf at quarter end. You also will have access to your returns via the Ceridian tax portal.

Annual Returns

Ceridian will reconcile quarterly filings to your reported annual totals; prepare federal, state, and local returns; and file Federal 940, W-2 and W-3 to 941, W-2c and W-3c to 941c.

Inquiries/Tracers

Ceridian researches and responds to all payroll tax inquiries pertaining to deposits and returns we file on your behalf. Upon receipt, an inquiry analyst is assigned to the inquiry. Ceridian maintains close relationships with tax agencies and works with them to resolution. Through the Ceridian Tax website, you can track the progress of each inquiry as it moves through resolution workflow.

Agency Inquiry/Notice History

Back

Customer ID* B1909-02 Inquiry Status* Open and Closed Select one of the attribute* Open Dates Open Date Range From* 01/01/2015 To* 02/14/2018

Search Reset

Inquiry Information [Download as CSV](#)

Customer ID	Package ID	Tax Code	Tax Code Description	Period	Open Date	Close Date	Amount (\$)
B1909-02	3246227	2401	MINNESOTA SIT	201703	11/07/2017	12/13/2017	-344

Review Process Analyst: CO HA

Logged into Database 11/07/2017 - 12/13/2017

Assigned To Technician 12/13/2017 - 12/13/2017

Researching 12/13/2017 - 11/07/2017

Requesting Additional Information 12/13/2017 - 12/13/2017

Quality Audit 12/13/2017 - 12/13/2017

Requesting Additional Funds 12/13/2017 - 12/13/2017

Pending Customer Action 12/13/2017 -

Payment Processing 12/13/2017 - 12/13/2017

Completed 12/13/2017

Special Projects Team

Our special projects team specifically works on audits, mergers, spin-offs, acquisitions, consolidations, and corporate restructuring.

Ceridian's Technical Role

- Ceridian provides real-time installation support (using web conferencing tools, when needed) overseeing the entire installation process.
- Ceridian provides an Interface Specialist to facilitate the installation process and guide and assist HCPSS with the installation and testing processes.

SECTION III - SUBMITTAL REQUIREMENTS

A. Statement of Qualifications Section Instructions

1. **The Statement of Qualifications (SOQ) must include a description of relevant organizational staff experience. Qualified respondents must use the following format. Proposals are to be straightforward, concise presentations without extraneous material.**

Please see our Executive Summary beginning on page 3.

B. Qualifications and Submission to include

1. **Contractor's name, address, phone number, and contact person.**

Ceridian HCM, Inc.

3311 E. Old Shakopee Road, Minneapolis, Minnesota, 55425.

Telephone number: 1-800-729-7655

Fax number: 952-853-7272

www.ceridian.com

Miriam McNally

Account Executive, Fulfilment Services

+1 (770) 390-1240

Miriam.McNally@Ceridian.com

2. **Company in business under the same company name for the past five years.**

Yes

3. **Must be in "good standing" with the State of Maryland.**

We are not prohibited from conducting business in Maryland and we are not on the excluded parties list.

4. **Submission to include in the same order outlined in the Scope of Services, Exhibit A. Responses should address each element identified in Section IV, Evaluation, #3, basis of award criteria excluding costs.**

Please see our Executive Summary.

5. Copies of license(s) to conduct business in the State of Maryland.

We are not prohibited from conducting business in Maryland and we are not on the excluded parties list.

6. Three letters of professional reference.

Should Ceridian Tax and Fulfillment Services be vetted as a finalist, part of our process will be to connect the HCPSS team with current customers.

7. List of professional memberships and/or affiliations.

SHRM

NRF

Payroll Fraud Prevention Group

Faster Payments Council (<https://fasterpaymentscouncil.org/home>)

8. Certification that the Contractor is not listed on the System for Award Management (SAM) under the Excluded Parties Listing System (EPLS) federal registry.

We are not prohibited from conducting business in Maryland and we are not on the excluded parties list.

C. Service Description

1. Statement of the philosophy and objectives of the proposing firm.

Our culture combines the agility and innovation of a start-up with a history of deep domain and operational expertise. We focus on our culture and on employee engagement as it helps us to attract, engage, and retain top talent who then create successful outcomes for our customers.

The success of this approach is evident not only in our strong customer retention and new customer referrals, but in the industry recognition we have garnered. We have received over 20 awards recognizing our culture, including Glassdoor's Top 100 Best Places to Work (Canada and United States), Great Places to Work (Canada and United States), Canada's Top 100 Employers, and recognition by the Brandon Hall Group as Best Advance in Corporate Culture Transformation.

To codify our culture, values, and way of acting, we developed Our Way. Our Way is the set of values that guide our behavior. These values are core to our culture and our thinking. They are embodied by everyone at our organization.



Customer Focus: We put the customer at the center of everything we do. We deliver quantifiable value through actionable insights.

Shared Ambition: We win, learn, and grow together. We're individually and collectively accountable and empowered.

Agility: We are a global enterprise company with the heart of a start-up that embraces innovation, doesn't fear change and values adaptability.

Equity: We are building a culture of diversity, inclusion and belonging. We ensure all employees – of any race, ethnicity, age, gender, sexual orientation, identity or expression, religion, or ability status – can achieve their full potential.

Optimism: Optimism drives success. Preparation leads to knowledge, knowledge leads to confidence, and confidence leads to optimism.

Transparency: We are open, honest, and respectful.

Our 3 year vision

We imagine a future of work that is fluid, on-demand, and guided by data and intelligence that always stays one step ahead. A future that puts the physical, mental, and financial well-being of our people first.

