

CHFA 294-Request for Proposals (“RFP”) — HRIS Automation as of July 01, 2026:

Question: Is Connecticut Housing Finance Authority affiliated with any parent or sister company that already uses BambooHR?

Answer: CHFA is not affiliated with any parent or sister company that uses BambooHR.

Question: How many employees do you have?

Answer: CHFA employs approximately 148 employees.

Question: Do you have any employees outside of the US?

Answer: CHFA does not have any employees outside of the US.

Question: How are you currently managing your HR needs?

Answer: CHFA utilizes multiple systems for managing HR needs.

Question: What issues are the current processes causing?

Answer: CHFA would like to consolidate its processes.

Question: Are you working with any outside HR consultants as part of this search?

Answer: CHFA is not working with any outside HR consultants on this search.

Question: Could you please clarify if having past experience working directly with CHFA is a mandatory eligibility requirement for selection, or if it is preferred/scored as general relevant experience?

Answer: Having past experience working with CHFA is not mandatory and not one of the evaluation criteria.

Question: Is it mandatory for proposers to provide SOC 2 Type II, SOC 3, or equivalent assurance reports, or will CHFA accept alternative security documentation such as security policies, penetration test summaries, encryption details, incident response procedures, and other evidence of security controls?

Answer: CHFA requests that firms provide all available security and testing documentation relevant to the proposed hosting environment and website solution. This may include, but is not limited to, SOC 2 Type II, SOC 3, or equivalent assurance reports; security policies; penetration test summaries; vulnerability assessment results; encryption standards; incident response procedures; backup and disaster recovery documentation; and other evidence of security controls.

If a SOC 2 Type II report or equivalent assurance report is not available, the firm should clearly identify the alternative documentation being provided for CHFA's review.

Question: If a proposer does not currently hold certifications such as ISO 27001, FedRAMP, HITRUST, or PCI DSS, will that be considered a disqualifying issue or evaluated as part of the overall Data Security criteria?

Answer: Firms will not be automatically disqualified if they do not hold certifications such as ISO 27001, FedRAMP, HITRUST, or PCI DSS. CHFA will evaluate each firm's overall security posture based on the information and documentation provided in response to the RFP, including applicable certifications, security controls, policies, procedures, and other relevant evidence of the firm's ability to protect CHFA's systems and data.

Question: Could you please share the approximate number of employees who would be supported by the Recruitment & Onboarding solution? If available, we would also appreciate any information regarding annual hiring volumes.

Answer: Approximately 4 employees will need access to the recruiting and onboarding solutions. Annually hiring volumes can vary from year to year. In 2024, CHFA hired 8 employees; and in 2025 CHFA hired 10 employees.

Question: Has CHFA established an allocated budget specifically for the Recruitment & Onboarding (ATS and Onboarding) module, or is the budget intended to cover the complete HRIS solution?

Answer: CHFA does not have a specific budget to disclose for the services.

Question: Can CHFA provide additional details on the current BS&A payroll configuration (modules in use, version, and data exchange methods) to better define integration requirements?

Answer: CHFA is not interested in payroll integration since it uses the State of Connecticut for payroll.

Question: What mix of time collection methods (physical clocks, mobile, web, biometric, etc.) does CHFA expect to deploy across departments, and are there any preferred hardware standards?

Answer: None at this time.

Question: Can CHFA provide examples of union contracts or pay rules that must be supported, including overtime, shift differentials, or special accrual policies?

Answer: There are no union contracts. Overtime is applicable when non-exempt employees work over 40 hours a week. Additionally, all CHFA employees work 37.5 hours per week, and there are 26.1 pay periods in a year. CHFA would like to be able to track separately any non-exempt weekly hours between 37.50 and 40.00 hours. There is only one shift. Special vacation accruals apply to employees employed before April 1, 1994.

Question: What are the current approval workflows for timecards (number of approvers, departments, and exceptions), and what inefficiencies is CHFA aiming to eliminate?

Answer: Managers approve timesheets. There can be multiple approvers, departments and exceptions.

Question: Which departments require scheduling functionality, and what level of complexity (e.g., shift bidding, rotations, 24/7 coverage) should the system support?

Answer: Scheduling functionality is not necessary.

Question: Can CHFA provide details on leave types, accrual rules, carryover limits, and any policy variations across departments?

Answer: Leave types can include, but not be limited to, short-term disability, long-term disability, sick, vacation, personal, holidays, FMLA, Connecticut PFMLA, Rules and limits are determined by length of service.

Question: Is there a desired go-live date or preferred implementation timeline following contract award, and are phased rollouts acceptable?

Answer: CHFA desires to have full implementation as soon as possible.

Question: What are CHFA's most critical reporting and audit requirements (e.g., labor distribution, compliance audits, real-time dashboards)?

Answer: Real time dashboards, employee data and compensation audits, leave management, and compliance reporting.

Question: Confirm current HR systems landscape: what system(s) are currently used for HRIS, payroll, time tracking, recruiting, and LMS, and will any be retained or replaced?

Answer: CHFA currently uses multiple systems and hopes to replace some, if not all, of them. CHFA will continue to utilize the State of Connecticut for payroll.

Question: Confirm headcount split: 148 FTE total, ~40 non-exempt — any contractors, interns, or part-time workers to be tracked in the system?

Answer: In addition to approximately 148 FTE, CHFA employs about ten interns per year, as well as several part-time employees that would be tracked in the system.

Question: Which modules from the RFP list are must-have for go-live vs. nice-to-have/phase 2 (Employee Data & Analytics, Time & Attendance, Recruiting/Onboarding, Employee Engagement, Performance Management, Compensation, Compliance, LMS)?

