

Payroll Outsourcing Services  
DuPage County  
RFP 22-108-HR



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## 1. Cover Letter

Attn: Margaret Ewing, Chief Human Resources Officer

OnActuate Consulting U.S. Inc. (OnActuate) welcomes the opportunity to respond to the DuPage County's (County) RFP for Payroll Outsourcing Services. OnActuate is a leading Microsoft-certified Cloud Solution Provider (CSP) and a Gold level partner of Microsoft Dynamics 365 and, and a certified Ceridian partner.

At OnActuate, our goal is to present the best solution to meet your specific needs. In some cases, that requires working with a partner to provide the full breadth of functionality that you require. OnActuate is very selective about the partners that we work with. In addition to having the technical solution our clients require, we also ensure that our partners work under the same core values that we do. We put our employees and our clients first and we look for partners that live those same values. Ceridian is a great example of a company that is intentional about culture and about being people centred.

It is understood that the County is seeking to replace its Human Capital Management (HCM) systems with a user-friendly and integrated system. Simplification and amalgamation of the various payroll applications currently in place at the County, will streamline the payroll operations and provide efficiencies. We propose Ceridian Dayforce which will not only solve your current payroll limitations but also provide you with a system that adapts to your changing requirements in the future. Ceridian has the added advantage of providing outsourcing services. OnActuate will also be responding to DuPage's RFP 22-107-HR. DuPage has the option to utilize Ceridian Dayforce software with or without managed services, but in either scenario, Dayforce will provide you with all the functionality you require to streamline and enhance your HR and Payroll processes.

Please note that this response assumes that you will be utilizing Ceridian Dayforce and the implementation project for the software has been completed (as per the scope in RFP 22-107-HR). This proposal is for the managed services post-implementation only.

We acknowledge the receipt of addendums and look forward to the opportunity of engaging with the County to discuss our proposed solution and services.

This proposal includes information that may not be duplicated, used, or disclosed outside DuPage in whole or in part, for any purpose other than to evaluate this proposal. This Proposal includes trade secrets or other proprietary data. We have marked as confidential information about our current customers and our pricing.

Sincerely,

A handwritten signature in black ink, appearing to read "D Knudson", is positioned above the typed name.

**Dustin Knudson** | Vice President of Global Sales – State and Local Government

**Phone:** +1.701.870.7690

**Email:** [dustin.knudson@onactuate.com](mailto:dustin.knudson@onactuate.com)



## 2. Firm Qualifications

### 2.1. Firm's Qualifications

OnActuate is a Global Information Technology and Consulting Firm. Currently, in our 10th year of providing Dynamics 365 and Ceridian solutions and business applications. OnActuate has 145 employees worldwide. We have a specific focus and practice supporting the Public Sector in North America. We have a strong public sector presence in the U.S. with key clients such as the Washington State Department of Labor and Industries, Washington State Employment Security Department, City of Columbus, Truckee Meadows Water Authority (City of Reno), Capital Metro, and Prosper Portland.

