

Request for Proposal

Payroll & HR Platform

April 22, 2026

Louisville Tourism

401 West Main Street, Suite 2300
Louisville, Kentucky 40202



Introduction

Purpose

The Louisville & Jefferson County Visitors & Convention Commission, doing business as Louisville Tourism, is requesting Proposals for a Payroll and HR Platform. Using this Request for Proposals (“RFP”), Louisville Tourism intends to contract with a vendor who will be available to provide the product or service during the contract term. Louisville Tourism may select and contract with one or more vendor(s) to provide all products or services described in the Scope of Services.

Vendors interested in assisting Louisville Tourism with the product or service as defined above must prepare and submit a response in accordance with the Submission Requirements and Procurement Schedule in this RFP. Louisville Tourism will review proposals from those vendors that submit a proposal, which includes all information required to be included as described herein.

Definitions

“**Respondent(s)**” refers to the interested individual(s) and/or firm(s) that submit a response to this Request for Proposal.

“**RFP**” refers to this Request for Proposals, including any amendments, supplements or addendums thereto.

“**Proposal**” refers to the complete responses to this RFP submitted by the Respondent(s).

Business Overview & Background

Overview of Louisville Tourism

Louisville Tourism was formed under the laws of the Commonwealth of Kentucky and has been established pursuant to provision of 91A.350(1) and 91A.370 of the Kentucky Revised Statutes for the purpose of promoting recreational, convention and tourist activities in Louisville and Jefferson County, Kentucky. Louisville Tourism is governed by a ten-member Board of Commissioners with three appointed by the Governor, six appointed by the Mayor, and one appointed by state statute.

Louisville Tourism’s mission is to support the local economy’s growth by driving tourism to the city and region. The agency serves as the leading voice for Louisville’s hospitality industry to unite other sectors of the community, both private and public, in partnership to make the destination attractive to visitors and investment. In pursuit of its

mission, Louisville Tourism generates increased visitor spending, local tax receipts, and job development.

Louisville Tourism encourages participation by minority, women, and disability owned businesses in the procuring of supplies and services.

Scope of Services

Areas of Specialized Services

The vendor shall provide an end-to-end HRIS/Payroll Solution, including the application modules and capabilities listed below. Respondents must clearly indicate which capabilities are standard, which are optional/add-on modules, and any dependencies on third-party products or services.

Human Resources (HRIS) Module Requirements

- **Core HR / employee records:** centralized employee profiles, job/compensation history, document storage, configurable fields, and audit trails.
- **Organizational management:** org charts, position control (optional), and manager/self-service access (e.g. paystubs, tax forms, personal info updates, etc).
- **Onboarding/offboarding workflows:** configurable tasks, e-signature support (if available), checklists, and automated notifications.
- **Time off:** accrual rules, PTO requests/approvals, holiday calendars, and balances reporting.
- **Performance management:** goal setting, review cycles, feedback, and calibration support.
- **Benefits Administration:** Open Enrollment & life events, Eligibility and employee contributions, deductions integrated to payroll, carrier connections and broker integrations. ACA data tracking.
- **Employee relations case management:** issue tracking, documentation, and role-based access controls.
- **Reporting & analytics:** standard HR dashboards, ad-hoc report builder, scheduled report delivery/exports.
- **Compliance:** support for required forms/notices and configurable policy acknowledgments.

Payroll Module Requirements

- **Payroll processing:** configurable pay groups, earnings/deductions, retro calculations, bonuses/one-time payments, and off-cycle runs.
- **Taxes:** automated calculation, filing, and remittance for federal/state/local payroll taxes; year-end forms (W-2/1099 as applicable).
- **Time and attendance integration:** imports/APIs, validation rules, exception handling, and approvals workflow support (or integrated timekeeping module if offered).
- **Garnishments:** support for common garnishment types and automated calculations where available.
- **Direct deposit and pay statements:** employee self-service access, electronic pay statements, and reissue support.
- **General ledger:** configurable GL mapping and export formats compatible with Sage Intacct.
- **Payroll reporting:** payroll registers, tax reports, labor cost reporting, and ad-hoc reporting/export.
- **Compliance controls:** role-based access, audit logs, and configurable approval workflows.