There are five fundamental changes we're seeing across the thousands of customers we serve around the world. They reflect a more intelligent and fluid mode of working:

- **On demand everything** – in every aspect of our lives, we expect instant delivery. This will be soon be the same expectation for our work. We'll expect pay, labor scheduling, hiring, job searching, learning, and onboarding to be available on-demand.
- **Work from anywhere, for anyone** – in the years to come, many employees will have a primary workplace, as well as a mix of secondary employment channels. Who we work for, and when and where we work, will be driven by our happiness, productivity, and financial wellbeing more than the fading notion of employment exclusivity.
- **Employees are the drivers of corporate policy** – the “rise of the worker” is now evident. We see this in the requirement for diverse, equitable and inclusive workplace cultures, and we see it in on-demand pay. Whereas a positive employee experience was once relegated to a nice-to-have workplace perk, it is now inextricably tied to the basic resilience and sustainable growth of our businesses.
- **Elastic hiring and workforce planning are competitive necessities** – in the not-so-distant future, we will work whenever and wherever we want. Multiple companies, multiple locations – wherever our skills allow us to add value. We see this happening already in pockets of the retail and hospitality industries. We will be able to go to any workplace, identify ourselves, verify our right to work, validate our skills and backgrounds, and get paid as soon as we're done.
- **Predictive intelligence is leading us** – predictive intelligence will guide our HR decisions and always stay one step ahead. By harnessing the power of thousands of customers – decisions made and lessons learned – intelligence will lead us to new opportunities for value creation we never imagined possible. It will nudge us in the right direction and lead us to match people and work in a more intelligent way.

This is the future of work. It is safe to say that any technology still reliant on batch-based processes will not survive. And businesses that fail to modernize quickly enough will be at a distinct competitive disadvantage. Our most basic ability to recruit, hire, and retain top talent is dependent on this shift.

The winners in our new reality will be our people, as the way they want to work and the way they want to live come together. And the forward-thinking businesses that lean into this new on-demand, employee-led workplace will discover new opportunities for value creation and competitive advantage.

2. Copy of training or other reference to materials provided to use the proposed platform.

The HCPSS team will be guided by a dedicated Ceridian project manager with most training done online.

3. Outline of contents of any available reports.

Ceridian provides over 20 reports crossing periodic quarterly and annual tax information and reconciliation. In addition, HCPSS can access any ad hoc reporting via the Ceridian tax portal.

4. Brief description of ability to create reports, ad hoc reports, or custom reports.

As stated in Question 3 in this subsection, the HCPSS team can create their own ad hoc or custom reports and they can output any of the data into CSV, PDF, and Excel formats.

D. Business Plan

1. Description of target markets, growth plans or other information to support firms ability to sustain a robust platform.

Since 2007, Ceridian Tax and Fulfillment Services blaze the trail of our customers who have non-Ceridian front-end HCM systems, including Workday, with our integration and partnerships. We currently have over 125 mutual tax and fulfillment services clients utilizing Workday. The model is proven and we continue to grow the depth of the service offerings.

E. Financial Information/Capability

- 1. Every consultant or joint venture will be required to submit a financial statement, and other financial data, upon request, in a separate sealed envelope labeled “Financial Statement and Data.” Requested information shall be provided within 48 hours of the request.**

Ceridian is a publicly held company. HCPS can access our public reports at any time via www.Ceridian.com.

- 2. List any affiliated organizations, name, address, relationship, and officers.**

Please see www.Ceridian.com for a list of all of our subsidiaries as well as Ceridian officers and executives.

- 3. Provide most recent audit or certified financial statements.**

If we are selected as a finalist we will gladly supply our financial information, including our 10-K report.

- 4. List funds available to the agency:**

- a) **in banks. Include bank name, address, phone number and amount.**
- b) **by loans. Include service, address, phone number, and amount.**
- c) **by sale of assets. Include description, market value, and amount of mortgages or liens.**
- d) **other. Please describe.**

Not applicable

- 5. Provide list of bank references.**

Ceridian has money movement through several large national bank corporations, and if we are selected as a finalist, we will be glad to set up a call with our Treasury Operations.

- 6. If the Contractor or any affiliate has declared bankruptcy within the past ten years, give the date, place, and under what name.**

Not applicable

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- 7. Provide a response to the following: Does any member of the Howard County Public School System or any officer or employee who exercises any functions or responsibilities in connection with the Request for Proposal have any direct or indirect personal interest in the provider? Provider may attach any additional material as evidence of financial capability.**

Not applicable

F. Computer Capabilities

- 1. Identify knowledge and experience with various types and levels of computer programs.**

All Ceridian Tax Service and Support staff are well-versed in a variety of computer programs across all major operating systems.

G. Minority Outreach, MBE Participation Schedule

- 1. The respondent shall provide the name, address, MDOT Certification number, etc. for all MBE Contractors the respondent intends to utilize for the service of this contract.**

Minority Outreach / MBE Participation Schedule is not applicable to Ceridian. Ceridian is a publicly held company and not minority owned.

H. Insurance Requirements (Appendix C)

- 1. The Consultant has in force, or shall obtain, and will maintain insurance for the full term of the contract (including any executed renewals) in not less than the amounts specified and accordance with the requirements contained in APPENDIX C, INSURANCE REQUIREMENTS.**

Please see attached document "1 - Ceridian - GL - Auto - WC - Prof Liab - Crime - Certificate.pdf."

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I. Affidavit and Non-Collusion Certification (Appendix D).

We have not notarized the document given the current pandemic conditions.

J. Cost Proposal Sheet (Appendix F)