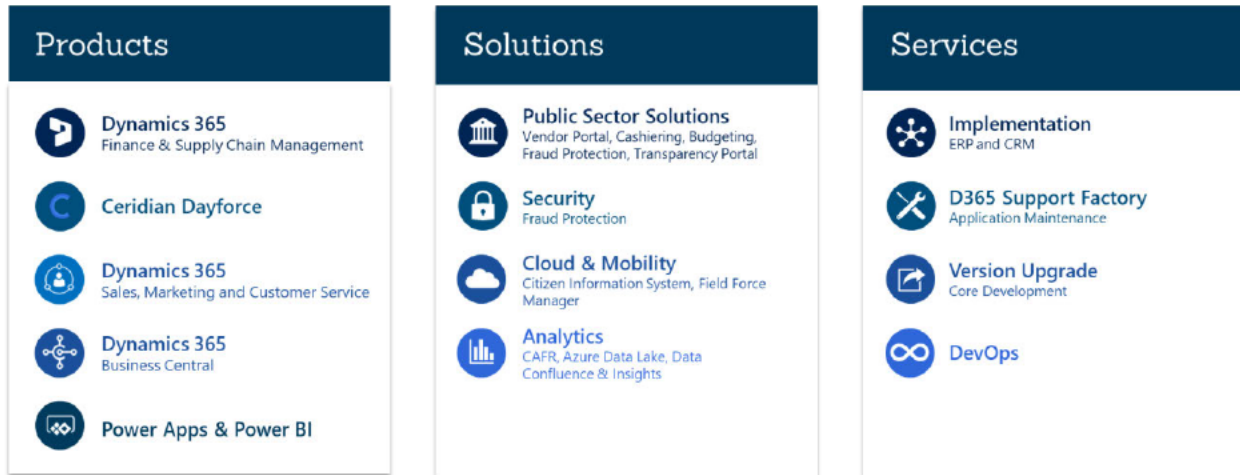


Figure: Our Public Sector Key clients

Our U.S. head office is located in Seattle. We have offices in various locations across the globe including such, including Toronto, Seattle, Panama, Delhi NCR, Mumbai, and Singapore. OnActuate has also been awarded a General Services Administration Schedule (GSA) Contract based on the depth of expertise in implementing solutions successfully for profile government clients. This further establishes us as a trusted resource for government buyers. Every GSA contract holder has access to online GSA systems, including GSA Advantage. OnActuate has also been certified as a Great Place to Work in Canada and India after a thorough, independent analysis conducted by Great Place to Work Institute®.

Our goal is to work with our clients to fully understand their requirements and future state objectives. We provide solutions to fit complicated scenarios, increase visibility for top management through analytics and dashboards, and enhance productivity for all staff. With our proven record of expertise and knowledge, we offer an exceptional level of service, quality, and commitment through all phases of our projects and ongoing support and maintenance services.

OnActuate adheres to a 'people-first approach' with a broad array of services to support enhancing client productivity while keeping your employees and stakeholders satisfied, motivated, and driven to achieve results. Our focus and experience in the Public Sector enable us to better meet clients' needs while minimizing risk and lowering implementation costs. Our broad range of services includes, but is not limited to – Business Consulting, Technology Consulting, Training & Ongoing Technical Support, Global Solution Rollouts, and Solution Development.



**Figure: Our Solutions and Services**

Ceridian is a global human capital management (HCM) software company, serving over 5.1 million Dayforce users and supporting over 160 countries. Ceridian is a culture-driven organization that combines start-up agility and innovation with deep domain and operational excellence. Ceridian combines the best of start-up and corporate culture to offer best-in-class technology and service.



Ceridian Dayforce is an always-on people platform for the global workforce that combines human resources, payroll, benefits, workforce management, and talent management capabilities in a single solution. Dayforce helps organizations manage the entire employee lifecycle, from recruiting and onboarding, to paying people and developing their careers.

Ceridian provides solutions for organizations of all sizes, from small businesses to global organizations. Ceridian’s brand promise is “**Makes Work Life Better**”. Ceridian deliver on that promise by living their values, which are customer focus, shared ambition, agility, equity, optimism, and transparency.

**2.2. Key Differentiators**

HCM Practice at OnActuate is staffed with experienced resources and as stated, our HCM knowledge is deep. We are committed to making your implementation as smooth as possible and will invest the time and resources required to provide a personalized and successful experience.

1. We are system integrator specialists. Our extensive Microsoft experience has enabled us to refine our integration skills and tools and provide seamless access to information in other systems as required by our clients.
2. We focus on providing our clients with reports, analytics and dashboards that make their lives easier. The meaningful presentation of data can be complex, and it is our goal to make sure all users and stakeholders get the information they need to do their jobs efficiently.
3. In addition to our HCM skills and experience, we have a variety of technical skills that can be utilized for this project as required, or to meet future requirements.



2.3. [Redacted]

[Redacted]

1. [Redacted]

2. [Redacted]

3. [Redacted]



[Redacted text block]

4.

[Redacted text block]

5.

