

Request for Proposal

Human Resources & Benefits Administration Services

Issued by: North Dakota Women's Business Center (NDWBC)

Issue Date: June 1, 2026

Proposal Due Date: June 15, 2026

Contract Period: September 1, 2026

Point of Contact: Paige Shockman, Community Engagement & Operations Manager;
partners@ctbnd.com

1. Overview

North Dakota Women's Business Center (NDWBC) is seeking proposals from qualified individuals or firms to provide contracted human resources and benefits administration services. The selected partner will support NDWBC's internal operations by strengthening HR systems, ensuring compliance, and managing employee benefits administration.

This role is intended to expand NDWBC's capacity to support a growing team with consistent, compliant, and employee-centered HR practices. The ideal partner is organized, responsive, detail-oriented, and able to operate independently while maintaining strong communication.

2. About North Dakota Women's Business Center

North Dakota Women's Business Center (NDWBC) is a nonprofit organization dedicated to supporting women entrepreneurs across North Dakota. NDWBC provides training, technical assistance, and access to resources that help individuals start and grow sustainable businesses.

NDWBC operates in both rural and urban communities, delivering programming through in-person events, virtual platforms, and community-based partnerships. The organization is grant-funded and mission-driven, with a focus on economic opportunity, leadership development, and business growth.

3. Purpose of the RFP

NDWBC seeks to engage a contractor who can provide coordinated support across two key areas:

- Human Resources Administration and Reporting
- Benefits Administration and Compliance
- Payroll and Time Tracking

The selected partner will bring strong knowledge of HR best practices, compliance requirements, and employee experience, along with the ability to scale systems to meet organizational growth.

4. Scope of Services

A. Human Resources Administration and Reporting

The contractor will support NDWBC's HR functions by:

- Stay up to date and maintain HR policies and employee handbook
- Managing employee onboarding and offboarding processes
- Maintaining employee records and HR documentation
- Provide detailed time tracking system and regular reports
- Advising on performance management processes and tools
- Supporting employee relations and HR guidance to leadership
- Ensuring compliance with federal, state, and local employment laws
- Recommending HR systems, workflows, and improvements
- Supporting staff retention strategies and workplace culture initiatives
- Ensure compliance and accurate documentation to comply with federal grant requests and when necessary employee allocations

B. Benefits Administration and Compliance

The contractor will:

- Manage employee benefits accrual programs, including:
 - Health, dental, and vision insurance
 - Life and disability insurance
 - Retirement plans
 - Leave policies (PTO, sick leave, parental leave)
- Coordinate open enrollment processes and employee communications
- Serve as liaison with benefits providers and brokers
- Ensure accurate enrollment, changes, and terminations
- Support compliance with applicable regulations (e.g., ACA, COBRA, ERISA as applicable)

- Track and maintain benefits documentation and reporting requirements
- Advise on benefits strategy, cost management, and plan design
- Provide clear, accessible communication to staff regarding benefits

Additional information:

- NDWBC currently has 6 team members eligible to receive a variety of benefits. For information on our current benefits plans, please contact Paige Shockman at partners@ctbnd.com.

C. Payroll and Time Tracking Administration

The contractor will:

- Manage or support payroll processing in coordination with NDWBC leadership
- Ensure accurate and timely payroll submission, including review of wages, stipends, and reimbursements
- Maintain and administer time tracking systems for employees and contractors
- Support classification and documentation for employees vs. contractors
- Assist with payroll reporting and required documentation
- Ensure compliance with federal and state wage and hour regulations
- Coordinate with finance staff to align payroll, budgeting, and reporting requirements
- Recommend systems or process improvements to streamline payroll and time tracking

D. Project Coordination and Administrative Support

The contractor may also:

- Participate in regular check-ins with leadership
- Provide status updates on HR and benefits activities
- Track key deadlines, renewals, and compliance requirements
- Maintain shared documents, templates, and trackers
- Recommend process improvements for efficiency and consistency

5. Deliverables

Deliverables may include:

