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Ron DeSantis, Governor
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THE STATE OF FLORIDA
DEPARTMENT OF MANAGEMENT SERVICES
REQUEST FOR INFORMATION (RFI)
PEOPLE FIRST NEXT GENERATION CLOUD-BASED HCM SOLUTIONS
RFI No. DMS-25/26-044

PREFACE:

The purpose of this RFI serves strictly as a market research and fact-finding tool for planning purposes; it is not a solicitation for competitive offers or contract awards. It enables the Department of Management Services (DMS) to gather industry insights on modern, cloud-based Human Capital Management (HCM) platforms.

Participation does not bind either the vendor or the State, nor does it disqualify or prohibit respondents from bidding on actual future solicitations.

I. INTRODUCTION

The Department of Management Services (Department) is issuing this Request for Information (RFI) to Florida's vendor community to conduct market research and gather information from industry experts regarding cutting-edge cloud-based Human Capital Management (HCM) platforms. The Department is seeking to understand modern solutions that offer a flexible human resource (HR) ecosystem, allow for the timely adoption of new HR technologies, significantly improve the employee and manager experience, support enterprise scalability, integrate self-service tools, and inherently support a corresponding, dedicated HR Service Center model.

Responding to the required HCM Platform components is mandatory; providing information on the corresponding HR Service Center is optional, but encouraged if you have a preferred service center model. The information received will directly inform the Department's long-term strategic planning to identify the most appropriate platform and corresponding service center that will support the People First HR suite of systems and services for the State of Florida enterprise.

This is an RFI as defined in section 287.012(22), Florida Statutes ("F.S."), for planning purposes only. This is not a solicitation for offers, the RFI is used as a fact-finding tool. The

Department will not discuss, answer any questions on, or accept any information regarding the design of any future solicitation.

II. PURPOSE OF AN RFI

Rule 60A-1.042, Florida Administrative Code (F.A.C.), provides that an agency may request information by issuing a written RFI. Agencies are authorized to use an RFI for research to determine any or all of the following: whether to competitively procure particular commodities or contractual services; which solicitation process to use for a particular need; or general, special, or technical specifications to be included in a solicitation.

A vendor's response to an RFI is not an offer and the agency may not use the vendor's submission to justify a contract with that vendor without otherwise complying with Chapter 287, F.S. Pursuant to section 287.057(19)(c), F.S., and Rule 60A-1.042, F.A.C., vendors submitting a response to this RFI are not prohibited from responding to any related subsequent solicitation or being eligible to contract with the Department.

III. DEFINITIONS

- Department: The State of Florida Department of Management Services.
- HCM Cloud-based Platform: A comprehensive, multi-tenant, software-as-a-service (SaaS) solution that unifies the full spectrum of Human Capital Management functions (Hire-to-Retire), including core HR, talent management, payroll, and benefits, delivered exclusively in a cloud environment.
- SAP Business Objects: A suite of business intelligence (BI) tools for data reporting, visualization, and sharing.
- SAP ECC 6.0: A comprehensive and integrated on-premise enterprise resource planning software suite that provides a wide-range of functionality to support various business processes within an organization.

IV. BACKGROUND

The State of Florida's online, self-service, secure web-based Human Resources Information System (HRIS), known as People First, is operated by the Department of Management Services, pursuant to section 110.116, Florida Statutes, through a contracted vendor to maintain the People First system and support the State's outsourced service center for system users.

This secure platform underlies the public-facing job site (<https://jobs.myflorida.com>) and the enterprise-wide suite of HR, insurance enrollment, and administration capabilities. The People First System is comprised of modular technologies that supports a scope of services, that includes, but is not limited to, the following: appointments and status, time and attendance, insurance benefits administration, classification and organizational management, payroll preparation, talent management (performance management, recruitment, learning management, and onboarding), and reporting, with an external data warehouse component and separate report building tool (SAP Business Objects).

A. Users

The current People First system was implemented between 2003 and 2004 on the SAP platform. The solution is used by over 245,000 HR professionals, employees, managers, and includes over 1.5 million applicant accounts. Users of the People First system include state agency employees across 33 agencies who are full users of each module (approximately 120,000 users). As full users, state agencies input information directly into the People First system. The remaining population are partial users for benefits administration purposes only and include state university employees across 12 state universities, state college employees across 28 state colleges, retirees, as well as other benefit only users. As partial users, People First is not the HR system of record and data is transmitted to and from each entity via daily interface files. Benefit only users still log in to the People First system, but only to make benefit elections.