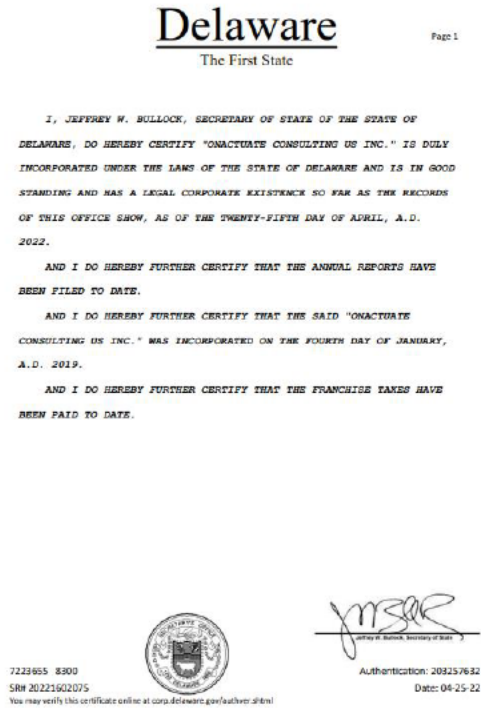
[Redacted text block]



## 2.4. Copy of Documents Supporting Firm's Expertise

OnActuate Consulting U.S. Inc was incorporated in January 2019 in the State of Delaware. Please find the incorporation certificate in the image below.

Our Tax ID for OnActuate Consulting U.S. Inc. is 37-1927539.







2.5. References Similar in Size and Scope to the County

1. [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]
2. [REDACTED]  
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[REDACTED]  
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3. [REDACTED]  
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CONFIDENTIAL



### 3. Key Qualifications

OnActuate has a 100% successful track record for solution implementations. Our projects have primarily been on cloud platforms and are complemented by our robust managed services offering that meets clients’ post-implementation support needs. Currently, in our 10<sup>th</sup> year of providing technology solutions, we have over 145 consultants who specialize in Microsoft and Ceridian solutions. Our consultants come with a vast experience in working with clients with similar scope and size as the County.

The County seeks to optimize the human resources and payroll processes by transitioning to a cloud-based solution delivering ease of integration and streamlined workflow via a proven platform. Ceridian Dayforce will enable the County to engage the modern workforce from pre-hire to retire. Dayforce is designed to meet the needs of all worker types – salaried, hourly, contract, and beyond. It eases the human resources and payroll burden and frees up the staff to spend more time on activities that engage and inspire workers. As mentioned previously, this response assumes that the implementation of Ceridian Dayforce is complete (as per RFP 22-107-HR).

We are among Ceridian’s trusted group of qualified partners that are available to assist customers before, during, and after implementation. As an implementation partner, we offer a holistic service portfolio to transform HR processes into a successful HCM software deployment. Our project management approach and implementation methodology focus on reducing risk, lowering cost, and supporting one-time timely implementation projects. OnActuate utilizes our experience with Microsoft and Ceridian Dayforce to provide clients with comprehensive dashboards and analytical tools that help clients make the best use of their data from all areas of the system. For example, our tools and dashboards can be used to monitor and forecast position budgets by utilizing budget information from finance and Labor costs from payroll.

#### 3.1. Proposed Team

The implementation of Ceridian Dayforce (including the project team requirements) is addressed under our response to RFP 22-107-HR.

The following is a list of roles and responsibilities which compares responsibilities both with and without outsourcing/managed services:

		SaaS	Managed
General	Client policies	Customer	Customer
	Oversight and approvals	Customer	Customer
	HR/ employee data maintenance	Customer	Customer
	Creation of administration processes and controls	Customer	Ceridian
	Administration team staffing and training	Customer	Ceridian
	Business event planning and activity execution	Customer	Ceridian
Payroll	Creating payroll schedules	Customer	Ceridian
	Data auditing and reasonability checks	Customer	Ceridian
	Payroll processing	Customer	Ceridian
	Off-cycle processing	Customer	Ceridian
	Overpayments and escheatment	Customer	Ceridian
	Garnishment administration	Customer	Ceridian
	Year-end planning and execution	Customer	Ceridian
	Payment processing	Ceridian	Ceridian
	Tax filing	Ceridian	Ceridian



