CITY OF LEXINGTON, TENNESSEE
REQUEST FOR QUOTES (RFQ)
Centralized Human Resources Information System (HRIS)
SEALED QUOTES
Quotes Due: Friday, November 20, 2026, at 2:00 P.M. Central Time
Public Opening: City Hall, 33 First Street, Lexington, Tennessee 38351

Cover Page

Request for Qualifications and Proposals (RFQ/RFP)

For a Centralized Human Resources Information System (HRIS)

City of Lexington, Tennessee

Issue Date:

Issued By: City of Lexington, Tennessee

Department: Human Resources

Primary Contact: David Sullivan

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Milestone	Date / Requirement
RFQ available at City Hall	November 04, 2026
Vendor questions due	November 13, 2026, at 4:00 P.M. Central Time
Sealed quotes due / bid closing	November 20, 2026, at 2:00 P.M. Central Time
Public opening	November 20, 2026, at 2:00 P.M. Central Time, City Hall
Anticipated award consideration	Next regularly scheduled Board of Mayor and Aldermen meeting or special called meeting, subject to City procedures
Anticipated contract effective date	January 1, 2027

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1. Introduction

The City of Lexington, Tennessee ("the City") invites qualified vendors to submit **Qualifications and Proposals (RFQ/RFP)** for a **Centralized Human Resources Information System (HRIS)**. Vendors may also propose an optional **unified payroll platform**.

The City seeks to modernize HR operations, improve efficiency, enhance compliance, and implement a scalable platform that supports both current and future operational needs.

Required Pricing Submissions

Vendors must provide two complete pricing models:

- **Option A:** City-wide estimate for **250 employees**.
- **Option B:** Division-based estimates: **95 General Government**, **60 Electric**, **95 Utilities**.

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2. Background

The City of Lexington employs approximately **250 personnel**, distributed as follows:

- **General Government:** 95 employees
- **Electric Department:** 60 employees
- **Utilities (Gas + Water):** 95 employees

These departments require an integrated, efficient HRIS solution to improve data accuracy, support compliance, reduce redundancies, and support long-term workforce management.

This RFQ/RFP follows City procurement policies and all applicable federal, state, and local regulations.

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3. Scope of Work

The City seeks an HRIS that provides comprehensive human resources functionality including, but not limited to:

- Recruitment & applicant tracking
- Onboarding
- Employee records management from date of hire to include all pertinent employee related information
- Position & classification management
- Time & attendance
- Benefits administration
- Employee/manager self-service

- Performance management
- Reporting & analytics
- Optional payroll integration or payroll system replacement

Solutions must:

- Support **250 employee profiles** at launch with scalability.
- Allow department-based configuration.
- Integrate securely with City systems.
- Provide modern, configurable, and secure functionality.

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4. Functional & Technical Requirements

Vendors must complete **Appendix A – Functional Requirements Worksheet**.

Systems must:

- Support a minimum of **250 active profiles** and future growth.
- Meet City cybersecurity, privacy, and data retention standards.
- Support export/import of data in industry-standard formats.
- Provide reliable disaster recovery and uptime guarantees.

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5. Procurement Requirements

The following procurement requirements apply to all submissions.

5.1 General Procurement Conditions

- The City reserves the right to accept or reject any proposal.
- Submission does not guarantee award.
- The City may request additional information, interviews, or clarifications.
- Vendors bear all costs associated with proposal preparation.
- All submitted materials become City property.

5.2 Confidentiality & Public Records

Materials submitted may be subject to public disclosure under the **Tennessee Public Records Act**, unless exempt. Vendors must clearly identify proprietary information.

5.3 Addenda

The City may issue addenda at any time. Vendors are responsible for monitoring and acknowledging addenda.

5.4 Conflict of Interest

Vendors must disclose any actual or potential conflicts of interest involving City personnel.

5.5 Withdrawal or Modification

Proposals may be withdrawn or modified prior to the submission deadline.

