

## **Request for Proposals**

### **Applicant Tracking and Recruitment System**

#### INTENT

It is the intent of the county to implement a user friendly, intuitive, integrated, web-based (vendor hosted) Applicant Tracking and Recruitment System (ATRS) to improve the Human Resources department recruitment process from application to hire.

#### **SCOPE OF WORK**

The proposer shall provide analysis, design, ATRS application and selected application development for implementing on-line recruitment. This shall include transferring knowledge of industry best practices for the development, enhancement and maintenance of the ATRS. The RFP shall ensure the solution is compatible with county standards.

The system shall be a fully operational built ATRS application solution that is a web-based (vendor hosted) system. The vendor shall provide configurations, customizations, training, user documentation, and conversion recommendations. The county Human Resources Department is seeking an ATRS, which conforms to acceptable industry standards and can handle the minimum volume of 20,000 applications per year. The county anticipates application volume to increase over time.

The proposer must be able to provide the functions listed in the specifications section of this RFP. The ATRS will be used for daily recruitment processing, report generation, skills bank, online data transfer, job requisitioning, onboarding and other functions that relate to applicant/employee information and records. Proposers must be able to advise the County on, and provide, 'best of breed' application functions. The county anticipates this application being administered by one system administrator, two super users and approximately 70 HR liaison users. Some of the basic functions that will be required to support the current environment are:

Recruiting Structure – Job requisitioning and posting, scheduling interviews, electronically tracking the hiring process (i.e., recording and reporting time/event driven milestones), on-boarding capabilities and option to post internally; and auto e-mail to external sites, cross posting to external job boards, and ability to feed to social media sites.

Daily Applicant Processing – Determining the current status of applicants in the recruiting process, generating documents to applicants informing them of recruiting status (i.e., automatic correspondence to applicants acknowledging receipt of application); recording interview notes using structured forms and to limit who can see those notes (i.e. only HR or also hiring managers).

Application Testing – On-line assessment tests that would link to the applicant record. The current testing system does not link to our applicant tracking system and candidates have to come to the office to test.

Report Writing – Structured query reporting tool that generates standard and ad hoc reports for all data in the system. (i.e. Time to Fill, EEO, Sources of Hires)

Database Query – Application provides query and full-text search capabilities of application, resume and cover letters for data viewing. Ability to retrieve applications, resumes and cover letters of qualified candidates, based on word recognition.

Skill Bank Maintenance – Tracking of applicants' qualifications (i.e., education, training, skills) for system retrieval of the best-suited applicants.

Integration – The ability to provide data feed to/from the county Oracle system to include position, department, supervisor, requisition, etc. for onboarding capabilities.

Applicant Self-Entry – Applicant is able to complete an online and/or mobile application form, which will interface to the applicant database. Applicant will also be able to update contact information and attachments, if necessary.

Security – Security by user ID with password and access control by profiles, with restricted access based on job responsibility.

Interface/Workflow – Internal e-mail connectivity with Microsoft Exchange.

Electronic Filing Cabinet – Store documents electronically with the original image available.

Additional Requirements:

- Proposer's ATRS application will be Internet accessible via industry-standard browsers and be mobile device friendly.
- The system should have the ability to upload applicant information from the proposed application to Oracle system. If not, please list existing ERP systems that your system currently integrates with.

• **Applicant request and selection process capabilities:**

- o Requisition Workflow – Ability to create and use a Personnel Requisition designed to meet customized specifications (i.e., position #, job title, spec code, fund, agency, organization, scheduled hours, department, posting instructions, special request, testing requirements, physical requirements, background check requirements, etc).
- o Automatic routing of personnel requisitions from the various departments to assigned HR personnel.
- o Generate job-posting template.
- o System will be accessible via the county's website. The user interface must conform to the look and-feel of the county's website and display the county logo.
- o Applicant can create an account with a user ID and password and apply for vacancies.
- o Applicant can update attachments and personal information.
- o Create an applicant record using basic data.
- o Applicant can attach a cover letter/resume to the employment application.
- o Applicant can modify any area of the employment application to apply for multiple positions.
- o Applicants can log into the system to check status of their employment application.
- o When a position is filled, any applicant who is rejected will automatically receive a response that vacancy has been filled.