Technical, Integration, and Service Requirements

- **Deployment model:** cloud/SaaS (preferred). Describe hosting environment and data residency options.
- **Availability/SLA:** provide uptime commitments, maintenance windows, and support response/resolution targets.
- **Integrations:** describe standard connectors and file/API capabilities for timekeeping, benefits carriers, accounting/ERP (i.e. Sage Intacct, and identity providers).
- **APIs:** document available APIs (REST/SOAP), rate limits, webhooks/events (if available), and developer support.
- **Authentication:** support for SSO (SAML/OIDC) and role-based access controls; MFA options.
- **Mobile access:** employee and manager self-service via responsive web and/or mobile app.
- **Accessibility:** describe accessibility conformance (e.g., WCAG) and accommodations support.
- **Data management:** data import/export options, retention, backups, and customer data retrieval upon termination. Describe your approach to protecting personally identifiable information (PII) and sensitive payroll/benefits data.

- Confirm encryption practices (in transit and at rest), access controls, and multi-factor authentication options.
- Describe incident response and breach notification procedures and timelines.
- Provide relevant security/compliance attestations (e.g., SOC 1/SOC 2 reports) if available.
- Confirm confidentiality obligations for all staff and subcontractors who may access data.

Implementation and Go-Live

Proposals must include a clear implementation plan describing how you will configure, test, and deploy the Solution with minimal disruption, including data migration and required integrations.

- Proposed project timeline with milestones (discovery, configuration, data conversion, integrations, testing/parallel payroll, go-live).
- Roles and responsibilities (vendor vs. Louisville Tourism and required stakeholder participation).
- Data migration approach (employee demographics, job history, pay history, deductions, tax setup, PTO balances, etc.).
- Integration approach and requirements (timekeeping, benefits carriers, accounting/GL, SSO/identity, other systems).
- Testing approach and acceptance criteria (including parallel payroll runs and reconciliation approach).
- Training plan for administrators, managers, and employees (self-service, approvals, reporting).
- Go-live stabilization/support period and ongoing customer support model.

Vendor and Product Qualifications

- Minimum 5 years providing an HRIS/payroll software solution to organizations of comparable size and complexity.
- Demonstrated experience supporting multi-state payroll and applicable local tax requirements .
- Product maturity and roadmap: describe current release cadence, planned enhancements, and how customers influence roadmap.
- Implementation resources: qualified implementation consultants and documented methodology.
- Support model: hours, channels, response targets, escalation path, and dedicated account management (preferred).

- Security/compliance: ability to provide relevant attestations (e.g., SOC reports) and describe privacy practices.
- References: at least three current customers using comparable modules.
- Insurance: proof of coverage (general liability, professional liability, cyber liability) upon request.

Term

Louisville Tourism seeks to award a 5-year contract with the option to renew month-to-month following the term. The term is subject to Louisville Tourism's satisfaction with the services performed, may be intermittent over the term, and may be cancelled at any time.

Form of Contract

If selected to provide services, the successful Respondent may be required to execute a form contract, which includes indemnification, insurance and termination provisions if applicable as well as the compensation provisions. The successful Respondent must also accept and agree to abide by Louisville Tourism Terms and Conditions.

General Procurement Information

Procurement Process

The Evaluation Committee shall evaluate proposals, interview top applicants if it deems interviews to be helpful, and complete its evaluation based on the best interests of Louisville Tourism.