5.6 Contractor Responsibility

Vendors must demonstrate financial, technical, and operational capacity to perform all required services.

5.7 Right to Negotiate

The City may negotiate terms with any vendor. **Best-value procurement** applies; lowest price does not guarantee award.

5.8 Legal Compliance

Vendors must comply with all federal, state, and local laws.

5.9 No Obligation to Contract

The City is not required to award a contract and may terminate the procurement at any time.

5.10 Errors and Omissions

Vendors are responsible for verifying all information and requesting clarification as needed.

5.11 Verification of Proposal Content

The City may verify any details provided, including reference checks or site visits.

5.12 Non-Commitment Clause

Issuing this RFQ/RFP does not commit the City to any financial obligations.

5.13 Governing Law

All contracts resulting from this RFQ/RFP are governed by the laws of the **State of Tennessee**.

5.14 Reservation of Rights

The City reserves the right to:

- Reject any or all proposals
- Accept the most advantageous proposal
- Negotiate terms
- Issue subsequent or related solicitations
- Cancel or amend the RFQ/RFP

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6. Submittal Requirements

Vendors must submit a **complete and responsive proposal package** containing all items

listed below. Failure to provide any required documentation may result in disqualification.

6.1 Proposal Format

Proposals must be structured in the following order:

1. Cover Letter & Executive Summary
2. Vendor Qualifications (Section A)
3. System Information (Section B)
4. Implementation Plan (Section C)
5. Pricing Proposal (Section D)
6. Required Forms (Section E)
7. Appendices and Supplemental Materials

All submissions must:

- Be typed, paginated, and organized using section headers
- Include the vendor's name, primary point of contact, and signature of an authorized representative
- Be submitted in both electronic PDF format and one (1) printed original, unless otherwise specified

6.2 Submission Method

The City of Lexington accepts submissions in the following manner:

- **Electronic Submission:** Email or secure upload to the address specified on the cover page
- **Physical Submission:** Delivered sealed to the City of Lexington Purchasing Office

Electronic submissions must be transmitted before the stated deadline. Physical submissions must be received (not postmarked) by the deadline.

6.3 Required Components

Each proposal must include, at minimum:

- **A. Vendor Qualifications** – Company profile, experience, references, financial stability
- **B. System Information** – Detailed system capabilities, technical specifications, hosting model
- **C. Implementation Plan** – Timeline, project team, methodology, City resource expectations
- **D. Pricing Proposal** – Completed Appendix C with all applicable costs clearly itemized
- **E. Required Forms** – Signed Title VI form, business tax affidavit, non-collusion statement, insurance documents (if available)

6.4 Proposal Validity Period

All proposals must remain valid for **120 days** from the submission deadline unless extended in writing by the City.

6.5 Questions & Clarifications

All questions must be submitted in writing during the designated question period. Responses will be issued via formal addendum.

6.6 Confidentiality of Submissions

Vendors may mark proprietary sections as confidential; however, all submissions are subject to the **Tennessee Public Records Act**, and confidentiality cannot be guaranteed.

6.7 Exceptions & Deviations

Vendors must clearly identify any exceptions to specifications, contract terms, or requirements. Unstated exceptions will not be honored.

6.8 Proposal Withdrawal

A proposal may be withdrawn or replaced prior to the submission deadline by written request. After the deadline, proposals become binding offers.

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7. Evaluation Criteria

Proposals will be evaluated using a **best-value** methodology that considers both qualitative and quantitative factors. The City reserves the right to request clarifications, conduct interviews, or invite product demonstrations as part of the evaluation process.

