

NEOGOV

68 QUESTIONS

to Include in an HRIS RFP for Government

Managing and developing a Request for Proposal (RFP) for government agency software can be time-intensive and demanding. In addition to the challenge of navigating your organization's preferred format and guidelines, gathering the business requirements and translating them into a list of questions is a long, painstaking process. However, its importance can't be overstated. Uncovering the right solution can only be done by asking the correct probing questions.

The key is to **help stakeholders gain a deeper understanding of the product capabilities** with an emphasis on how they meet the specific and nuanced use cases of your agency. This is especially important when searching for a Human Resources Information System (HRIS) that must support complex payroll, time and attendance, and benefits needs while maintaining the strict compliance needs of local or state government.

How you phrase your questions is critical. Asking questions with a yes or no answer can help you more quickly disqualify vendors, which should be your goal in the initial stage of evaluation. Open-ended questions can help clarify what a "yes" means or provide more detail that might help differentiate vendors with similar answers.

To help you select the right system for your organization, here are 68 questions that can be adapted to fit your RFP needs:

COMPLIANCE

1. Does your HRIS comply with Federal and State laws, rules, and regulations, including ACA compliance?
2. Does your system provide software updates that maintain compliance with all applicable Federal and State laws related to HR tracking and management? Please explain.
3. Does your system comply with auditing standards to meet Compliance Certification?
4. Does your system maintain calculations and limits in compliance with Federal legislation?
5. What types of historical data does your system maintain?
6. How long does your system maintain historical information?

FEATURES / FUNCTIONALITY

7. Provide a brief overview of your entire product offering.
8. Please provide a brief overview of your HRIS' functionality.
9. How does the payroll function handle different employee types (full-time, part-time, seasonal, faculty, staff, etc.)?
10. Does the payroll function come with built-in tools for taxes and deductions?
11. Is the dashboard customizable?
12. What are the role-based permissions for your HRIS?
13. How does this software standardize HRIS processes?
14. How can this HRIS software help us eliminate paper or manual processes?
15. What kind of functionality does the software have around automation and routing?
16. How does this software help reduce and/or guarantee reduction of the threat of security risks?
17. How many of your HRIS customers are government agencies?
18. How long have you served the public sector audience?
19. What happens when you roll out upgrades to the product?
20. How do you differentiate your product from competitors?
21. How do you differentiate your organization from competitors?
22. Is your product Cloud-based?
23. How often are new features released?
24. Describe how your system handles promotions and employees moving between departments.
25. Describe how your HRIS supports payroll for employees working in multiple departments.
26. Explain how your system retains salary and payroll history.
27. How are merit increases processed in your system?
28. How does your HRIS manage multiple pay codes?
29. Describe the reporting that is available through your HRIS.
30. Describe how to enter, modify, and delete information for employees.
31. What are your HRIS' customization capabilities?
32. Which of the following processes does your HRIS handle?: A) Benefits B) Payroll C)Time & Attendance D) Employee Self-Service (Internal/External Data Availability)
33. How does your HRIS stay current with evolving technology?
34. What product enhancements are you planning for the next year?
35. What informs the product enhancements you plan?

INTEGRATIONS

36. How well does this HRIS system integrate with other systems/vendors?
37. Do you have pre-built integrations with any of the following solutions: [enter solution names] If so, explain the integration process.
38. What's the process for building an integration with a solution?

TRAINING / USABILITY

39. Is the user interface easy to navigate?
40. Is your HRIS easy for HR and non-HR employees to learn and master?
41. Describe the training that your team makes available to customers.
42. How many users can access your HRIS?
43. Does your HRIS support mobile access?
44. Describe your system's response time.

SECURITY

45. Is the infrastructure completely Cloud-based and managed by the vendor?
46. Is sensitive data and personally identifiable information accessible to the vendor's employees?
47. Are background checks required for all vendor employees who have access to your software instance?
48. Can you configure role-based access and permissions within the product?
49. Can you customize the user password expiration date?
50. Is the HRIS NIST 800.53 compliant?
51. Is the HRIS SOC2 Type II 5 Principles certified?
52. Are internal and external security scans completed at regular intervals? If so, at what cadence?
53. Are third-party penetration tests conducted on the HRIS?
54. Is the HRIS SAML 2.0 ready for single-sign on from anywhere?
55. Is the information in the product stored on servers within FISMA-certified data centers in the US?
56. Is all data encrypted at rest and in transit?
57. Does your company claim ownership of the agency data it processes?

IMPLEMENTATION

58. What is the typical timeline for a HRIS implementation for an organization of our size?
59. How does your organization support customers throughout implementation?
60. Does your HRIS allow customers to configure their own system?
61. What is the cost of your HRIS?
62. How often do you bill for your HRIS?

CUSTOMER SUPPORT

63. What kind of customer training is provided before, during, and after implementation?
64. What forms of customer support are included with the subscription?
65. What are the days/hours support is available?
66. How do you support organizations of different sizes?
67. What is the average size of the organizations your company serves?
68. Please include contact information for a customer reference, including contact name, title, phone number, and email.