



**Payroll/Human Resources Software Vendor Selection  
Request for Quotes (RFQ)**

**September 9, 2020**

**RFQ #20\_02**

Quotes Due: September 23, 2020, 4:00 PM MT

Send Quotes to: [RFP@FCCH.com](mailto:RFP@FCCH.com)  
(include "Response to RFQ #20\_02" in the subject line)

First Choice Community Healthcare, Inc.  
2001 N. Centro Familiar SW  
Albuquerque, NM 87105

## **1. Introduction**

First Choice Community Healthcare, Inc. (FCCH) is seeking quotes for payroll and human resources management software. FCCH will be the sole judge as to which software best suits the company's requirements. This Request for Quotes (RFQ) is to invite interested and qualified vendors to submit information about their product(s) in accordance with this announcement. Demonstrations of selected software products will be scheduled for the week of September 28, 2020, and will be provided virtually.

The following factors will be used in determining the product's fit with the company:

- Price;
- Implementation and on-going support;
- Functional fit with FCCH;
- Interfaces;
- Scalability and flexibility;
- Ease of conversion and migration/integration of historical data;
- Ease of use/customer experience including customer service;
- References;
- Single application for all components; and
- Experience working with Federally Qualified Healthcare Centers.

The selected system will need to be sufficiently operational on or about December 1, 2020, to handle FCCH open enrollment.

FCCH reserves the right to amend or terminate this RFQ. Any decisions by FCCH shall be final and conclusive. Vendors will not be reimbursed for any costs they may incur in responding to this RFQ.

## **2. Background**

FCCH is a community health care system providing primary medical, dental, and behavioral health care services to the under-served populations of the Middle Rio Grande Valley of central New Mexico. FCCH has been in existence since 1972. The communities we serve lie within the Greater Albuquerque Metropolitan Statistical Area and include Bernalillo and southern Santa Fe and Valencia counties. Because of relatively few other health care providers, our service area also extends into adjacent Torrance, Socorro, and Sandoval counties. FCCH employs a staff of 470(+/-) full and part time employees throughout eight health centers and one school-based health center. In 2019, we provided care to 52,655 individuals through 170,391 patient encounters. FCCH is a Health Center Program grantee under 42 U.S.C. 254b, and a deemed Public Health Service employer under 42 U.S.C. 233(g)-(n). We are accredited by The Joint Commission.

### 3. Submission

Please provide the following information, limiting your submission to a maximum of ten (10) pages:

#### ***Company Information***

- A. Provide a brief overview of your company including:
- Year founded;
  - Number of employees;
  - Primary business focus;
  - Ownership structure (public or private);
  - Leadership Team; and
  - Awards and Recognitions.
- B. Please describe your customer base and target market. What is the average size of your customers?
- C. Are there any outstanding lawsuits against your company? If so, please explain.
- D. Please describe your company vision for the next three years.

#### ***Software***

To be eligible for consideration, the software must seamlessly interface with FCCH's existing benefits vendors, support a 360 interface with Principal (FCCH's current retirement plan), interface with the FCCH general ledger, integrate historical HR data to support reporting across systems, accommodate prospective events (such as anticipated employment start and end dates), and offer employees a single point of entry for all HR and benefits-related activities.

- E. Please specify if you are offering a single system or a system that will address only payroll, benefits administration or onboarding and eligibility management. Please specify with what systems your proposed system interfaces and how.
- F. Provide a high-level technical architecture graphic of your software. What differentiates your product from others in the market place?
- G. Please indicate whether the in-scope modules were developed in-house, or if they were acquired. If they were acquired, who are your partners?
- H. Describe how your software complies with all applicable federal, state and local laws, regulations or ordinances.

- I. What enhancements are planned for your product(s) over the next three years?
- J. Provide your price and pricing structure.

***User Experience***

- K. How is your software accessed (i.e. web browser, mobile, some other application)? Please list all available platforms.
- L. Please provide an overview of how your user experience helps drive user adoption, even among non-technical users. What are any unique aspects?