



## **Request for Information for Payroll System & Implementation Services**

### **Request of Proposals No.: RFI 2025-01**

Issued: August 13, 2025

Submission Deadline: **September 5, 2025, 12:00 noon Alberta Time.**

RFI Contact: Amber Ouellette

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Email: [ambero@crossfieldalberta.com](mailto:ambero@crossfieldalberta.com)

Posted to: Alberta Purchasing Connect at [www.purchasingconnection.ca](http://www.purchasingconnection.ca)  
Town of Crossfield website at [www.crossfieldalberta.com/p/opportunities](http://www.crossfieldalberta.com/p/opportunities)

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## 1.0 INTRODUCTION

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The Town of Crossfield is seeking information from qualified vendors regarding the provision and implementation of a modern payroll system. This Request for Information (the "RFI") is intended to identify potential solutions, understand market capabilities, and gather details related to costs, timelines, functionality, integration capabilities, and implementation support. This RFI is for information-gathering purposes only and will not result in a contract award.

## 2.0 BACKGROUND

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The Town of Crossfield is a growing municipality located in Alberta. Our current payroll system is a hybrid of manual and outdated processes that no longer meet the operational needs of our organization. Key characteristics of the existing system include:

- **Manual Timesheet Entry:** Employee work hours are tracked using paper timesheets, which are manually entered by administrative staff for processing.
- **Outdated ERP Functionality:** Payroll is processed through an outdated Enterprise Resource Planning (ERP) system that lacks the automation, integration, and reporting capabilities required for efficient and accurate payroll management.

This current setup is resource-intensive, prone to errors, and does not support modern payroll practices such as self-service, automated calculations, or real-time reporting.

We are exploring solutions to modernize payroll processing, enhance employee experience, and improve compliance and reporting capabilities.

The Town processes payroll for approximately 80 employees, including full-time, part-time, and casual staff. The Town's payroll includes hourly and salaried employees, with monthly and semi-monthly pay periods and benefits administration responsibilities.

## 3.0 OBJECTIVE

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Through this Request for Information, the Town aims to:

- Understand available payroll system solutions in the market.
- Assess implementation strategies and timelines.
- Identify system capabilities for integration with accounting and HR systems.
- Understand pricing models, licensing, and support services.
- Evaluate options for secure, cloud-based or on-premises systems.
- Explore functionality for self-service, reporting, and legislative compliance (e.g., CRA, T4s, WCB, ROEs, etc.).
- Understand how vendors address data security, risk management, and business continuity.

## 4.0 GENERAL INFORMATION & SCOPE OF WORK

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The Town is interested in solutions that include, but are not limited to:

### A. Core Payroll Features

- Employee records and pay profiles
- Time and attendance management
- Salary and wage processing
- Deductions, benefits, and remittances
- CRA remittances and compliance
- Year-end processing (T4s, ROEs, etc.)
- Retroactive pay and adjustments
- Vacation and leave tracking
- Direct deposit and paystub access

### B. Pension Administration

- Calculate and deduct employee pension contributions according to plan rules and applicable earnings thresholds.
- Track and report pensionable service, earnings, and contributions for multiple pension plans

### C. Integration & Compatibility

- Integration with municipal financial systems (Muniware/Catalis, or similar)
- Compatibility with HR systems, if separate
- API availability or other integration methods

### D. Security & Risk Management

- Data protection and encryption protocols
- Role-based access controls
- System availability and recovery plans
- Compliance with Canadian data residency and privacy laws

### E. Implementation & Support

- Project management and implementation approach
- Data migration and testing
- Training for staff and administrators
- Ongoing technical support and service levels

### F. User Access & Experience

- Employee self-service portal (e.g., paystubs, tax forms)
- Mobile access options
- Manager approval workflows

## 5.0 REQUESTED INFORMATION

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Respondents are requested to provide the following:

### **A. Company Overview**

- Corporate background and experience
- Client base in municipal/local government sector

### **B. System Description**

- Overview of the payroll solution
- Deployment options (cloud, on-premises, hybrid)
- Technical requirements

### **C. Implementation Approach**

- Timeline estimates
- Project management methodology
- Resource requirements (from Town and vendor)

### **D. Functionality Overview**

- Summary of features relevant to the Town's needs
- Reporting and analytics capabilities
- Employee and manager self-service features

### **E. Security and Risk Management**

- Information security certifications
- Business continuity plans
- Compliance with Alberta/Canadian regulations

### **F. Integration Capabilities**

- Current or past integrations with municipal systems
- APIs, data exchange formats supported

### **G. Cost Estimate**

- High-level pricing model (licensing, implementation, support and software upgrades)
- Any assumptions or pricing tiers

### **H. Client References**

- At least two municipalities or public sector clients using your payroll system
- Contact information (with permission)

## 6.0 SUBMISSION INSTRUCTIONS

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Information package specifically marked "Payroll System and Implementation Service" shall be received via email by the following:

Town of Crossfield, Attention Amber Ouellette,  
1005 Ross Street, P.O Box 500, Crossfield, Alberta T0M 0S0

Submissions must be:

- Received electronically by Town of Crossfield by the stated closing time at [ambero@crossfieldalberta.com](mailto:ambero@crossfieldalberta.com).
- Or received electronically by submitting a USB Flash Drive within a clearly marked envelope to the Town office by the stated closing time.
- Acceptable submission formats include PDF or Word documents, maximum 20 pages
- Emailed submissions must be under 20 MB to be received.
- Late, faxed, or electronic proposal packages will not be accepted.
- Submission Deadline: **September 5, at 12 noon Alberta time**

Quoted prices are to be in Canadian dollars and should not include GST.

## 7.0 QUESTIONS AND CLARIFICATION

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All inquiries pertaining to this RFI shall be directed in writing to Amber Ouellette at [ambero@crossfieldalberta.com](mailto:ambero@crossfieldalberta.com) by **2:00 p.m. Alberta Time August 26, 2025**. Responses will be posted as addenda by 4:00 pm Alberta Time August 28, 2025.

It is the responsibility of the respondent to examine all the documents comprising this RFI and seek clarification or additional information on any matter it considers to be unclear.

## 8.0 DISCLAIMER

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This Request for Information (RFI) is issued for the purpose of gathering information to assist the Town of Crossfield in understanding available payroll system solutions and implementation approaches. This RFI does not constitute a solicitation or a promise to issue any subsequent procurement process such as a Request for Proposal (RFP), nor will it result in the award of any contract.

Responding to this RFI is entirely voluntary and does not entitle any vendor to any contractual or other rights with the Town. The Town will not reimburse any costs incurred by vendors in responding to this RFI or in participating in any follow-up meetings or discussions.

The Town reserves the right to use or not use any of the information received and may proceed with a separate and competitive procurement process at its sole discretion. Any future

procurement will be subject to its own terms and conditions, and vendors will be required to formally respond to any subsequent RFP, RFQ, or other solicitation if they wish to be considered.

Protection of Privacy Act (POPA): All submissions become the property of the Town, and as such are subject to the provisions of the Protection of Privacy Act. Submitters who wish to ensure particular parts of their submission are protected from disclosure under the Act should specifically identify any information provided with their submission that constitute trade secrets, and that are supplied in confidence, and the release of which could significantly harm their competitive position. Information that does not meet all three of the foregoing categories may be subject to disclosure to third parties. Please refer to the Protection of Privacy Act for further information.