

REQUEST FOR PROPOSALS
for Online Application System for the
Baldwin County Commission

1.0 Overview

The Baldwin County Commission and Baldwin County Sheriff's Office ("the County") will receive proposals for the provision, installation, and set-up of an automated online application system ("System"), and subsequent hosting of the System, including maintenance and off-site support for the contract term. The goals of the System are to:

- Decrease overall recruitment cycle time;
- Provide job applicants with a superior end-user experience;
- Provide the ability to receive application materials in and electronic form;
- Reduce unnecessary processing time by increasing efficiencies in applicant data entry, tracking, and information retrieval;
- Improve the format of the information and data received from applicants to allow for more valid and effective evaluations of an applicant's training and experience by providing a mechanism for applicants to answer job specific questions regarding qualifications and to objectively score that information;
- Improve the ability to prepare user-friendly reports regarding recruitment and applicant activity.

The County desires to implement an online application system four months from date of contract award. The vendor must meet or exceed all requirements described in this solicitation.

The users of this system are:

- Baldwin County Commission Personnel Department;
- Baldwin County Sheriff's Office Human Resources Department;
- Departmental hiring staff

1.1 Introduction

The Baldwin County Commission Personnel Department functions as a centralized human resources department which announces all vacancies, recruits applicants, receives and processes applications and screens applicants for consideration to the 50 departments it serves. Since FY 2010-2011, a sum of 753 appointments (new hires, promotions, demotions and lateral moves) has been made, with a sum of 15,698 applications received. The County also tracks information on over 680 full-time, part-time, elected and appointed employees of the departments.

The Baldwin County Sheriff's Office functions as a centralized human resources department which announces all vacancies, recruits applicants, receives and processes applications and screens applicants for consideration to the 14 departments it serves. Since FY 2010-2011, a sum of 138 appointments (new hires, promotions, demotions and lateral moves) has been made, with a sum of 3,345 applications received. They also track information on 291 full-time, part-time, elected and appointed employees of the departments.

1.2 Contract Term

Upon award of this contract, the vendor shall begin the phased-in implementation of the System. The Contract Term for the hosting, maintenance, and support services shall begin upon completion of the phased-in implementation of the System and shall continue for a period of thirty-six (36) months ("Initial Contract Term"). Upon satisfactory performance of the vendor, the County may authorize continued operations of the vendor for

up to four additional twelve (12) month periods (each period is referred to as "Subsequent Contract Term") under the terms set forth in the contract. The County reserves the right to negotiate with the vendor subsequent extension(s) of the contract on year-by-year basis.

1.3 Submission Procedures, Requirements

One (1) original and three (3) copies of the proposal must be received by the County prior to **2:00 P.M., (Central Standard Time) on October 14, 2015**. All copies of the proposal must be under sealed cover and plainly marked. **No emailed or faxed proposals will be accepted.** Proposals should be delivered or mailed to:

Wanda Gautney, Purchasing Manager
312 Courthouse Square, Suite 15 (mailing address)
257 Hand Avenue (physical address)
Bay Minette, AL 36507
Phone: (251) 580-2520

1.4 Inquiries and Questions

Inquiries and questions should be submitted by email only to Wanda Gautney, Purchasing Manager, at wgautney@baldwincountyal.gov no later than **3:00 P. M., Central Standard Time, on October 6, 2015**. All inquiries or questions should be consolidated by each vendor and emailed prior to the October 6, 2015, deadline. All questions that are submitted will be answered and posted to the County website by 4:30 P.M., Central Standard Time, on October 9, 2015.

1.5 Prime Vendor Responsibilities

Service Provider will assume responsibility for delivery of services and application performance, regardless whether or not the Service Provider subcontracts any of these items and services. The Service Provider will be the sole point of contact regarding contractual matters, including performance of services and the payment of any and all charges resulting from contract obligations. Service Provider will be totally responsible for all obligations outlined under this RFP.

1.6 Hold Harmless Provision

The vendor shall at all times indemnify and save harmless the County and its Departments, their County Commissioners, officers and employees, against all liability, claim of liability, loss, cost or damage, including death, and loss of services, on account of any injury to persons or property, occurring from any cause whatsoever in the work involved in the contract, and will at his expense defend on behalf of the County and its departments, their officers and employees, either or all, any suit brought against them or any of the arising from any such cause.

1.7 Service Provider Qualifications

All bidders, to the best of their knowledge and belief, must be in, and remain in compliance with all applicable Federal, Alabama State, County and municipal laws, regulations, resolutions and ordinances. In particular, and without limitation, all bidders must be licensed and permitted in accordance with The Code of Alabama Title 10, concerning corporations doing business within Alabama, Title 34, dealing with licensing for businesses, Title 40, concerning licenses and taxation, unless otherwise exempt. All bidders should be prepared to timely submit to the County non confidential evidence or documentation demonstrating that the fact they are presently licensed and permitted under Alabama law. Such non confidential evidence or documentation is encouraged to be submitted with the Bid Package.

The bidder expressly acknowledges, to and for the benefit of the Baldwin County Commission, that this Agreement may be funded with **federal grant monies** and, therefore, bidder expressly warrants and agrees that it shall at all times comply with all applicable federal, state, local and municipal laws and regulations. For more information about the Federal regulations visit the website <http://www.gpoaccess.gov/index.html> Code of Federal Regulations.

All vendors, contractors and grantee are required to comply with the Alabama Immigration Law under Sections 31-13-9 (a) and (b) of the Code of Alabama. Forms and documents will be included with award documents. Information and forms can be found on the Baldwin County Commission's Purchasing website under E-Verify at www.baldwincountyal.gov

All bidders must provide proof of proper certification of authority, and any required registration, to transact business in this State, in order to perform work for the Baldwin County Commission. Bidder's Registration Number shall be provided on the Bid Response Form. The phone number for the Alabama Secretary of State is (334) 242-5324, Corporate Division.

1.8 Contractors and Subcontractors and Insurance

The Contractor shall not commence work under this contract until all the required insurance has been obtained. Such insurance has not been approved by the County, nor shall the Contractor allow any Subcontractor to commence work on his subcontract until the insurance required of the Subcontractor has been so obtained and approved.

1.9 Compensation Insurance

The Contractor shall procure and shall maintain during the life of this contract Workmen's Compensation Insurance for all of his employees to be engaged in work on the project under his Contract, and, in case of any such work sublet, the Contractor shall require the Subcontractor similarly to provide Workmen's compensation Insurance for all of the latter's employees to be engaged in such work unless such employees are covered by the protection afforded by the Contractor's Workmen's Compensation Insurance. In case a class of employees engaged in hazardous work on the project under this contract is not protected under the Workmen's Compensation Statute, the Contractor shall provide and shall cause each Subcontractor to provide adequate employer's general liability insurance for the protection of such of his employees as are not otherwise protected. The Baldwin County Commission, its Departments and its employees shall be named as additional insured.

