

RESOLUTION
of the
BOROUGH OF NEW PROVIDENCE
Resolution No. 2017-212

Council Meeting Date: 08-14-2017

Date Adopted: 08-14-2017

TITLE: RESOLUTION AUTHORIZING AGREEMENT BETWEEN THE BOROUGH OF NEW PROVIDENCE AND PRIMEPOINT, FOR PAYROLL SERVICES

Councilperson Kapner submitted the following resolution, which was duly seconded by Councilperson Muñoz.

BE IT RESOLVED by the Mayor and Council of the Borough of New Providence, in the County of Union and State of New Jersey, that they do hereby approve and authorize an agreement between Primepoint and the Borough of New Providence, and they do further authorize and direct the Mayor and Borough Clerk to execute same on behalf of the Borough of New Providence.

APPROVED, this 14th day of August, 2017.

RECORD OF VOTE

	AYE	NAY	ABSENT	NOT VOTING
GALLUCCIO	X			
GENNARO			X	
KAPNER	X			
MADDEN			X	
MUÑOZ	X			
ROBINSON	X			
MORGAN			TO BREAK COUNCIL TIE VOTE	

I hereby certify that the above resolution was adopted at a meeting of the Borough Council held on the 14th day of August, 2017.

Wendi B. Barry, Borough Clerk

Payroll RFP: Analysis Summary

The Borough issued a Request for Proposal (RFP) for Payroll Processing Services on May 10, 2017. The Borough has utilized Paylocity's WebPay/WebTime product since April 2011. Over the past year plus, we have experienced abysmal customer service and inaccurate assumptions which have required additional hours by our staff to resolve. A change in providers is needed in order to ensure accuracy and make improvements in the payroll/time management process. January 1, 2018 is the target date for the transition.

Inquiries and/or responses were received from the following vendors:

- Action Data Services (ADS)
- Automatic Data Processing (ADP)
- Paychex
- Paycom
- Primepoint
- Unicorn HRO

Our current vendor, Paylocity, was informed of the RFP but did not respond in any manner. ADS did not meet our requirements and ADP declined to respond due to confidentiality issues.

Vendor demonstrations were made by the last 4 vendors. Attached is a spreadsheet which documents key points of each vendor's response/demonstration.

Each product demonstrated will meet the Borough's needs. Most vendors offer a modular product so a client may 'pick and choose' what suits their needs. The Borough's banking partner, Investors Bank, pays a significant part of the Borough's payroll costs (previously \$16,500/year but increased to \$24,000/year with new agreement; 2016 costs were approximately \$24,000). Therefore, although cost is a determining factor it is mitigated by Investor's contribution. Unicorn HRO was eliminated due to their higher costs.

The remaining 3 vendors are reasonably similar in costs. All are similar in approach: cloud-based, single database, dedicated customer service representative. NJ municipalities have unique processing requirements (pension, Chapter 78, SUI Reimbursable, etc.). The Borough needs a payroll partner who is well-versed in these nuances. Paychex and Paycom have limited experience in this market; Primepoint has developed this market as a niche specialty.

All 3 products have an Employee Self-Service portal as well as the ability to record time worked (Time & Labor Management) via a mobile device. We have made significant moves to have our employees manage their information and to eliminate paper timesheets. The Borough must not 'give-up' anything in these areas when moving to a

new provider. The Paychex and Paycom products have a sleeker appearance (similar to Paylocity) than Primepoint, but all seem to be reasonably intuitive.

References contacted were all satisfied with their respective provider and the conversion effort. Primepoint clients consistently commented on the strength of the customer service (huge plus, bend over backwards, immediate resolution). Several GSMJIF members are Primepoint clients and they recommend them as well. Primepoint seeks to engineer solutions with their clients. The Borough needs a partner, not just a provider. The 3 remaining vendors would all provide a satisfactory solution. Primepoint has the advantage in the customer service and NJ government market and for these reasons is the recommended solution.