The website used to access the People First system is <https://peoplefirst.myflorida.com>

B. Highly Customized Solution

Over the years, the system has accumulated thousands of customizations and over 600 interfaces to external systems. The bulk of these customizations are the result of a commitment to meet the unique governance, structural, and technical needs across 33 different agencies and over 40 partial users mainly constructed of state colleges and universities. These extensive adaptations have helped to create a more user-friendly and efficient platform while simultaneously reducing the potential for human error. Examples include, but are not limited to:

- ID assignment at each agency and/or change in pay cycle
- Robust role-based security structure
- Four pay cycles (monthly, biweekly, biweekly 7-days back, 15th to 14th)
- 14 Unique FLSA schedules including extended schedules
- Collective Bargaining, 60L rule and statute requirements
- Dual classification systems
- Robust benefit administration requirements

The Department seeks information on HCM cloud-based platforms and solutions that can replace the current HRIS, support the state's HR needs and transition plan from current practices and provide customer service to users through an outsourced service center. The Department is initiating this market research to understand how modern, commercially available HCM platforms can address these specific complexities and support a comprehensive HR service model, paving the way for a necessary modernization effort.

C. Current Environment

The People First system is currently built on SAP ECC 6.0 HR on Net Weaver 7.5. Per Proviso language from 2024-2025, the system will undergo cloud migration efforts, set to finish during the current contract with the People First vendor. The current contract may be viewed at: [Contract Information](#)

D. Current HR Service Center Support

The People First Service Center supports a call volume of approximately 188,000 calls per year and processes 73,000 case management tickets per year for customers. It is responsible for processing approximately 18,000 premium refunds per year. In addition to this, they process approximately 47,000 Flexible Spending Account (FSA) claims per year. The Service Center supports HR Offices all over the state, processing 10,000 Organizational Management tickets per year.

V. GOAL

The Department desires to obtain information on HCM platforms and optionally a supporting service center model.

Core HCM Platform Goals (Required)

- Comprehensive and integrated suite of HR services including but not limited to:
 - Human Resources Management (Appointments and Status)
 - Benefits Administration
 - Classification and Organizational Management
 - Time and Attendance (Absence Management)
 - Payroll Preparation
 - Talent Management (performance management, recruitment, learning management, and onboarding)
 - Data reporting, analytics and dashboarding
- Efficient and compliant service delivery
- Ongoing and future-ready system maintenance and innovative, scalable technology
- Stringent data security protocols
- Disaster Recovery & Business Continuity Planning
- System integration
- Mobile compatibility and App support
- Effective migration/transition services
- Web Self-Service availability
- Enhanced customer service
- Cost effective solutions

Dedicated HR Service Center Operations Goals (Optional)

- Integration with the HCM cloud-based platform
 - Payroll Preparation Processing support
 - HR/Organizational Management Processing support
 - Performance Management Processing support
 - Recruitment Processing support
 - Onboarding Processing support
- Staffing
 - Location
 - Languages Supported

- Technology
 - Case Management Tools and Functions
 - Online HR Tickets submission
 - Online Submission portal to receive forms and documents
 - Case Management systems and Recordkeeping
 - Interactive Voice Response system
 - Voice Connectivity/Call Management System
 - Automation
 - AI connectivity
- Call Processing
 - Call-Back Option
 - Call Transfers
 - Call Recordings
 - Call Escalation Processes
- Administration
 - Fiscal Administration (insurance premium postings, overpayments, underpayments, adjustments, refunds, and lockbox services)
 - Third-Party Account Administration (Flexible Spending Accounts, Health Savings Accounts, and Health Reimbursement Accounts)
 - Dependent Eligibility Verification for insurance benefits
 - Open Enrollment Administration
 - Benefits enrollment and administration, including Qualifying Status Changes
 - Customer Satisfaction Surveys
- Metrics and Reporting
 - Quality Assurance Plan to measure and assess performance and outcomes
 - Performance Metrics and Reporting
 - Statistical Reports

VI. RESPONSE

Please provide the following information:

A. COMPANY INFORMATION:

1. Primary Contact
2. Address
3. Phone
4. Email

B. PRODUCT AND SERVICES SUMMARY:

1. Please provide a general description of the products, services, and technologies offered by your company related to Cloud based HCM platforms and (if applicable) HR Service Center operations.
2. Please describe common benefits and outcomes as well as potential issues and concerns relating to Cloud based HCM platforms and (if applicable) HR Service Center operations.

3. If your company has a current contract with a governmental entity, that has cooperative purchasing language and may be utilized by the Department, please provide the details of that agreement.
4. Please describe your customer service model and how your company approaches dispute resolution.
5. Please describe your pricing model for your Cloud based HCM platforms and (if applicable) HR Service Center operations.