Procurement Schedule

The RFP process commences upon the issuance of this RFP. The steps involved in the procurement process and the anticipated completion dates are as follows:

<u>Procurement Activity</u>	<u>Tentative Date</u>
Issuance of Request for Proposals	• 04/22/2026
Deadline to Submit Questions	• 05/05/2026
Deadline to Submit Proposals	• 05/15/2026
Completion of Evaluation	• 05/29/2026
Notification of Selection	• 06/05/2026

Obtaining Procurement Documents

This RFP packet can be obtained via Louisville Tourism's web site at <https://www.gotolouisville.com/about-us/rfps/>. All addenda, amendments, or written responses to this RFP will only be available through Louisville Tourism's web site. Louisville Tourism will not provide or be responsible for verbal responses.

Statement Submittal

To be given consideration, Respondents must submit the following:

1. **One (1) original hard-copy** of the proposal, including all attachments
2. **One (1) electronic copy** of the proposal, including all attachments

Proposals must be received no later than **Friday, May 15, 2026 at 5:00 P.M. Eastern Standard Time**. Proposals must be sealed and addressed to:

Robin Vanzant

Director Finance & Administration
Louisville Tourism
401 West Main Street, Suite 2300
Louisville, Kentucky 40202
Phone: 502-560-1486
Email: rvanzant@gotolouisville.com

Proposals will not be accepted by facsimile transmission and no more than one Proposal from any Respondent will be considered. In addition, all Proposals and all related information must also be stapled or bound, and signed by a responsible party with authority to bind the Respondent.

Addenda or Amendments to RFP

During the period provided for the preparation of the responses to the RFP, Louisville Tourism may issue addenda, amendments, or answers to written inquiries. All such addenda, amendments, or answers will be posted/issued as noted in "Obtaining Procurement Documents" herein and shall constitute a part of the RFP. Respondents are encouraged to view the listed website regularly for any issued addenda, amendments or answers, as it is the responsibility of the Respondent to obtain same. Any failure to acknowledge such changes will make the proposal non-responsive and it will be rejected.

Inquiries

Any requests for information or other inquiries should be directed in writing to the attention of Robin Vanzant, Director Finance & Administration by 5:00 P.M., Eastern Standard Time, 05/05/2026 at rvanzant@gotolouisville.com. Questions will be answered via addenda and posted to Louisville Tourism's website. Respondents should not contact any other Louisville Tourism representative for information and/or to inquire about the status of this procurement prior to the submission of Proposals or their proposal may be disqualified.

Submission Requirements

Proposal Format

Each proposal must conform to the following outline. The proposal should be concise, but include enough detail so that each Respondent's capabilities are properly evaluated as to the provision of Louisville Tourism's required services.

Proposal Content

To be considered, proposals should be organized in the following order and include the information requested.

1. **Executive summary**
2. **Company overview** (history, ownership, office locations, financial stability)
3. **Relevant experience** (similar clients, regulated environments, multi-state payroll if applicable)
4. **Proposed solution** (included modules/capabilities vs. optional add-ons; any third-party dependencies)
5. **Technology** (platform details, integrations, reporting, mobile access, employee self-service)
6. **Implementation and transition plan**
7. **Service team and support model** (account manager, escalation, hours, response times)
8. **Security and compliance** (SOC reports, policies, incident response)
9. **References** (at least three)
10. **Pricing and fees** (subscription/licensing, implementation, integrations, support tiers, optional modules, and any pass-through costs).
11. **Contract terms** (assumptions, exceptions, and required legal/insurance documentation).

Evaluation of Respondents

Evaluation Process

The appropriate Louisville Tourism personnel will review responses that meet the criteria outlined herein, and may or may not choose to hold oral interviews prior to making a final decision. Should interviews be held, it will be imperative that the lead representative for Louisville Tourism's engagement be in attendance. Only those individuals directly involved with the presentation should attend the interview.

All responses should be valid for a 90-day period from the due date of the RFP and should be signed by an individual authorized to bind the firm.