- Updated employee handbook and HR policies
- Onboarding and offboarding workflows and templates
- Job description templates and recruitment tools
- HR compliance checklist and calendar
- Benefits administration calendar and documentation
- Open enrollment materials and communication templates
- Employee records management structure
- Monthly or quarterly HR status reports
- Recommendations for HR systems and improvements

6. Desired Qualifications

NDWBC is seeking respondents with:

- Demonstrated experience in human resources and benefits administration
- Knowledge of nonprofit organizations (preferred)
- Familiarity with federal and state employment regulations
- Experience managing benefits programs and vendor relationships
- Excellent written and verbal communication skills

7. Contract Structure

NDWBC anticipates entering into a contract agreement with one respondent. NDWBC reserves the right to:

- Award all or part of the services outlined
- Negotiate scope, deliverables, and pricing
- Decline to make an award if proposals do not meet needs

8. Period of Performance

Start Date: 09/01/2026

End Date: 12/31/2028

Based on Fiscal Policies RFPs are negotiated on a two-year cycle.

Fiscal Year: October 1

The contract may be extended based on performance, funding, and organizational needs.

9. Budget and Pricing

NDWBC prefers monthly cost for services; please provide projected fixed cost for each of the sections listed under the Scope of Services. Any adjustments, additional expenditure, or other services outside of the scope of this proposal must be pre-approved. Describe your billing rates and procedures for technical questions that may come up during the year, or whether these occasional services are covered in the proposed fee structure. Proposed fee structure for each year of the proposal period, including whatever guarantees can be given regarding increases in future years, and the maximum fee that would be charged. Proposal should be broken into two separate costs: a) monthly human resources administration and b) monthly benefits administration c) payroll.

10. Proposal Requirements

Proposals should include:

A. *Cover Letter*

Summary of interest, qualifications, and contact information

B. *Experience and Background*

Description of services offered and relevant experience

C. *Proposed Approach*

- Approach to HR administration
- Approach to benefits management

D. *Pricing Proposal*

E. *Communication*

Explain how you intend to communicate with NDWBC team members to ensure proper engagement.

F. *References*

- 2–3 professional references

11. Selection Criteria

- Submission of all proposals by the stated deadline.
- The perceived ability for the proposing company's ability to deliver their services.
- The proposing company's prior performance delivering such services as demonstrated by customer satisfaction.

- Availability of sufficient high-quality personnel with the required skills for the proposed approach.
- The overall cost of the proposal.

12. Submission Instructions

Submit proposals by: June 15, 2026

To: partners@ctbnd.com

Subject line: Proposal – HR and Benefits Administration

13. Tentative Timeline

Activity	Date
RFP Released	June 1, 2026
Q&A Period	June 1 – 10, 2026
Proposals Due	June 15, 2026
Interviews (if needed)	June 22 – 26, 2026
Notice of Intent to Award	August 10, 2026
Contract Finalization	August 30, 2026
Contract Start	September 1, 2026
Benefits Coverage Effective Date	January 1, 2027

14. Transition and Open Enrollment Support

NDWBC’s employee benefits renew on January 1 each year, with open enrollment activities occurring in October. Due to this timing, the selected subcontractor will be engaged in a phased transition. From contract start through September, the contractor will focus on assessment, onboarding, and stabilization of current HR systems and benefits structures. Beginning in October, the contractor will take an active role in open enrollment, including coordination with current providers or brokers, managing employee communications, and ensuring accurate enrollment processes. The contractor will work alongside NDWBC and existing vendors during this period to ensure continuity. Following January 1, the contractor will assume full ongoing responsibility for benefits administration, compliance management, and strategic support for plan performance and future renewals.

15. Terms and Conditions

NDWBC reserves the right to:

- Reject any or all proposals
- Request additional information
- Negotiate with selected respondents
- Modify or cancel this RFP

16. Equal Opportunity Statement

NDWBC encourages proposals from individuals and firms of diverse backgrounds and does not discriminate based on any protected status.