1.10 Contractor's Public Liability and Property Damage Insurance

The Contractor shall procure and shall maintain during the life of this contract a Comprehensive Liability Policy providing bodily injury and property damage coverage on an occurrence basis including damages arising from blasting explosion or collapse, mechanical equipment digging in streets or highways, and including completed operations, independent contractors and contractual general liability. Insurance shall be contractual general liability \$500,000.00 per occurrence bodily injury and property damage; \$5,000 per person medical payments or medical expense; \$500,000.00 per occurrence bodily injury and property damage; \$5,000 per person medical payments or medical expense; \$500,000.00 personal and advertising injury; \$50,000.00 fire damage (any one firm); \$1,000,000.00. The Baldwin County Commission, its' Departments and its employees shall be named as additional insured.

1.11 Current Process

Vacancy Request Process (Announcement Process):

- A job announcement is triggered by one of the following:
 - County action that creates a position; and/or
 - Correspondence from department requesting to fill a vacancy.

- The County Personnel staff evaluates the request, and if it is approved, starts a job requisition for job posting purposes.
- A job announcement is manually generated by the Personnel department. All positions are posted for 10 business days. They also produce an announcement which is emailed to all County employees, County departments and Alabama Joblink. Job Internal/External Announcements are posted on the County's external website. All Internal Only Announcements are posted on the County's intranet website only. An announcement is also posted on the Personnel Department's LinkedIn social media page.
- As requested, job announcements may also be sent to online job posting/recruitment websites.
- Copies of all job announcement postings are printed for the permanent job requisition folder.
- The Personnel Department manually sets up a job requisition folder in the SharePoint system for each position that is posted and sets up alerts for each hiring manager, assistant manager and/or assistant that is approved to have access to application.

Application Process:

- Individuals applying for positions complete and submit a County application. Resumes may also be attached.
- Applications can be mailed, emailed, faxed or hand delivered.
- Applicants may attach supporting documentation, which could include a transcript, license or certification.
- All hand delivered, faxed or mailed applications are manually scanned into the specific job requisition folder. Emailed applications are also saved into the job requisition folder.
- All applications are manually uploaded into the specific SharePoint folder for department's review.
- Applicant information is then manually entered into a Microsoft Excel spreadsheet to be maintained as the official position roster.
- Once a job announcement closes, all uploaded applications are checked back to the Excel spreadsheet log. An email is sent to the hiring manager, assistant manager and/or assistant with a link to all applications as well as all forms needed for the interview process.

Selection and Hiring Process:

- A department may select as many applicants for interview as they deem necessary to make an informed hiring decision.
- Interview forms are completed on every applicant that is interviewed for a position and is forwarded to the Personnel Department after all interviews are completed.
- A recommendation for hiring an applicant is sent to the Personnel Department and the Personnel Department completes all pre-employment screenings before sending the recommendation agenda item to the Commission for final approval of employment.
- Personnel Assistant sends letters to all applicants that were interviewed, but were not selected for, the position and also sends letters to all applicants that were not selected for an interview.
- Upon approval of the Commission, the Personnel Department contacts the new employee and sets up an orientation date.
- Personnel Department manually enters all applicant information into the EnterpriseOne HRIS system and hires the applicant through said system.
- Personnel Department creates a personnel file for all new employees (hard copy information) and sends Commission approval employment letter to new employees.

1.12 Current Technical Environment

This information is provided only for the Baldwin County Commission and Baldwin County Sherriff's Office.

Network Infrastructure

The current County network consists mainly of an Ethernet based TCP/IP system hosted by the Baldwin County Commission over a fiber-optic link.

Desktop Computing Environment

The County has a four to five year replacement cycle on personal computers. The current minimum standards are listed below, but certainly there will be about two-thirds of the PC's that do not meet the current minimum standards. The proposed system must also meet Microsoft Windows 7 Professional 32-bit operating system standards.

Hardware Standard:

Desktop

-Processor: Intel Core i5-4590 3.3G 6M HD 4600 CPU

-Optical Media: CDRW/DVD Drive 48 x 32

-Hard Drive: 500GB 7200 RPM 3.5 HDD

-Floppy Media: none

-RAM: 4 GB

-NIC: 10/100 Ethernet

-Monitor: 19"

- OS: Windows 7 Pro

Laptop

-Processor: Intel Core i5-4300M

-Optical Media: CDRW/DVD Drive

-Hard Drive: 320GB SATA HDD

-RAM: 4GB DDR3

-Video Card: Intel HD Graphics 4600 + AMD Radeon HD 8750M (1GB)

-NIC: 10/100 Ethernet

-Display: 15"

- OS: Windows 7 Pro 64 bit

-Wireless: WLAN 802.11 a/b/g/n/ac

1.13 Objectives

The proposed web-based online application system should provide the following:

1. Allow the capability for hiring managers to prepare and route job requisitions electronically through the County for approval, editing and posting.
2. Allow the retrieval of job descriptions from a central database area.

3. Allow the posting of vacancies to the County's web site as needed.
4. Allow posting to external web sites or electronically transmitting to electronic media.
5. Allow an acknowledgement to be returned to the supervisor that the position has been posted.
6. Allow applicants to submit applications and attachments, such as scanned transcript(s), cover letters and resumes for job postings. Provide a data extraction capability so that applicants can parse information from their resumes.
7. Applications will be electronically incorporated into an online application system and will be stored there in case the applicant applies for another position.
8. All applicants will apply on-line by completing an application and position specific questionnaire which will describe their experience in detail. Only in exceptions, as determined by the County would hard copy applications be permitted.
9. Allow County staff to scan or record applicant data with data extraction capabilities for those applicants who cannot access the web.
10. Applications and questionnaires will be screened through an automated process based upon responses to job specific questions. The System will allow for automated scoring of applications and questionnaires based upon applicant responses. Scoring will be determined by assigning weights to the questions or category of questions. Weights will be determined by the County.
11. Allow automatic and custom feedback to applicants regarding receipt and status of their application.
12. Provide a means to incorporate test score data from the in-house database into the applicant's record based on County computerized tests.
13. Allow County staff to adjust final qualifying status of applicants.
14. Allow access to qualified applicant materials by administrative units and hiring managers within security parameters established by the County.
15. Allow the hiring department to review status and allow electronic communication between the department, administration and County staff.
16. Allow an electronic reminder to the hiring department to complete the certification prior to the expiration date.
17. Allow standard reports and ad hoc queries of data downloads.
18. Allow easy operation by staff and applicants with staff user permissions housed in the County.
19. System will be housed 24 hours per day, 7 days per week by the vendor.
20. System must be designed so that the County can expand, at will, in the future.