7.1 Evaluation Categories & Weights

Each proposal will be scored using the following weighted criteria:

1. Vendor Qualifications – 20%

- Experience with municipal or utility clients of similar size
- Organizational capacity, staffing, and financial stability
- References and demonstrated past performance

2. System Functionality & Technical Requirements – 30%

- Ability to meet or exceed functional requirements in Appendix A
- System architecture, security, integrations, and scalability
- User experience for employees, supervisors, and administrators

3. Implementation Approach – 15%

- Implementation timeline and resource requirements
- Project management methodology
- Training approach and change-management support

4. Pricing Proposal – 25%

- Total cost of ownership (initial + recurring costs)

- Transparency and completeness of pricing forms
- Cost-effectiveness for both Option A and Option B

5. Support Model & Ongoing Services – 10%

- Help desk availability and service levels
- Responsiveness and customer success model
- Included vs. optional support services

7.2 Evaluation Process

The evaluation will occur in the following steps:

1. **Initial Compliance Review** – Verification of required submissions.
2. **Committee Scoring** – Independent scoring by evaluation committee members.
3. **Consensus Review** – Committee meets to establish combined score.
4. **Vendor Presentations / Demonstrations (Optional)** – If requested.
5. **Final Ranking** – Vendors ranked by total weighted score.
6. **Recommendation for Award** – Submitted to the Board of Mayor & Aldermen for approval.

7.3 Interviews or Demonstrations

The City may invite shortlisted vendors to conduct:

- System demonstrations tailored to City use cases
- Q&A sessions with subject-matter experts
- Clarification meetings to evaluate solution fit

Participation in interviews or demos do not guarantee award.

7.4 Best-Value Determination

The City may select the proposal that represents the **best overall value**, which may not be the lowest-priced proposal. Factors such as long-term sustainability, support quality, and risk mitigation will be considered.

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8. Appendices

The following appendices provide required forms, worksheets, and structured templates that vendors must complete and submit as part of their proposal package. Each appendix forms an integral component of the evaluation and contracting process. Vendors are responsible for reviewing all appendices in full and ensuring accurate, complete submission.

Appendix A – Functional Requirements Worksheet A detailed checklist where vendors indicate system capability levels (OOB, Configuration, Customization, Not Supported).

Appendix B – Vendor Questionnaire A structured set of questions regarding vendor background, system details, implementation practices, and support capabilities.

Appendix C – Pricing Proposal Form A standardized pricing template requiring full disclosure of licensing, implementation, training, recurring fees, and optional services for both pricing models.

Appendix D – Title VI Information Form A compliance form required under Title VI of the Civil Rights Act documenting nondiscrimination practices.

Appendix E – Business Tax & License Affidavit Certification of the vendor's valid Tennessee business license and compliance with state requirements.

Appendix F – Purchasing Compliance Requirements Summary A mandatory acknowledgment of compliance with City procurement policies, conflict-of-interest rules, non-collusion regulations, and E-Verify participation.

Appendix G – Insurance Requirements Minimum coverage levels required for contracting with the City, including general liability, workers' compensation, cybersecurity, and technology liability.

Appendix H – Draft Contract & Non-Collusion Statement A draft contract outline and a required signed statement affirming the vendor's proposal is submitted without collusion.

Appendix A – Functional Requirements Worksheet

Vendors must complete the worksheet below by selecting one of the following for each requirement: **Supported Out-of-the-Box (OOB), Supported with Configuration, Supported with Customization, or Not Supported**. Comments may be added for clarification.

A.1 – Core HR & Employee Records

- Employee profile management (fields, attachments, history)
- Document retention and expiration alerts
- Position and classification tracking
- Organizational charting and hierarchy management
- Configurable workflows for employee actions (hires, transfers, promotions)

A.2 – Time & Attendance

- Web-based and mobile time entry
- Configurable approval workflows
- Automated FLSA-compliant overtime calculations
- Leave management, accrual automation, and carry-over rules
- Shift differentials and multiple pay codes

A.3 – Recruitment & Onboarding

- Applicant Tracking System (ATS)
- Job posting and requisition approval workflows
- Screening and ranking tools

- Background check integrations
- Electronic onboarding packets and digital signatures

A.4 – Benefits Administration

- Open enrollment management
- Eligibility rules for full-time, part-time, seasonal, and probationary employees
- Carrier file exchange support (EDI/XML/CSV)
- Employee self-service enrollment and dependent management

A.5 – Performance Management

- Goal setting and tracking
- Multi-stage review cycles
- Performance documentation archive
- Supervisor evaluation workflows

A.6 – Reporting & Analytics

- Standard and ad-hoc reporting
- Custom report builder
- Dashboard analytics
- Export formats: Excel, CSV, PDF

Appendix B – Vendor Questionnaire

Vendors must answer all questions thoroughly and accurately.

