



Payroll System RFP (Request for Proposal) Template

This Request for Proposal (RFP) template is designed to help HR leaders and procurement teams evaluate payroll system vendors. It outlines key requirements and provides a structured way to compare providers on compliance, integration, cost, and service quality.

1. Company Overview

- - Provide a brief overview of your company, size, industry, and geographic footprint.
- - Describe your current payroll process and system (if applicable).
- - Outline your objectives for selecting a new payroll provider.

2. Vendor Information

- - Company name, headquarters, and years in business.
- - Number of employees and clients.
- - Experience in serving companies of our size and industry.
- - Client references (similar size/industry).

3. Functional Requirements

- - Payroll processing (frequency, multi-state, international).
- - Time and attendance integration.
- - Employee self-service portal (mobile/web).
- - Direct deposit, paycards, and paper check capabilities.
- - Tax filing and compliance management.
- - Support for multiple pay groups, unions, contractors, etc.

4. Compliance and Security

- - Describe compliance with federal, state, and local payroll regulations.
- - Detail how tax filings and updates are managed.
- - Explain data security protocols (encryption, SOC audits, GDPR compliance).
- - Provide business continuity and disaster recovery policies.



5. Technology and Integration

- - System architecture (cloud-based, on-premise, hybrid).
- - Integration with HRIS, benefits, and time tracking systems.
- - Single sign-on and API availability.
- - Customization and reporting capabilities.

6. Implementation and Training

- - Typical implementation timeline and process.
- - Data migration support from legacy systems.
- - Training provided for administrators and employees.
- - Change management support and documentation.

7. Support and Service Levels

- - Support model (phone, chat, email, dedicated rep).
- - Support availability (hours, time zones).
- - Service level agreements (response and resolution times).
- - Ongoing account management and check-ins.

8. Pricing

- - Provide a clear breakdown of pricing (per employee, per pay cycle, flat fees).
- - One-time implementation fees.
- - Optional modules or add-ons.
- - Contract terms and renewal process.

9. Evaluation Criteria

- - How will your company meet our objectives?
- - What differentiates your solution from competitors?
- - Provide ROI examples or case studies.

10. Submission Instructions

- - Deadline for submission.
- - Format of proposal (PDF, Word, etc.).
- - Contact information for submission and follow-up questions.