1.6 Specific Requirements

The proposed System shall, at a minimum, provide the following:

General Requirements:

- a) The system shall be web based and hosted by the Vendor.
- b) Job description, advertisement and reporting requirements specific to the County require that specific data elements related to the status of the applicant and terms and conditions of employment be captured on the new system.
- c) The system must allow the applicants to fill out and review status of their applications on line.
- d) The system must allow applicants to access and update their application.
- e) The system must allow the County to review all applicant history in one report.
- f) The system should allow the County to create custom screening questions for each job posting.
- g) The system must allow designated staff to review the status of the job requisition and hiring approvals for a particular vacancy.
- h) The system must allow vacancy specific routing for reviews and approvals. The County desires a system that allows routing to mandatory participants plus the ability to add participants based on the specific vacancy.

- i) The system must allow electronic communication between the County and reviewer/approvers.
- j) The system must identify or permit identification of qualified, not qualified or not eligible candidates based on minimum requirements of the position or predetermined information. The not eligible category could be limited to candidates who previously applied and were disqualified (for specified reasons), failed a background check or are employees terminated for cause, if policy permits.
- k) The system must allow designated County and administrative staff to print any application materials, forms or screens.
- l) The system must provide regular reports to the County and employing departments that includes statistical data regarding vacancies and applicants.
- m) The system should allow a query of the database or a download of specific data elements.
- n) Vendor must describe how the system can be customized.
- o) Vendor must describe the standard reports in the proposed system.
- p) Vendor must describe the routing and workflow process and describe how the system will manage different reviewers for different vacancies.
- q) The new system must allow the County to collect all relevant EEO information.
- r) Ability to sort applicants by: last name, Social Security number, job classification name, dates of application, and ability to reference announcement number and sub-numbers (first, second and third levels 00000-00-000-00).

Announcement Process (Vacancy Request Process):

- a) The system must enable authorized employees to cut and paste necessary position description information with preferred qualifications for each position. Adequate space and flexibility should be included.
- b) The system must allow electronic routing of job requisition form to supervisors, administrators, and the County for review, editing and approval.
- c) The system must allow retrieval and updating of previous requests for personnel forms and/or templates for job classifications or job announcements that can be modified for the specific vacancy.
- d) The system must allow posting of the vacancy directly to the County job opportunities web site or a linked website. At a minimum, the advertisement must contain a description of the position, required and preferred qualifications and salary information and application instructions.
- e) The system must contain a process to generate advertisements for print media or to transmit the announcement to other websites.
- f) Allow the vacancy announcements to be created on the Vendor's application software.
- g) Provide for announcements to auto-expire after their closing date and be automatically removed from the website.
- h) Allow flexibility in posting periods and lengths.
- i) Allow the vacancy announcements to be automatically posted to other job boards as designated by the County. These job boards will be chosen by the County on an ad hoc basis.
- j) Allow announcements to be printed for outreach purposes.
- k) Allow a summary list of current announcements.
- l) Allow announcements to be distributed by email.
- m) The system must have an employment opportunities search engine which will allow for applicants to search, by word or text string, all active vacancy postings.
- n) The system must have an employment opportunities notification system which will allow applicants to be notified by email or mail of future openings.

Application Process:

- a) The system must allow web based application and the scanning of a hard copy application to the same data base where the statistics for all applications for that particular requirement may be analyzed together as one report.
- b) The application must be flexible to accommodate varying rules and processes for different employment categories and vacancies.
- c) The process must allow a cover letter, standard application, supplemental questionnaire with questions related to the specific vacancy, and attachment of transcript(s), resume and references in the initial submission.
- d) The process must allow automatic and custom feedback to applicants regarding receipt and status of application. This would include notifications on-screen, by email and regular mail.
- e) The application process must collect Affirmative Action statistical data for the County including but not limited to name, job title, race, gender, date of birth and date of application.
- f) Applicants must be able to import from a previous application or upload current information for a new application.
- g) Applicant must be able to work on their application at intervals prior to submission.
- h) Applicant cannot update application after it is submitted.
- i) Application materials submitted for a particular vacancy must be maintained for a minimum of one year if not accepted. Data related to the application must be stored for regular reports and ad hoc queries or data downloads by the authorized department and the County.
- j) Application materials for specific vacancies must be available electronically to designated administrative staff and the County staff.
- k) The system must allow authorized staff to provide standard and custom responses to applicants.
- l) The system must allow the submission of paper application material and include a process for capturing hard copy data such as scanning and importing to Online Application System database. Vendor must describe the method and equipment needed to accept paper applications in this manner. There must be efficient means to track these applicants which may include the ability for applicant profiles to be entered manually by authorized County staff.
- m) Vendor must describe the standard elements captured for applicants and the flexibility in capturing County specific elements.
- n) Editing capabilities should be provided.
- o) The system must provide the ability to separate and/or distinguish between applicants applying for different types of positions (full-time or part-time, internal or external) and the ability to distinguish and properly track when one applicant falls into more than one of the above mentioned categories.
- p) The system must provide the ability to separate and/or distinguish between applicants applying for different agencies and the ability to distinguish and properly track when one applicant selects more than one agency.
- q) Allow processing of each application and any attachments as a single complete document.
- r) Ability to halt incomplete applications (missing documentation, does not meet minimum qualifications, etc.) prior to the screening process. Allow County staff to override, if necessary.

Screening/Examination Process:

- a) Data released to the applicant pool and hiring results must be stored for regular reports and ad hoc queries or data downloads by the County staff.
- b) Allow for each vacancy announcement to include a set of questions that will be generated by the County using a database maintained in the System. These questions must be able to be automatically loaded into the System and must include both multiple-choice and narrative formats.
- c) Allow multiple hurdles scoring of applicants such as on minimum qualifications or minimum qualifications plus desirables. Multiple hurdle scoring may also include allowing some questions to be scored based upon

a pass/fail basis (such as minimum qualifications) and other questions (such as desirables) to be scored through a compilation of scores based upon responses to a set of questions.

- d) Allow tracking of multiple applicant status codes, such as, "does not meet minimum qualifications", "does not meet desirable qualifications", "incomplete application," etc.
- e) Allow for questions to be scored individually or aggregated into composite scores.
- f) The system must be able to score an individual item in combination with another item. For example, a position in which either two (2) years of college plus two (2) years experience or one (1) year of college plus three (3) years of experience is acceptable. The scoring methodology must reflect this.
- g) Allow automatic entry and integration of applicant scores on County generated supplemental exams such as interviews, video tests, written tests, typing, etc. via hardcopy or data file.
- h) The process must allow automatic and custom feedback to applicants regarding status at any point in the examination process. This would include notifications on- screen, by email and regular mail.