Answer: CHFA prefers to start with Recruiting/Onboarding

Question: What is the target go-live date and any hard deadlines (budget cycle, fiscal year, compliance dates)?

Answer: CHFA would like to start as soon as possible.

Question: Are there existing integrations required (payroll/benefits providers, GL/finance system, AD/SSO, badge/access systems)?

Answer: CHFA is not anticipating integration with any of the listed.

Question: Any data residency or geographic hosting requirements beyond standard SOC2/data security needs?

Answer: CHFA requires that all website hosting, backups, disaster recovery environments, and associated data storage be located within the United States. All CHFA data must remain within U.S.-based data centers.

Question: What employee data fields are mandatory in the current system that must be replicated (position codes, cost centers, grant/fund codes)?

Answer: In addition to the typical personnel information, CHFA will require information such as position code, job title, department, hire date, manager's name, exempt/non-exempt, full/part time.

Question: Does CHFA need labor allocation/effort tracking across grants or funding sources? If yes, how many distinct funding sources/cost centers exist today?

Answer: CHFA would like the ability to set up separate labor allocations, if needed.

Question: What reporting cadence and formats are required (board reports, compliance reports, ad hoc)?

Answer: CHFA would like the ability to access compliance, performance, compensation, and ad-hoc reports as needed.

Question: Any specific statutory reports (CT-specific) needed out of the box?

Answer: There are no specific statutory reports required at this time.

Question: Will org chart and position management need auto-numbering of position codes, or is manual entry acceptable?

Answer: Auto-numbering of position codes is not required.

Question: How is time currently captured for non-exempt employees (punch clock, manual timesheets, existing software)?

Answer: CHFA currently utilizes existing software for tracking non-exempt worked hours.

Question: Are there shift differentials, overtime rules, or union rules to configure?

Answer: There are no shift differentials or union rules. CHFA would like the ability to track any time worked over 37.5 hours per week for non-exempt employees.

Question: Does time data need to integrate with a separate payroll system, and at what frequency (daily, per pay period)?

Answer: Time data will not integrate with a separate payroll system.

Question: What is CHFA's peak hiring periods?

Answer: CHFA does not have a peak hiring period.

Question: Are there specific job boards/recruiting sites currently used that must continue to be supported?

Answer: CHFA does not anticipate the need for support of separate recruiting/job board sites.

Question: Is internal-only applicant tracking required for promotions/transfers, separate from external career site?

Answer: Yes, CHFA would like the ability to track internal applicants separately.

Question: What is the expected I-9/E-Verify process — does CHFA want this automated within the system or handled externally?

Answer: CHFA would want this process automated within the system.

Question: Does CHFA currently run engagement/pulse surveys? If yes, with what tool, and should historical survey data be migrated or just discontinued?

Answer: CHFA does conduct occasional staff surveys; historical data does not need to be migrated.

Question: Are there specific policy-acknowledgment workflows (annual compliance training, code of ethics, etc.) that need to be configured at launch?

Answer: Yes, CHFA would like to have the ability to track policy-acknowledgement workflows.

Question: Is mobile/deskless access a requirement for any employee population (e.g., field staff)?

Answer: No.

Question: What is the current review cycle structure (annual, semi-annual, probationary reviews) and how many approval levels are typically involved?

Answer: CHFA employees are currently reviewed on an annual basis. New hires and promotions are reviewed within three months and six months.

Question: Does CHFA require 360-degree reviews at launch, or just manager/self-reviews?

Answer: CHFA does not currently require 360-degree reviews.

Question: Are goal setting and OKR/competency frameworks already defined, or will these need to be built as part of implementation?

Answer: Goal setting and OKR/competency frameworks are defined.

Question: Does CHFA run an annual merit/bonus cycle today, and how is it currently administered (spreadsheets, another tool)?

Answer: CHFA currently has annual merit increases that are managed via spreadsheets.

Question: Are there pay equity analysis requirements CHFA wants built into reporting from day one?

Answer: CHFA would like pay equity analysis to be built into reporting at some point.

Question: How many distinct pay grades/job families exist, and is there an existing compensation structure to migrate?

Answer: CHFA currently has 13 salary grades.

Question: What specific CT state and federal compliance reports does CHFA currently generate that must be replicated (EEO-1, OSHA, FMLA tracking, 941s)?

Answer: CHFA reports for both State and Federal FMLA and 941s.

Question: Does CHFA need the vendor to handle W-2 fringe benefit processing (group life, tuition reimbursement, moving expenses) as described in the RFP, or is this payroll vendor's responsibility?

Answer: Although not required, CHFA would consider fringe benefit W-2 processing if provided by any applicants.

Question: What are CHFA's record retention requirements (years) for personnel files and compliance documentation?

Answer: CHFA follows the State of Connecticut record retention requirements.

Question: What mandatory/compliance training does CHFA currently require annually, and how is completion currently tracked?

Answer: Compliance training is currently tracked manually.

Question: Are there existing e-learning content libraries or third-party providers (LinkedIn Learning, etc.) that need to integrate?

Answer: CHFA may want to integrate some e-learning content.

Question: Is instructor-led training (in-person sessions) a significant portion of CHFA's training delivery, requiring scheduling/logistics support?

Answer: CHFA may consider scheduling/logistics support.

Question: In what format is historical employee data currently stored (flat files, existing HRIS export, scanned documents)?

Answer: Historical employee data is currently stored electronically.

Question: How many years of historical personnel files need to be migrated, and are they structured/digitized already or will document conversion be required?

Answer: CHFA has employee files, all digitized, going back 40 years, and would not need to migrate terminated files.

Question: Are personnel files to be migrated with CHFA's existing folder/naming conventions, or restructured?

Answer: CHFA is open to either using the existing naming convention or a restructured manner.