Evaluation Criteria

Louisville Tourism reserves the right to request clarifications, conduct interviews/demonstrations, negotiate terms, or reject any and all proposals in the best interest of the organization. Proposals will be evaluated by an internal committee based on the following criteria:

- Demonstrated understanding of the services requested and our operating environment.
- Depth and quality of proposed HR and payroll service delivery model.
- Qualifications and experience of the proposed team.
- Technology capabilities (HRIS/payroll platform, integrations, reporting, employee self-service).
- Data security, privacy, and compliance posture.
- Implementation approach, timeline, and change management.
- References and past performance.
- Total cost of ownership and fee transparency.

Special Terms and Conditions

Rights Reserved

All materials submitted to Louisville Tourism in response to this RFP will become the property of Louisville Tourism, which reserves the right at its sole discretion, to use, without limitation, all information, concepts, and data contained therein.

Louisville Tourism reserves the right to reject any and all submittals, to waive any informality or irregularity in any response, and to make an award to the Respondent or Respondents deemed, in the sole discretion of Louisville Tourism, to be the most suitable to Louisville Tourism.

This RFP does not commit Louisville Tourism to award a contract to any Respondent, or to pay any cost incurred in preparation of materials filed in response to this RFP.

Louisville Tourism reserves the right to negotiate with any Respondent, to award multiple contracts or portions of the specified services, or to cancel in part or in its entirety this RFP, if it is deemed, in the sole discretion of Louisville Tourism, to be in the best interest of Louisville Tourism.

Equal Employment Opportunity

The Respondent shall agree not to discriminate against any employee or applicant because of race, color, religion, sex, national origin, citizenship status, age, protected disability status, sexual orientation, genetic information, uniformed service and/or Vietnam-era or special disabled veteran.

Code of Conduct

The Respondent shall agree to avoid situations, which could be considered either a conflict of interest, or detrimental to the operation or reputation of Louisville Tourism.

Future Work

Louisville Tourism may, at its discretion, negotiate with the successful Respondent to include further services not identified in this RFP.

Disclosure of Proprietary Information

The Respondent may attempt to restrict the disclosure of proprietary information that is contained in the Proposal by marking each applicable page prominently with the words "Proprietary Information". After either a contract is executed pursuant to the RFP, or all submissions are rejected, if access to documents marked "Proprietary Information" is requested under the Kentucky Open Records Act, Louisville Tourism will notify the

Respondent of the request and it shall be the burden of the Respondent to establish that such documents are exempt from disclosure under the law.

Notwithstanding the foregoing, in response to a formal request for information, Louisville Tourism reserves the right to release any documents if Louisville Tourism determines that such information is a public record pursuant to the Kentucky Open Records Act. Louisville Tourism shall have no liability to any Proposer or anyone else for releasing any Proprietary Information of a Proposer.

Laws and Regulations

Louisville Tourism requires that all responses to this RFP, and any contract that may result, be in accordance with all applicable laws, ordinances, rules, and regulations of the Commonwealth of Kentucky, Metro Louisville, and Louisville Tourism.

Any contract developed as a result of this RFP shall be governed by the laws of the Commonwealth of Kentucky with venue and jurisdiction in Jefferson County, Kentucky.

APPENDIX A

TERMS AND CONDITIONS

Louisville Tourism is committed to providing high quality, cost-effective services as described herein and engages outside partners in this endeavor. Respondent is expected to represent Louisville Tourism with integrity, professionalism, competence, and due diligence in providing the described services, and to make all efforts to deliver those services as efficiently and cost effectively as possible.

The following terms and conditions for selected Respondent (“Terms and Conditions”) set forth the Louisville Tourism’s expectations. The Terms and Conditions will be effective for all services performed under this contract awarded by Louisville Tourism pursuant to this Request for Proposal.

1. Form of Contract

Louisville Tourism may retain selected Respondent through a written contract. If applicable, selected Respondent must properly execute the original contract and return it to Louisville Tourism, along with any additional documents or information the contract requires.