Register Process:

- a) Provide the ability to add applicants at any time during a register's existence.
- b) Provide the ability to show applicants as "dropped" (no longer eligible) or inactive (with status change to be made available at a later date) for a specific cause.
- c) Provide the ability to merge registers and include subgroups of registers (note: applicants appointed full-time or "dropped" should not merge forward).
- d) Break ties by date/time the application received.
- e) Keep original score, tie breaker points and veteran's preference points separate.
- f) Provide the ability to "drop" an applicant after two (2) years from initial eligibility date.
- g) Registers must expire after six (6) months; County staff should have the ability to manually amend the expiration date.
- h) Provide the ability to change, delete or hold (pending) a register.
- i) Provide the ability to monitor and track reinstatements to a register (of the same class or within the series of the class), as a former employee must not have more than two (2) reinstatements to a reemployment list following appointment or resignation.

Selection/Hiring Process:

- a) Ability to issue electronic or print copy of certifications.
- b) Provide a selection of options for action taken on each applicant.
- c) Ability to track applicants in post-hiring processes.
- d) Provide the ability to merge applicant data to print a hard copy and create a personnel file for new employees.

Certification Process:

- a) Provide the ability to include a select number of eligible applicants on the certification form.
- b) Provide the ability to create and maintain separate registers for Re-employment, Return from Military Leave, Return from Layoff, Promotion and Employment.
- c) Provide for an item bank of notes for certifications, and the ability to modify selected items as needed.
- d) Provide the ability to compile a list of eligible applicants by employment status, agency, department, etc., in any combination.
- e) Provide the ability to compile a list of eligible applicants from several applicant pools, including but not limited to: different announcements, re-employment and promotion.
- f) Provide the ability to list the eligible applicants in alphabetical order, rank order, or a combination of both.
- g) Allow County staff to extend the certification expiration date beyond thirty (30) days.

Data Management and Reporting:

- a) Capture and store with limited access the applicants' personal data including name, address, social security number, demographics, EEO data and positions applied for.
- b) Provide the ability to customize data entry screens (including but not limited to applicant notification entry screens). These screens should consist of user-defined tables that include: classification codes, job titles, departments, divisions and EEO codes.
- c) Provide different levels of access for three (3) types of users: administrative user, line department human resources staff and line department hiring supervisor.
- d) Provide the ability to create a database of questions. Specific questions can be coded by task area, position or job class and accessed for multiple recruitments. County HR staff can access questions and "click and choose" appropriate questions for each vacancy.
- e) Include a full feature reporting capability with a SQL type query tool so that recruitment and applicant data and statistics can be easily retrieved through both standard and ad hoc reports. Data should be available by individual recruitments as well as aggregate statistics by department, analyst/staff member, occupation, total, etc.
- f) Provide for the storage of at least three (3) years worth of applicant and recruitment data.
- g) Provide for the storage of job announcements, registers, certifications and summary statistics for the life of the organization.
- h) Provide the capability of transferring 25 years worth of County data (such as application, register and certification history) into the vendor's system in order to provide the capability of creating statistical reports and producing trend analysis.

Training and User Assistance:

- a) Provide comprehensive training session for approximately ten (10) persons at a County location to be determined by the County prior to the full implementation of the System. Additional training must be available as needed by the County.
- b) Include an on-line tutorial for new applicants which would provide simple instructions for using the System.
- c) Provide user help desk services for the County staff during normal business hours (Monday through Friday, 8:00 a.m. through 5:00 p.m., CST) both by telephone and on-line. Emergency assistance should be available 24 hours per day, 7 days per week.
- d) Provide user help desk services to applicants both by telephone and on-line 24 hours per day, 7 days per week.

Self-service Kiosk (Alternate Item)

- a) Americans with Disabilities Act (ADA) and Section 508 of the U.S. Rehabilitation Act approved enclosure
- b) On-demand printing
- c) Touch screen interface
- d) Signature capture
- e) Fixed position hard-wired installation

Technical Requirements:

- a) No application software, other than an Internet browser and PDF viewer, should be required on computers (applicants and County staff) that access the System. Users should be able to use any currently available Internet browser, i.e., Microsoft Internet Explorer, Mozilla Firefox, Netscape Navigator, Google Chrome, or Apple Safari. Software should be compatible with a variety of ISP's including AOL, Microsoft, etc.

- b) The System description shall include information regarding the minimum version required for the browsers that can access the system.
- c) The System shall provide prompt response time (not to exceed 10 seconds) when accessed by County staff.
- d) The proposal shall clearly state the guaranteed availability (percentage up-time) of the System as well as any restitution provided to the County if this guarantee is violated.
- e) The Vendor should immediately notify the HR and IT departments of any down time, equipment failure, or any other factor which affects the ability of County to access and manipulate data or the ability of an applicant to submit material or receive a notification acknowledging receipt or status of an application.
- f) The System should have redundant Internet connections and full documentation related to how these redundant connections operate shall be given as a part of the proposal.
- g) The System shall provide all required interfaces with County's resources without compromising the integrity of the County's firewall and network security systems.
- h) The System shall provide applicants with an option to create user passwords that protect other applicants from viewing their data.
- i) Encryption of the Applicant's Social Security Number should be accomplished through whatever standard means the vendor's system uses.
- j) Current job announcements, applicant profiles, and all other system data shall be backed-up on a regular basis (at least daily). All back-ups shall be verified and recovery systems tested on a regular basis.
- k) The System shall provide access to the raw data on an ad hoc basis in a standard format such as Access or Excel.
- l) The County shall be notified of any scheduled System outages at least two (2) working days prior the outage.
- m) The vendor shall acknowledge any issues raised by the County within fifteen (15) minutes and resolve them according to a priority schedule to be determined.
- n) The data shall be owned by the County along with the ability to access the data by third party tools. Vendor will provide a statement clarifying that the applicant data is "owned" by the County and will be provided to the County in a usable format at the conclusion of the contract.
- o) The vendor shall use an off-site storage facility for back-up data storage and shall provide documentation on the procedures that are followed for backing up and restoring data in the case of an emergency or system failure.
- p) Vendor will provide written instructions on how to interface into existing and future backend systems (There are future plans for an Electronic Records Management system and a Human Resource Management system).
- q) Vendor will provide a description of the format and methodology utilized to transfer the applicant data to the County in the event the contract with the vendor is terminated.
- r) Vendor shall provide a description of the scanning software needed to permit scanning of hard copy application documents directly to the OAS. The cost for this process should be clearly indicated in the pricing proposal.
- s) Vendor shall provide an Internet bandwidth usage per systems and/or demonstrate the overall bandwidth consumption of the system when using the system.
- t) Vendor shall provide adequate system requirements to permit the County IT staff to evaluate compatibility of the system server, PC hardware and/or software with County existing infrastructure.

1.14 Response Matrix:

The following Response Matrix shall be used by Proposers to respond to the requirements stated in Specific Requirements Section above. Proposers must respond to every requirement by placing a check mark in one of the boxes for each row. Failure to enter a response will be interpreted as "Not Available".

The following is a description of individual columns in the matrix:

- Specific Requirement Description

The information in this column matches the requirement listed in the “Specific Requirements” section. There will be a response row for each requirement.