	SaaS	Managed	
<b>Benefits</b>	Benefits program design and negotiations with carriers	Customer	Customer
	Enrollment processing for life status events	Customer	Ceridian
	Coordinate termination of coverage with COBRA carrier	Customer	Ceridian
	Review/resolve carrier discrepancies	Customer	Ceridian
	Manual or urgent carrier discrepancies	Customer	Ceridian
	Nearing Age Dependent notifications (varies by country/province)	Customer	Ceridian
	Carrier feed management	Customer	Ceridian
	Evidence of Insurability (EOI)	Customer	Ceridian
<b>Support</b>	<b>For employers:</b>		
	Testing and upgrade support for in-scope modules	Customer	Ceridian
	Hosting and general application maintenance	Ceridian	Ceridian
	Toll-free support number	Ceridian	Ceridian
	Online support portal & ticketing system available 24/7	Ceridian	Ceridian
	<b>For employees (additional):</b>		
Employee Call Centre for questions related to payroll or benefits	Customer	Ceridian	



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## 4. Project Understanding

### 4.1. Firm's Understanding of Scope of Services, Approach, Project Plan and Schedule

We understand the scope of services of the County is to provide Payroll Outsourcing Services.

There are 4 main areas encompassed in Managed Services:

1. Managed Payroll
2. Managed Benefits
3. Account Governance
4. Employee Contact Center (optional)

#### **Managed Payroll**

Managed Payroll includes the following key components:

- Payroll processing, audits and reconciliations
- Off-cycle payment support
- Employee hires, terminations, and change processing
- Garnishment administration
- Quarter/Year-end planning and execution

#### **Managed Benefits**

Managed Benefits includes the following key components:

- Standard audits
- Life Event Verification
- Review/resolve carrier dependencies
- Carrier updates
- Dependent status monitoring and near-age notifications
- COBRA processing
- Evidence of insurability (EOI)

#### **Account Governance**

Account Governance includes the following key components:

- Clearly defined roles and responsibilities
- Open lines of communication
- Global follow-the-sun support coverage

#### **Employee Contact Center**

Employee Contact Center provides the following services:

- Toll-free support number
- Respond and resolve employee inquiries
- Live support available in English, Spanish and French
- Additional language support available with translator services



Ceridian Dayforce is a SaaS-based application hosted on Microsoft Azure platform. No additional hardware is required to operate the application. The application is available to access via a web browser or mobile app.

As previously mentioned, this proposal assumes that Ceridian Dayforce has been implemented as per RFP 22-107-HR.

#### 4.2. Ongoing Management

OnActuate will also be responding to DuPage's RFP 22-107-HR for Payroll and Human Resource Software.

Whether DuPage utilizes managed/outsourced services or not, day-to-day payroll support will be accessed directly from Ceridian.

As a Ceridian partner, OnActuate can also provide ongoing services. Our resources will be familiar with your specific configuration and can assist with tasks such as:

- Training and training rollout
- Mass hires and terminations and other mass data loads
- Complicated configuration (entitlements, benefits, etc.)
- Integration to other systems
- Report creation and/or assistance

Ceridian Customer Support has coupled modern SaaS product support with deep domain knowledge for the success of our customers. We listen with empathy, deliver satisfaction, and empower our customers to achieve their ROI and efficiently run their business.

**Pod support model: Best of both worlds:** We built our support model by listening to our customers. They said their support rep should be there when needed; respond quickly; and act proactively in their best interest. All public sector customers are combined into distinct public sector support pods with distinct managers. This differentiated support model allows us to build strong relationships with clients and provide public sector specific support which understands the unique needs of the vertical.