• **Applicant Review Process:**

- o Rate preferred qualifications in employment application and resume using key words that will be linked to online screening tools.
- o Identify qualified applicants on the reviewing screen by marking (flagging) the applicant and follow up notifications or reports to allow tracking of flags.
- o Use an online applicant-screening questions/tool to identify qualified candidates.
- o HR Generalist can be assigned to each vacancy/department.
- o Automatic notification to HR Generalist when jobs are posted after a specified amount of time.
- o Provide capability and capacity to store large amounts of applicant information.
- o The hiring manager has access to all applicants applying for their position vacancies.
- o Hiring manager can schedule interviews and track the interview process.
- o On-boarding capabilities that would include forms and video management.

• **History and Archive:**

- o Archive all information relevant to recruitment. (Explain archive strategy). List the minimum of the

legal retention time for the documents.

o Print metric reports for current or closed positions, to include EEO data.

• **Security:**

o Provide security control features so that access to files, records, fields and functions can be restricted to authorized personnel.

o Integrate security features of the server operating system and DBMS environments.

o Allow for multiple hierarchies so that larger departments will have the ability to have their own workflows separate from the main County workflow.

o Access controls are controlled by HR system administrator for each application and include the ability to limit access to:

- certain functions
- certain screens
- certain fields
- online and batch access to certain files
- inquiry only
- inquire on individual users or group of users by unique user ID
- certain reports
- copy security profiles from one user to another
- provide features that would detect and block access by unauthorized users
- provide an audit trail of unauthorized attempts

• **Audit Controls:**

o Provide a transaction trail and report of all transactions for daily auditing of the ATRS. o Allow for online real time processing of transactions. A transaction trail must be maintained for all online transactions providing the following:

- Identity of the user
- Date and time of transactions
- Contents of each record before and after transactions

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o The ATRS must provide an online transaction trail by date and time for:

- Transactions by client number
- Transactions by name
- Changes by operator identification

• **Documentation:**

o The ATRS must be fully documented prior to acceptance of the system by the County. The County shall maintain the right to make a sufficient number of copies of all documentation for internal use.

Documentation must include:

- Management overview
- Detailed user instructions
- Technical components and instructions, programs, files, procedures, etc.
- Sample copies of documentation as a part of proposal outline.

• **Support Services:**

The County is requesting the following specific services as part of this RFP:

o Procedures for adequate back up and recovery of files related to the proposed system. The procedure must assure, to a reasonable degree that upon system failure, or other system component failure that system databases are restored to their pre-failure status and that data integrity is maintained. Recovery from failure must be provided such that operation may be continued immediately following replacement of the failing component.

o An explanation of Service Level Agreement options.

o Necessary training for Human Resources (approximately 10 personnel) and HR liaisons (approximately 33 personnel). The training must assure that all users will be capable of continued operation of the system. The training plan shall also include related costs and materials, i.e., Reference Guides, Tutorials, etc. The county will consider direct training and train-the-trainer approaches.

- o A Project Manager with necessary expertise and manpower to oversee and perform the tasks involved to ensure the successful and timely implementation of the system.
- o An Account Manager(s) to provide pre and post-implementation support.
- o A comprehensive customer support structure.

• **Project Work Plan:**

- o The proposer's Project Manager must provide the County a detailed written Project Work Plan that outlines the various project phases with definitive starting and completion dates.
- o The Project Work Plan must be submitted and be approved by the County within three weeks of the project commencement.
- o This Project Work Plan shall include, but is not limited to, the following:
  - Delivery of documentation
  - Training plan and schedule
  - System acceptance testing
- o The proposer's Project Manager shall submit an updated Project Work Plan to the County at regular intervals, and as project events may require.

Upon project commencement, the proposer's Project Manager must provide a bi-weekly written status report to the County's project manager/team. This report must document the project's status, identify tasks not on the schedule, report problems, and specify how and when problems will be resolved.

Upon termination of relationship a backup of data shall be provided together with a certificate of data destruction after complete backup is received.

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**PROJECT TIMELINE**

<b>Action Item</b>	<b>Proposed Schedule*</b>
RFP Due Date	2/23/2021
All services transitioned and fully operational	7/1/2021

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