- Mandatory/Optional Element

This indicates whether the element described is mandatory or an optional feature.

- Basic Package

A check mark in this column indicates the requirement is met by the product without any modification or setup.

- Supported Customization

A check mark in this column indicates the requirement can be met by the product although customization is required. This customization will be supported by the Proposer as if it were a standard capability of the product for the current and all future releases. Show the estimated cost for doing the customization (non-binding at this stage of the process).

- Unsupported Customization

A check mark in this column indicates the requirement can be met by the product although customization is required. This customization is unique to the Baldwin County Commission, and retention of this customization will require continual modifications to future releases of the product. Show the estimated cost for doing the customization (non-binding at this stage of the process).

- N/A (Not Available)

A check mark in this column indicates the requirement cannot be met for the foreseeable future by the product.

- Comment

- A check mark in this column indicates that additional comments on this requirement have been prepared by the Proposer. These comments must be attached and included in the cost proposal portion of the Proposer's proposal submission. Each comment must be limited to one page or less.

NON-DISCRIMINATION STATEMENT

The proposer certifies that:

- (1) No person shall be excluded from participation in, denied the benefit of, or otherwise discriminated against on the basis of race, color, national origin, or gender in connection with any bid submitted to the Baldwin County Commission or the performance of any contract resulting therefrom;
- (2) That it is and shall be the policy of this Company to provide equal opportunity to all business persons seeking to contract or otherwise interested in contracting with this Company, including those companies owned and controlled by racial minorities, cultural minorities, and women;
- (3) In connection herewith, We acknowledge and warrant that this Company has been made aware of, understands and agrees to take affirmative action to provide such companies with the maximum practicable opportunities to do business with this Company;
- (4) That this promise of non-discrimination as made and set forth herein shall be continuing in nature and shall remain in full force and effect without interruption;
- (5) That the promises of non-discrimination as made and set forth herein shall be and are hereby deemed to be made as part of an incorporated by reference into any contract or portion thereof which this Company may hereafter obtain and;
- (6) That the failure of this Company to satisfactorily discharge any of the promises of non-discrimination as made and set forth herein shall constitute a material breach of contract entitling the Baldwin County Commission to declare the contract in default and to exercise any and all applicable rights and remedies including but not

limited to cancellation of the contract, termination of the contract, suspension and debarment from future contracting opportunities, and withholding and or forfeiture of compensation due and owing on a contract.

Signature

Title

INSTRUCTIONS FOR SUBMITTING PROPOSALS

Online Application System

- Proposals are to be submitted in a sealed envelope
- The face of the envelope shall indicate the RFP name and address of the firm
- Proposals shall be submitted in one (1) original and three (3) copies

Proposal Date: _____

Company Name: _____

Name of Company Representative: _____

Position: _____

Address: _____

Email Address: _____

Company Web Page: _____

Phone: _____

Fax: _____

Date: _____

Signature: _____

FEE PROPOSAL

I have read and understood the requirements set forth in this RFP and agree to comply except as noted. The fee proposal includes all fees for work as described in Scope of Work. Additional pages may be used to show detail of unit costs and options.

Provision, Installation and System Set-up

\$ _____

Training

\$ _____

Self Service Kiosk (Alternate Item)

\$ _____

Hosting, Maintenance and Support

Year 1 \$ _____

Year 2 \$ _____

Year 3 \$ _____

Year 4 \$ _____

Year 5 \$ _____

SUBMITTED BY: _____

PROPOSER: _____

SIGNED: _____

NAME (PRINT): _____

ADDRESS: _____

CITY/STATE: _____ ZIP _____

TELEPHONE:(_____) _____

FAX:(_____) _____

State of Alabama)
County of Baldwin)

CONTRACT FOR PROFESSIONAL SERVICES

This Contract for **Professional Services** is made and entered into by and between the County of Baldwin (hereinafter called "COUNTY") acting by and through its governing body, the Baldwin County Commission and PROVIDER, (hereinafter referred to as "PROVIDER").

WITNESSETH:

Whereas,

Whereas,

NOW, THEREFORE, in consideration of the premises and the mutual covenants herein contained, the sufficiency of which being hereby acknowledged, PROVIDER and COUNTY do hereby agree as follows:

I. Definitions. The following terms shall have the following meanings:

- A. COUNTY: Baldwin County, Alabama

- B. COMMISSION: Baldwin County Commission

- C. PROVIDER:

II. Obligations Generally. The COUNTY hereby employs, and the PROVIDER agrees to perform for the COUNTY, those professional services as hereinafter set forth. This document shall serve as the binding contract for the services of PROVIDER. PROVIDER shall immediately commence performance of the services outlined herein upon full execution of this

Contract. All work shall be commenced and completed in a timely manner as, and at the times, herein set out.

III. Recitals Included. The above recitals and statements are incorporated as part of this Contract, and shall have the effect and enforceability as all other provisions herein.

IV. Professional Qualifications. For the purpose of this Contract, the PROVIDER represents and warrants to the COUNTY that it possesses the professional, technical, and administrative personnel with the specific experience and training necessary to provide the professional services required herein.

V. No Prohibited Exclusive Franchise. The COUNTY neither perceives nor intends, by this Contract, a granting of an exclusive franchise or violation of Art. I, Section 22 of the Alabama Constitution.

VI. Representation/Warranty of Certifications, Etc. PROVIDER represents and warrants that PROVIDER is presently certified, licensed and otherwise permitted under all necessary and applicable laws and regulations to perform the services herein, and that PROVIDER shall renew, maintain, and otherwise ensure that all such certifications, licenses, and permits are current and valid, without interruption, for and through completion of the services. The representation and warranty aforesaid is a material inducement to the COUNTY in entering this Contract, and the parties agree that the breach thereof shall be deemed material at the County's option.

VII. Legal Compliance. PROVIDER shall at all times comply with all applicable federal, State, local and municipal laws and regulations.

VIII. Independent Contractor. PROVIDER acknowledges that it is an independent contractor, and PROVIDER shall at all times remain as such in performing the services under this Contract. PROVIDER is not an employee, servant, partner, or agent of the COUNTY and has no authority, whether express or implied, to contract for or bind the COUNTY in any manner. The parties agree that PROVIDER shall be solely responsible for and shall have full and unqualified control over developing and implementing its own means and methods, as it deems necessary and appropriate in providing the aforementioned services, and that the COUNTY's interests herein are expressly limited to the results of said services. PROVIDER is not entitled to unemployment insurance benefits, and PROVIDER is responsible for and obligated to pay any and all federal and state income tax on any monies paid pursuant to this Contract.

IX. No Agency Created. It is neither the express nor the implied intent of PROVIDER or COUNTY to create an agency relationship pursuant to this Contract. Therefore, the PROVIDER does not in any manner act on behalf of COUNTY and the creation of such a relationship is prohibited and void.

X. Unenforceable Provisions. If any one or more of the provisions contained herein shall, for any reason, be held to be invalid, illegal or unenforceable in any respect, then such provision or provisions shall be deemed severable from the remaining provisions hereof, and such invalidity, illegality or unenforceability shall not affect any other provision hereof. This Contract shall be construed as if such invalid, illegal or unenforceable provision had never been contained herein.

XI. Entire Agreement. This Contract represents the entire and integrated agreement between COUNTY and PROVIDER and supersedes all prior negotiations, representations, or agreements, either written or oral. This Contract may be amended only by written instrument signed by all parties.

XII. Failure to Strictly Enforce Performance. The failure of the COUNTY to insist upon the strict performance of any of the terms, covenants, agreements and conditions of this Contract shall not constitute, and shall never be asserted by PROVIDER as constituting, a default or be construed as a waiver or relinquishment of the right of the COUNTY to thereafter enforce any such term, covenant, agreement, or condition, but the same shall continue in full force and effect.

XIII. Assignment. This Contract or any interest herein shall not be assigned transferred or otherwise encumbered by PROVIDER without the prior written consent of the COUNTY, which may be withheld or granted in the sole discretion of the COUNTY.

XIV. Ownership of Documents/Work. The COUNTY shall be the owner of all copyright or other intellectual property rights in reports, documents and deliverables produced and paid for under this Contract, and to the extent permitted by Alabama law, any such material may be reproduced and reused at the discretion of the COUNTY without payment of further consideration. PROVIDER shall not transfer, disclose, or otherwise use such information for any purpose other than in performance of the services hereunder, without the COUNTY's prior written consent, which may be withheld or granted in the sole discretion of the COUNTY.

XV. Notice. Notice required herein shall be in writing, unless otherwise allowed, and said notice shall be deemed effective when received at the following addresses:

PROVIDER: _____

COUNTY: Baldwin County Commission
c/o Chairman
312 Courthouse Square
Suite 12
Bay Minette, AL 36507

XVI. Services to be Rendered. PROVIDER is retained by the COUNTY as a professionally-qualified **contractor**. The general scope of work for the services shall include all the terms and Conditions of **“Request for Proposals”**, the same being expressly incorporated herein by reference, and without limitation will encompass:

“ All provision and conditions and/or specifications listed/stated in the Request for Proposals for Online Application System for the Baldwin County Commssion”.

A. PROVIDER will provide ongoing communications with COUNTY regarding this service, including updates, emails and etc. as requested. Additionally, PROVIDER will meet with COUNTY as needed or requested.

B. PROVIDER is responsible for the professional quality, technical accuracy, timely completion and coordination of all services furnished by or in relation to this Contract.

C. PROVIDER represents and warrants that its services shall be performed within the limits and standards provided by the COUNTY, in a manner consistent with the level of care and skill ordinarily exercised by similar providers under similar circumstances at the time the services are performed.

XVII. General Responsibilities of the COUNTY.

A. The COUNTY shall provide reasonable notice to PROVIDER whenever the COUNTY actually observes or otherwise actually becomes aware of any development that affects the scope or time of PROVIDER’s services hereunder or any defect or nonconformance in the work of PROVIDER.

B. The COUNTY shall pay to PROVIDER the compensation as, and subject to the terms set out below.

XVIII. Termination of Services. The COUNTY or PROVIDER may terminate this contract, with or without cause or reason, by giving thirty (30) days written notice of such to the other party. Upon receipt of such notices, PROVIDER shall discontinue its work to the extent specified in the notice.

In the event of termination, the COUNTY shall pay PROVIDER for all services satisfactorily rendered, and for any expenses deemed by COUNTY to be a

reimbursable expense incurred pursuant to this Contract and prior to the date of termination.

XXIX. Compensation Limited. The compensation to be paid to the PROVIDER shall be the full compensation for all work performed by PROVIDER under this Contract. Any and all additional expenditures or expenses of PROVIDER, not listed in full within this Contract, shall not be considered as a part of this Contract and shall not be demanded by PROVIDER or paid by COUNTY.

XX. Direct Expenses. Compensation to PROVIDER for work shall be \$_____. Said compensation shall be all inclusive, including without limitation, reimbursement of all cost, incidentals and operating expense associated with those directly engaged in performance of the requested services

XXI. Method of Payment. PROVIDER shall submit invoices to the COUNTY for payment for work performed. Such invoice shall be accompanied by a detailed account of compensation to be paid PROVIDER.

Payment shall be made by the COUNTY within thirty (30) days of the approval of the invoice submitted by the PROVIDER. The COUNTY agrees to review and approve invoices submitted for payment in a timely manner.

XXII. Effective and Termination Dates. This Contract shall be effective and commence immediately upon the same date as its full execution, and same shall terminate upon either the expiration of _____ days or upon a written notification thereof received by either party within the required thirty (30) day period. [Nothing herein stated shall prohibit the parties from otherwise terminating this Contract according to the provisions herein.]

XXIII. Force Majeure. The Parties hereto shall incur no liability to the other if performance becomes impossible or impracticable by reason of an event or effect that the parties could neither have anticipated nor controlled. This allowance shall include both an act of nature and acts of third parties. Any costs that would otherwise be incurred and/or necessitated by the provisions herein shall be alleviated for either party by such event or effect.

XXIV. Indemnification. Provider shall indemnify, defend and hold County, and its Commissioners, affiliates, employees, agents, and representatives (collectively "County") harmless from and against any and all claims, demands, liabilities, damages, losses, judgments, costs, and expenses including, without limitations, attorneys' fees, and costs, for any and all personal injury (including death) and property damage of any kind or nature whatsoever, incurred by, asserted against, or imposed upon County, as a result of or in any manner related to provision of services hereunder, or any act or omission, by Provider. Contractor shall provide the COUNTY with proof of general liability coverage including the COUNTY as an additional insured. This indemnification shall survive the expiration or termination of this Contract.

XXV. Number of Originals. This Contract shall be executed with three (3) originals, each of which are equally valid as an original.

XXVI: Governing Law: This Contract in all respects, including without limitation its formation, validity, construction, enforceability and available remedies, shall be governed by the laws of the State of Alabama, without regard to Alabama conflict of law principles.

XXVII: Insurance: Prior to performing services pursuant to this Contract, Provider shall carry, with insurers satisfactory to County, throughout the term of hereof, Auto Liability Insurance, including owned, hired and non-owned vehicles, with limits of not less than \$1,000,000, combined single limit, for both bodily injury liability and property damage liability each occurrence; Commercial General Liability Insurance, including all contractual liability hereunder, with limits not less than \$1,000,000, combined single limit, for both bodily injury liability and property damage liability each occurrence; and Worker's Compensation Insurance, meeting the statutory limits of the State of Alabama and Employer's Liability Insurance fully covering all employees and supervisors participating in the work at the subject property site. All liability insurance shall name the County as an additional insured. Prior to commencing operations hereunder, a Certificate of Insurance evidencing such coverage, satisfactory to County, shall be furnished to County, which shall specifically state that such insurance shall provide for at least ten (10) days' notice to County in the event of cancellation, termination or any change in such insurance policies. The workers compensation certificate shall bear an endorsement clearly evidencing a waiver of the right of subrogation against County and County Representatives. Should Provider fail to furnish current evidence upon demand of any insurance required hereunder, or in the event of cancellation, termination or change in any such insurance, County may, at its option, suspend this Contract until insurance is obtained, terminate this Contract immediately without further action, or hold Provider in material default and pursue any and all remedies available.

IN WITNESS WHEREOF, the parties hereto have executed this contract on the last day of execution by the COUNTY as written below.

COUNTY

ATTEST:

_____/_____
CHARLES F. GRUBER, Chairman /Date

_____/_____
RONALD J. CINK, /Date
Budget Director/Interim County Administrator

NOTARY AND SIGNATURE PAGE TO FOLLOW

State of Alabama)

County of Baldwin)

I, _____, a Notary Public in and for said County, in said State, hereby certify that, Charles F. Gruber, whose name as Chairman of Baldwin County Commission, and Ronald J. Cink, whose name as Budget Director/Interim County Administrator, are known to me, acknowledged before me on this day that, being informed of the contents of the Contract for Professional Services, they, as such officers and with full authority, executed same knowingly and with full authority to do so on behalf of said Commission.

GIVEN under my hand and seal on this the _____ day of _____, 2015.

Notary Public
My Commission Expires

PROVIDER:

Insert Provider Name

By _____/Date
Its _____

State of Alabama)

County of _____)

I, _____, Notary Public in and for said County and State, hereby certify that _____ as _____ of _____, whose name is signed to the foregoing in that capacity, and who is known to me, acknowledged before me on this day that, being informed of the contents of the foregoing, he executed the same voluntarily on the day the same bears date for and as an act of said _____.

GIVEN under my hand and seal on this the _____ day of _____, 2015.

Notary Public, _____
My Commission Expires

Specific Requirement Description	Mandatory/ Optional Element	Basic Package	Supported Customization	Unsupported Customization	Not Available	Comment
General Requirements						
a) The system shall be web based and hosted by the Vendor.	M					
b) Job description, advertisement and reporting requirements specific to the County require that specific data elements related to the status of the applicant and terms and conditions of employment be captured on the new system.	M					
c) The system must allow the applicants to fill out and review status of their applications on line.	M					
d) The system must allow applicants to access and update their application.	M					
e) The system must allow the County to review all applicant history in one report.	M					
f) The system should allow the County to create custom screening questions for each job posting.	M					
g) The system must allow designated staff to review the status of the job requisition and hiring approvals for a particular vacancy.	M					
h) The system must allow vacancy specific routing for reviews and approvals. The County desires a system that allows routing to mandatory participants plus the ability to add participants based on the specific vacancy.	M					
i) The system must allow electronic communication between the County and reviewer/approvers.	M					
j) The system must identify or permit identification of qualified, not qualified, or not eligible candidates based on minimum requirements of the position or predetermined information. The not eligible category could be limited to candidates who previously applied and were disqualified (for specific reasons), failed a background check or are employees terminated for cause, if policy permits.	M					
k) The system must allow designated County and administrative staff to print any application materials, forms, or screens.	M					
l) The system must provide regular reports to the County and employing departments that includes statistical data regarding vacancies and applicants.	M					

Specific Requirement Description	Mandatory/ Optional Element	Basic Package	Supported Customization	Unsupported Customization	Not Available	Comment
m) The system should allow a query of the database or a download of specific data elements.	M					
n) Vendor must describe how the system can be customized.	M					
o) Vendor must describe the standard reports in the proposed system.	M					
p) Vendor must describe the routing and workflow process and describe how the system will manage different reviewers for different vacancies.	M					
q) The new system must allow the County to collect all relevant EEO information.	M					
r) Ability to sort applicants by: last name, Social Security number, job classification name, dates of application, and ability to reference announcement number and sub-numbers (first, second and third levels 00000-00-000-00) .	M					
<i>Announcement Process (Vacancy Request Process)</i>						
a) The system must enable authorized employees to cut and paste necessary position description information with preferred qualifications for each position. Adequate space and flexibility should be included.	M					
b) The system must allow electronic routing of job requisition form to supervisors, administrators, and the County for review, editing, and approval.	M					
c) The system must allow retrieval and updating of previous requests for personnel forms and/or templates for job classifications or job announcements that can be modified for the specific vacancy.	M					
d) The system must allow posting of the vacancy directly to the County job opportunities web site or a linked website. At a minimum, the advertisement must contain a description of the position, required and preferred qualifications, salary information and application instructions.	M					
e) The system must contain a process to generate advertisements for print media or to transmit the announcement to other websites.	M					
f) Allow the vacancy announcements to be created on the Vendor's application software.	M					

Specific Requirement Description	Mandatory/ Optional Element	Basic Package	Supported Customization	Unsupported Customization	Not Available	Comment
g) Provide for announcements to auto-expire after their closing date and be automatically removed from the website.	M					
h) Allow flexibility in posting periods and lengths.	M					
i) Allow the vacancy announcements to be automatically posted to other job boards as designated by the County. These job boards will be chosen by the County on an ad hoc basis.	M					
j) Allow announcements to be printed for outreach purposes.	M					
k) Allow a summary list of current announcements	M					
l) Allow announcements to be distributed by email.	M					
m) The system must have an employment opportunities search engine which will allow for applicants to search, by word or text string, all active vacancy postings.	M					
n) The system must have an employment opportunities notification system which will allow applicants to be notified by email or mail of future openings.	M					
<i>Application Process</i>						
a) The system must allow web based application and the scanning of a hard copy application to the same data base where the statistics for all applications for that particular requirement may be analyzed together as one report.	M					
b) The application must be flexible to accommodate varying rules and processes for different employment categories and vacancies.	M					
c) The process must allow a cover letter, standard application, supplemental questionnaire with questions related to the specific vacancy, and attachment of transcript(s), resume and references in the initial submission.	M					
d) The process must allow automatic and custom feedback to applicants regarding receipt and status of application. This would include notifications on-screen, by email and regular mail.	M					
e) The application process must collect Affirmative Action statistical data for the County including but not limited to name, job title, race, gender, date of birth and date of application.	M					