C. ADDITIONAL INFORMATION

Please provide additional information for consideration. Where possible, use a question-and-answer format.

PLEASE NOTE: Any submitted material is subject to the Public Records Act, section 119.07 of the Florida Statutes.

VII. RESPONSE SUBMISSION

Responses must be submitted in both Microsoft Word and as a .pdf via email to the Department at DMS.Purchasing@dms.fl.gov, by the required date and time in Section IX, Timeline. Additionally, a redacted copy should be submitted, if necessary (see Section XI, Confidential, Proprietary or Trade Secret Information, for additional information).

VIII. PROCESS

1. Responses to this RFI will be reviewed by the Department for informational purposes only and will not result in the award of a contract.
2. Responding to the RFI does not prevent a vendor from being eligible to contract with an agency pursuant to section 287.057(19)(c), F.S., and Rule 60A-1.042, F.A.C.
3. Any request for cost information is for budgetary purposes only.
4. After the Department receives responses to this RFI, and at the sole discretion of the Department, one or more vendors may be contacted for further information and/or selected to demonstrate to the Department the products and services related to the information submitted in the RFI response.
 - a. Any presentation should be direct in nature and remain on topic. The presentation moderator will remind vendors that the meeting is for information gathering only and should not take on a sales tone.

IX. TIMELINE

Listed below are important dates and times when actions should be taken or completed. If the Department finds it necessary to update any of the dates and, or times noted, it will be accomplished by an addendum to the RFI. All times listed below are in Eastern Standard Time (EST) in Tallahassee, Florida.

Date	Time	
6/18/2026		Release of RFI
7/13/2026	3:00 p.m.	Questions due to DMS.Purchasing@dms.fl.gov
8/04/2026		Anticipated Answers to vendor questions are posted to VIP
8/26/2026	4:00 p.m.	Responses are due to DMS.Purchasing@dms.fl.gov
TBD	TBD	Presentations, if applicable

X. RFI QUESTIONS AND CONTACT WITH DMS

Vendors shall address all questions regarding this RFI in writing to the Department at DMS.Purchasing@dms.fl.gov. The Department will post answers to questions on VIP as noted in Section IX, Timeline.

*****ALL EMAILS SHALL CONTAIN THE RFI NUMBER IN THE SUBJECT LINE OF THE EMAIL*****

XI. CONFIDENTIAL, PROPRIETARY OR TRADE SECRET INFORMATION

Article 1, section 24, Florida Constitution, guarantees every person access to all public records, and section 119.011, F.S., provides a broad definition of “public record.” As such, the entirety of the responses are public records and are subject to disclosure unless exempt from disclosure by law. If the vendor considers any portion of its response to be Confidential Information, the vendor is to mark the document as “confidential” and simultaneously provide the Department with a separate, redacted copy of its response. For each portion redacted, the vendor is to briefly describe in writing the grounds for claiming exemption, including the specific statutory citation for such exemption. On the cover of the redacted copy, the vendor is to provide its name and the RFI name and number and clearly title it, “Redacted Copy.” Only portions of material that the vendor claims are Confidential Information are to be redacted.

In the event of a request for public records pursuant to Chapter 119, F.S., the Florida Constitution, or other authority, to which documents that are marked as “confidential” are responsive, the Department will provide the redacted copy to the requestor. If a requestor asserts a right to the redacted Confidential Information, the Department will notify the vendor such an assertion has been made. It is the vendor’s responsibility to take the appropriate legal action to assert that the information in question is exempt from disclosure under Chapter 119, F.S., or other applicable law.

If the Department becomes subject to a demand for discovery or disclosure of documents that are marked as “confidential” in a legal proceeding, the Department will give the vendor notice of the demand or request. It will be the vendor’s responsibility to take the appropriate legal action in response to the demand and to defend its claims of confidentiality. If the vendor fails to take appropriate and timely action to protect the materials it has designated as Confidential Information, the Department will provide the unredacted materials to the requestor.

By submitting a response, the vendor agrees to protect, defend, and indemnify the Department for all claims arising from or relating to the vendor’s determination that the redacted portions of its response are Confidential Information. If a vendor fails to submit a redacted copy in accordance with this section, of information it claims is Confidential

Information, the Department is authorized to produce the entire material submitted to the Department in response to a public records request for, or demand for discovery or disclosure of, these records.

XII. VENDOR COSTS

Vendors are responsible for all costs associated with the preparation, submission, and any potential meeting to discuss this RFI. The Department will not be responsible for any vendor related costs associated with responding to this request.