2. Conflicts of Interest

Prior to engagement, selected Respondent shall perform a thorough check for actual or potential conflicts of interest, as defined by applicable rules of professional conduct, which may arise from selected Respondent’s representation of Louisville Tourism. Selected Respondent must use their best efforts to identify and discuss with Louisville Tourism’s Chief Financial Officer (“CFO”) any potential conflicts of interest, including any philosophic conflict that may compromise a position taken by Louisville Tourism. Throughout the course of selected Respondent’s representation, any conflict must also be promptly disclosed and discussed with Louisville Tourism’s CFO as soon as it becomes known.

If selected Respondent requests a waiver, the request shall set forth, in detail, the measures the selected Respondent will take to protect Louisville Tourism, its agents, officials and employees from any prejudice, and/or any detrimental or adverse consequences. The CFO, however, reserves the right to make an independent determination of whether selected Respondent has an actual or potential conflict of interest in any matter and to grant or deny, on behalf of Louisville Tourism in its sole discretion, such request.

Acceptance of an engagement on a matter by selected Respondent without written disclosure of any conflicts constitutes a representation by selected Respondent that a conflict check has been conducted and that no conflicts exist.

3. Communication

In addition to performing services in a professional, competent and timely manner and making informed, ethical decisions on behalf of Louisville Tourism, selected Respondent shall keep CFO informed of all material developments. Selected Respondent must provide regular, timely, and effective communication to Louisville Tourism's CFO as applicable.

4. File Retention

Selected Respondent shall retain all documents, papers, accounting records and other work product pertaining to this contract for a period of no less than five (5) years after the date of final payment. The selected Respondent shall make such materials available for inspection by Louisville Tourism at a reasonable time. Copies of such data shall be furnished to Louisville Tourism upon request. The selected Respondent is entitled to reasonable reimbursement for the cost of furnishing such copies.

5. Confidentiality

In the course of representing Louisville Tourism, selected Respondent may occasionally gain access to non-public and confidential information. In addition, in such cases, Louisville Tourism requires selected Respondent to maintain the confidentiality of such information both during and after the course of its representation of Louisville Tourism. Selected Respondent must have in place appropriate procedures to ensure the protection of all such information. Selected Respondent must follow all statutory, regulatory, and ethical provisions relating to privacy, confidentiality and non-disclosure of all privileged, proprietary and confidential information, and must take appropriate measures to ensure that personnel are familiar with this requirement and are effectively supervised accordingly.

Selected Respondent must consult with Louisville Tourism's CFO before disseminating any potentially sensitive information acquired from Louisville Tourism or developed or learned while representing Louisville Tourism.

6. Invoices

Selected Respondent shall submit detailed invoices within thirty (30) days of the conclusion of the billing period. All charges must reflect the work performed within the billing period or a reasonable time before the billing period. Absent good cause, Louisville Tourism will not pay for services or expenses incurred more than ninety (90) days prior to the date the invoice is submitted. An invoice shall be submitted within thirty (30) days of the conclusion of the service period which shall also detail all work performed since the date of the previous invoice. Invoices will not be accepted more than ninety (90) days after a matter has been closed. Once the guaranteed outside maximum is reached, Louisville Tourism will not pay any fee.

The invoices shall contain narrative descriptions of work performed, including a statement of the date each service was rendered, type of activity, subject matter, and all persons involved. In addition, Louisville Tourism will not be responsible for late fees or other administrative charges.

7. Travel/Meals/Lodging

If applicable, travel, meals, lodging and other related costs which selected Respondent expects to incur in connection with the performance of required services shall require the approval of Louisville Tourism's CFO and shall be reimbursed in accordance with applicable Louisville Tourism travel policies and/or guidelines.

8. Media

Selected Respondent **shall not** make any statements to the media on behalf of Louisville Tourism or relating to Louisville Tourism matters. All media inquiries must be immediately reported to Louisville Tourism's CFO, or as otherwise directed.

Louisville Tourism does not permit selected Respondent to advertise or promote their relationship with Louisville Tourism, other than to list Louisville Tourism as a representative client in the course of marketing efforts.