



RFP NO: 24-051

## HUMAN RESOURCES AUDIT / AUDIT ASSESSMENT

Addendum NO: 1

### Questions and Answers

1. What is the total number of employees and departments within GoTriangle?

**Answer: Total employees – 294 (including FT/PT)  
Total Departments – Eight (below)**

- Communication and Public Affairs
- Finance and Administration
- Human Resources and Diversity Management
- Legal
- Capital Development
- Executive Office
- Information Technology
- Transit Operations

2. How are the HR functions currently structured and managed (e.g., centralized, decentralized, or hybrid)?

**Answer: Centralized with a flexible work schedule. HR Director with five direct reports.**

3. What is the scope and role of other vendors involved in this project?

**Answer: Currently, there is one other vendor onsite (Deloitte) who is working with Finance to streamline the payroll process with HR Department.**

4. How will responsibilities be divided between vendors to ensure seamless execution?

**Answer: The vendor selected will work solely with HR on the audit and assessment and provide recommendations to execute tasks.**

5. What percentage of the project's duration do you expect the HR audit/assessment vendor to spend on-site? **Approximately 8-10 hours each week. Additional time may be necessary upon request and agreement.**

6. What is the anticipated timeline for the audit/assessment completion? **The anticipated time line to submit the findings is six months.**

7. The evaluation criteria on page 4 of the RFP include "examples of similar projects." Is a list of past clients and references sufficient or would you like us to include sample reports/work examples?  
Answer: **Yes, we would like to review their references or portfolio of similar project work in HR.**
8. Why are you requesting of these services?  
Answer: **For HR process and efficiency improvements.**
9. Are there specific challenges that need to be addressed?  
Answer: **Yes, lack of standardized processes, identifying compliance gaps, record and data consistency, and outdated technology.**
10. What is the expected start and end date of the contract? How long are you expected this engagement/services?  
Answer: **The project shall commence in Jan 2025 and completion no later than June 2025?**
11. Would there be need for implementation services after the audit/assessment?  
Answer: **There is a possibility that implementation services are needed.**
12. It was mentioned that selected vendor will be required to work with other vendors on site. Who are those vendors?  
Answer: **Deloitte is currently working with finance to streamline payroll processing between HR and Finance.**
13. Can you elaborate further on what you mean and expect in the Start-Up and Transition Plan?  
Answer: **This requirement has been eliminated.**
14. Is it required to have a State of North Carolina Registration #?  
Answer:
15. The 10-page limit for bidder's responses will be difficult with everything being asked. Could this be increased to 15 pages?  
Answer: **The page limit will be increased to 12 pages. Please feel free to provide a phased approach if necessary.**
16. How many persons do you estimate may need to be interviewed for this project based on size of your organization and their roles/responsibilities?  
Answer: **Approximately 10.**

**NOTE: ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED**