



REQUEST FOR PROPOSAL (RFP) for PAYROLL SERVICES

Issued By: UCAN
3605 W Filmore St.
Chicago, IL 60624

Date of Issue: 06/16/2026

Proposal Due Date: 06/30/2026

1. Introduction

UCAN is seeking proposals from qualified payroll service providers to manage payroll processing and related services. We are looking for a reliable partner that can deliver accurate, timely, and compliant payroll services while supporting our growing organization's needs.

2. Company Overview

UCAN is dedicated Nonprofit to strengthening communities by providing trauma-informed, evidence-based services that empower youth, families, and individuals impacted by systemic injustice. We build strong youth and families through compassionate healing, education, and empowerment. UCAN's expertise spans youth in care, youth development, mental health, therapeutic schools, workforce development, and violence prevention and intervention. With over 150 years of experience serving Chicago's most vulnerable populations and a budget of over \$75 million, UCAN has developed a robust continuum of care fostering long-term stability. Annually, UCAN serves over 10,000 individuals. Our programs reduce violence, promote healing, and create opportunities for personal and economic well-being. Currently, UCAN has around 700 employees that include union employees, and processes Bi-Weekly payroll.

3. Scope of Services Required

The provider must be able to offer the following services:

- Payroll processing (including direct deposit, garnishments, reimbursements)
 - Tax filing (federal, state, and local)
 - W-2 and 1099 processing
 - Employee self-service portal
 - Manager dashboard and reporting
 - Time and attendance integration
 - General Ledger Integration
 - Compliance with relevant laws and tax codes
 - Designated customer service/support
 - HRIS integration, benefits administration, onboarding, recruiting, performance management, compensation, surveys, and learning management.
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4. Proposal Requirements

Please address the following in your proposal:

1. **Company Information**
 - Legal name, headquarters, year established
 - Number of clients and industries served
 - Key differentiators
 - Experience with nonprofit organizations
2. **Services Offered**
 - Description of payroll and tax services
 - Optional add-ons (e.g., benefits, time tracking)
3. **Technology Platform**
 - Software used
 - Mobile access
 - Integration capabilities (HRIS, accounting, ERP)
4. **Customer Support**
 - Hours of operation
 - Dedicated support rep or team
 - Escalation process
5. **Security & Compliance**
 - Data encryption and storage
 - SOC 2 or other certifications
 - Backup and disaster recovery procedures
6. **Implementation & Training**
 - Timeline for onboarding
 - Data migration support
 - Training for admins and employees
7. **Pricing Structure**
 - Base fee + per employee fee
 - Fees for W-2/1099 processing
 - Year-end processing and other add-ons

8. Client References

- Provide at least two current nonprofit clients similar in size
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5. Evaluation Criteria

Proposals will be evaluated on:

- Quality and completeness of the proposal
 - Service capabilities
 - Technology and integrations
 - Security and compliance
 - Customer service model
 - Pricing
 - References and past performance
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6. Timeline

Event	Date
RFP Issued	06/16/2026
Questions Due	06/22/2026
Proposal Due	06/30/2026
Finalists Selected	07/10/2026
Provider Selected	07/17/2026
Service Launch Target	09/30/2026

7. Submission Instructions

Please send your proposal in PDF format to:

Channa Bush

Channa.bush@ucanchicago.org

Subject Line: *Payroll Services RFP – UCAN*