Within each Pod you can expect:

- **Deep domain knowledge** as a result of continuous training, and our rigorous four certification programs.
- **Thoughtful analysis**, as we measure our accuracy, responsiveness, and overall delivery. Additionally, we analyze the number and types of tickets by each customer to help isolate root causes, make training recommendations and adjustments, and produce customer facing collateral that enables to take greater ownership of the solution.
- **Voice of the customer** – our teams have multiple listening avenues to collect real time feedback from our customers to drive continuous improvements. Real time Net Promoter Scores (NPS) sends our senior leadership team feedback as soon as it is received.
- **Use of predictive technologies** so that support is proactive, not reactive with more than 400 automatic audits which perform transactional and configuration analysis. To identify errors and exceptions to trigger proactive contact and avoid downstream impacts. One example is our payroll commit audit which will flag exceptions to the historical patterns and pay schedules that create risk. We will call the customer proactively.



**Process for support requests:** Based on our customer’s recommendations, Ceridian provides options that allow individuals to make a case-by-case choice on how they communicate their service request.

- The Dayforce Customer Community is a SaaS-based online portal, where customers can submit and monitor their requests through resolution. Customers can also monitor their peer’s requests if they are out of the office.
- Ceridian also has toll-free support numbers which customers can use as a convenient alternative to the online portal. If support is unable to resolve their issue while on the phone with the customer, they will create a support ticket on their behalf for further investigation.

**4.3. Performance Metric Guarantees**

Ceridian offers 99.75% guaranteed uptime. Further, SLAs can be discussed at a later stage. Ceridian has a dedicated hosting and performance team that performs regular benchmark testing for common user interactions. The team performs regular testing and benchmarking for application performance and is constantly implementing ways to improve the speed and efficiency of the application. With respect to payroll, our most recent benchmark revealed a calculation speed of 30 milliseconds per employee. The payroll close and full payroll processing can be completed in less than 10 minutes. With respect to reporting, the average time to generate a report is approximately 30 seconds. With respect to screen navigation, Dayforce provides sub second response time. It is important to note, however, that page load times are completely contingent on the customers’ internet environment.

In a managed services environment, the following performance indicators apply:

KPI	Target	Achieved	Exceeded
Payroll timeliness	99.5%	✓	✓
Payroll accuracy	99.5%	✓	✓
Timeliness of interface delivery (Benefits)	98.5%	✓	✓

**Figure: Managed Services**

KPI	Target	Achieved	Exceeded
First contact resolution	80.0%	✓	✓
Speed of response <sup>1</sup>	80.0%	✓	✓

**Figure: Employee Contact Centre**

**4.4. Sample Incident Reports**

As mentioned above, Ceridian has a dedicated application performance team who evaluates the performance of the application on a regular basis. We leverage both industry-standard and innovative tools that give us insight into customer usage of the system and identify issues before they happen. We use Pingdom for website monitoring and PRTG for internal reporting. These tools work together to provide insights into system performance and disruptions. Notifications are triggered based on internal metrics allowing our team to proactively resolve any issues without impact on our customer environments. We also have a Security and Privacy Incident Response Policy that requires that security incidents are recognized, acted upon, escalated, and resolved in a consistent, timely, repeatable, and reliable manner.

**4.5. Proposed Procedures for Internal Problem Escalation and Process of Notification**

For issues of application performance, notifications are triggered based on internal metrics allowing the Ceridian’s team to proactively resolve any issues without impact on our customer environments. In addition, we use



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predictive technologies to enable proactive support. We leverage the visibility we have into our customer environments to better understand what is happening and then we build tools to help us address some of the challenges we see. This innovative approach to support our customers that sets us apart from the competition. Ceridian is not just here to answer the customers' questions when they have a problem. We also help in detecting and preventing problems before they occur.

One example of using data and technology to proactively identify potential problems is the payroll commit dashboard, where automatic system audits identify exceptions in the payroll commit process and trigger proactive contact. Our utilities evaluate the pay schedule and the historical patterns to flag exceptions that create risk. We call the customer proactively.

There are also more than 400 automatic audits which perform transactional and configuration analysis. Potential configuration errors are identified to avoid downstream errors in critical processes. Finally, we have a rigorous privacy incident management process which provides for early detection and appropriate management of incidents to closure, including containment, prompt notification to customers as per our contractual terms, investigation, and formulation of action plans to prevent reoccurrence.