B.1 – Company Background

- Legal company name, headquarters, and years in business
- Number of customers using your HRIS solution
- Number of public-sector clients and references
- Most recent annual financial summary or statement of stability

B.2 – Product Information

- System architecture (cloud SaaS, hosted, on-premise)
- Frequency of major system updates
- Mobile app capabilities and supported platforms

B.3 – Data Security & Compliance

- Description of cybersecurity framework (e.g., SOC 2, NIST)

- Data encryption practices (in transit and at rest)
- Backup frequency, redundancy, disaster recovery RTO/RPO
- Compliance with TCA data protection requirements

B.4 – Implementation Approach

- Typical timeframe for agencies with 200–300 employees
- Breakdown of implementation phases
- Data migration process and expected client responsibilities
- Onsite vs. remote availability

B.5 – Support Model

- Support hours and response-time commitments
- Ticketing system overview
- Dedicated account management availability

B.6 – References

Provide **three** comparable municipal or utility clients with contact information.

Appendix C – Pricing Proposal Form

Vendors must submit complete pricing for:

- **Option A:** 250 employees (City-wide)
- **Option B:** Division-based counts (95 / 60 / 95)

C.1 – Licensing Costs

- Base subscription fees
- User tier pricing or per-employee cost
- Optional module pricing

C.2 – Implementation Costs

- Configuration & setup
- Data migration
- Project management
- Testing & go-live support

C.3 – Training Costs

- Administrator training
- End-user training

- Onsite vs. virtual pricing options

C.4 – Annual Recurring Fees

- Hosting and infrastructure
- Ongoing support & maintenance
- Release management and upgrades

C.5 – Optional Services & Enhancements

- Payroll module
- Advanced analytics & dashboards
- Mobile platform enhancements

Appendix D – Title VI Information Form

Vendors must complete this form in accordance with **Title VI of the Civil Rights Act of 1964**. Required fields include:

- Non-discrimination assurances
- Ownership status (minority-owned, woman-owned, disadvantaged business, etc.)
- Title VI compliance certifications

Appendix E – Business Tax & License Affidavit

Vendors must certify:

- Compliance with Tennessee business license requirements
- Possession of a valid business license
- Disclosure of any exemptions or special statuses

Appendix F – Purchasing Compliance Requirements Summary

Vendors must certify compliance with:

- City of Lexington procurement policies
- State conflict-of-interest laws

- Non-collusion requirements
- Federal and state labor regulations
- **E-Verify enrollment (required by TCA)**

Appendix G – Insurance Requirements

Vendors must provide proof of insurance meeting the following minimum standards:

- General Liability: **$1,000,000 per occurrence**
- Workers' Compensation: **Statutory limits**
- Cybersecurity/Data Breach Coverage: **$1,000,000** minimum
- Technology/Professional Liability: **$1,000,000**

Policies must name the **City of Lexington** as an additional insured where applicable.

Appendix H – Draft Contract & Non-Collusion Statement

The final contract will be negotiated with the selected vendor. At minimum, it will include:

- Scope of work and deliverables
- Pricing schedules
- Service Level Agreements (SLAs)
- Termination, renewal, and amendment clauses
- Data ownership, privacy, and cybersecurity requirements
- Indemnification provisions

Vendors must sign a **Non-Collusion Statement** affirming that:

- Their proposal is genuine and submitted without collusion
- No attempt was made to restrict competition

AI Assistance Disclaimer

This RFQ/RFP document was developed with the assistance of artificial intelligence tools to support drafting, formatting, and content organization. All information contained herein has been reviewed and approved by the City of Lexington.

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