Specific Requirement Description	Mandatory/ Optional Element	Basic Package	Supported Customization	Unsupported Customization	Not Available	Comment
f) Applicants must be able to import from a previous application or upload current information for a new application.	M					
g) Applicant must be able to work on their application at intervals prior to submission.	M					
h) Applicant cannot update application after it is submitted.	M					
i) Application materials submitted for a particular vacancy must be maintained for a minimum of one year if not accepted. Data related to the application must be stored for regular reports and ad hoc queries or data downloads by the authorized department and the County.	M					
j) Application materials for specific vacancies must be available electronically to designated administrative staff and the County Staff.	M					
k) The system must allow authorized staff to provide standard and custom responses to applicants.	M					
l) The system must allow the submission of paper application material and include a process for capturing hard copy data such as scanning and importing to Online Application System database. Vendor must describe the method and equipment needed to accept paper applications in this manner. There must be efficient means to track these applicants which may include the ability for applicant profiles to be entered manually by authorized County staff.	M					
m) Vendor must describe the standard elements captured for applicants and the flexibility in capturing County specific elements.	M					
n) Editing capabilities should be provided.	M					
o) The system must provide the ability to separate and/or distinguish between applicants applying for different types of positions (full-time or part-time, internal or external) and the ability to distinguish and properly track when one applicant falls into more than one of the above mentioned categories.	M					
p) The system must provide the ability to separate and/or distinguish between applicants applying for different agencies and the ability to distinguish and properly track when one applicant selects more than one agency.	M					

Specific Requirement Description	Mandatory/ Optional Element	Basic Package	Supported Customization	Unsupported Customization	Not Available	Comment
q) Allow processing of each application and any attachments as a single complete document.	M					
r) Ability to halt incomplete applications (missing documentation, does not meet minimum qualifications, etc.) prior to the screening process. Allow County staff to override, if necessary.	M					
Screening/Examination Process						
a) Data released to the applicant pool and hiring results must be stored for regular reports and ad hoc queries or data downloads by the County staff.	M					
b) Allow for each vacancy announcement to include a set of questions that will be generated by the County using a database maintained in the System. These questions must be able to be automatically loaded into the System and must include both multiple-choice and narrative formats.	M					
c) Allow multiple hurdle scoring of applicants such as on minimum qualifications or minimum qualifications plus desirables. Multiple hurdle scoring may also include allowing some questions to be scored based upon a pass/fail basis (such as minimum qualifications) and other questions (such as desirables) to be scored through a compilation of scores based upon responses to a set of questions.	M					
d) Allow tracking of multiple applicant status codes, such as, "does not meet minimum qualifications", "does not meet desirable qualifications", incomplete application, etc.	M					
e) Allow for questions to be scored individually or aggregated into composite scores. The system must be able to score an individual item in combination with another item. For example, a position in which either 2 years of college plus 2 years experience or one year of college plus 3 years of experience is acceptable. The scoring methodology must reflect this.	M					

Specific Requirement Description	Mandatory/ Optional Element	Basic Package	Supported Customization	Unsupported Customization	Not Available	Comment
f) Allow automatic entry and integration of applicant scores on County generated supplemental exams such as interviews, video tests, written tests, typing, etc. via hardcopy or data file.	M					
g) The process must allow automatic and custom feedback to applicants regarding status at any point in the examination process. This would include notifications onscreen, by email and regular mail.	M					
Register Process						
a) Provide the ability to add applicants at any time during a register's existence.	M					
b) Provide the ability to show applicants as "dropped" (no longer eligible) or inactive (with status change to be made available at a later date) for a specific cause.	M					
c) Provide the ability to merge registers and include subgroups of registers (note: applicants appointed full-time or "dropped" should not merge forward).	M					
d) Break ties by date/time the application received.	M					
e) Keep original score, tie breaker points and veteran's preference points separate.	M					
f) Provide the ability to "drop" an applicant after two (2) years from initial eligibility date.	M					
g) Registers must expire after six (6) months; County staff should have the ability to manually amend expiration date.	M					
h) Provide the ability to change, delete or hold (pending) a register.	M					
i) Provide the ability to monitor and track reinstatements to a register (of the same class or within the series of the class), as a former employee must not have more than two (2) reinstatements to a reemployment list following appointment or resignation.	M					
Selection/Hiring Process						
a) Ability to issue electronic or print copy of certifications.	M					
b) Provide a selection of options for action taken on each applicant.	M					

Specific Requirement Description	Mandatory/ Optional Element	Basic Package	Supported Customization	Unsupported Customization	Not Available	Comment
c) Ability to track applicants in post-hiring processes.	M					
d) Provide the ability to merge applicant data to print a hard copy and create a personnel file for new employees.	M					
<i>Certification Process</i>						
a) Provide the ability to include a select number of eligible applicants on the certification form.	M					
b) Provide the ability to create and maintain separate registers for Re-employment, Return from Military Leave and Return from Layoff, Promotion and Employment.	M					
c) Provide an item bank of notes for certifications and the ability to modify selected items as needed..	M					
d) Provide the ability to compile a list of eligible applicants by employment status, agency, department, etc., in any combination.	M					
e) Provide the ability to compile a list of eligible applicants from several applicant pools, including but not limited to different announcements, re-employment, and promotion.	M					
f) Provide the ability to list the eligible applicants in alphabetical order, rank order, or a combination of both.	M					
g) Provide the ability to generate and amend a "Posting Report" based on appointments made from a specific certification.	M					
h) Allow certification staff to extend the certification expiration date beyond 30 days, with County approval.	M					

Specific Requirement Description	Mandatory/ Optional Element	Basic Package	Supported Customization	Unsupported Customization	Not Available	Comment
Data Management and Reporting						
a) Capture and store with limited access the applicants' personal data including name, address, social security number, demographics, EEO data, and positions applied for.	M					
b) Provide the ability to customize data entry screens (including but not limited to applicant notification entry screens). These screens should consist of user-defined tables that include: classification codes, job titles, departments, divisions, and EEO codes.	M					
c) Provide different levels of access for (3) three types of users: administrative user, line department human resources staff and line department hiring supervisor.	M					
d) Provide the ability to create a database of questions. Specific questions can be coded by task area, position, or job class and accessed for multiple recruitments. Analysts can access questions and "click and choose" appropriate questions for each vacancy.	M					
e) Include a full feature reporting capability with a SQL type query tool so that recruitment and applicant data and statistics can be easily retrieved through both standard and ad hoc reports. Data should be available by individual recruitments as well as aggregate statistics by department, analyst/staff member, occupation, total, etc.	M					
f) Provide for the storage of at least three (3) years worth of applicant and recruitment data.	M					
g) Provide for the storage of job announcements, registers, certifications and summary statistics for the life of the organization.	M					

Specific Requirement Description	Mandatory/ Optional Element	Basic Package	Supported Customization	Unsupported Customization	Not Available	Comment
<p>h) Provide the capability of transferring 25 years worth of County data (such as application, register, and certification history) into the vendor's system in order to provide the capability of creating statistical reports and producing trend analysis.</p>	O					
Training and User Assistance						
<p>a) Provide comprehensive training session for approximately ten (10) persons at a County location to be determined by the County prior to the full implementation of the System. Additional training must be available as needed by the County.</p>	M					
<p>b) Include an on-line tutorial for new applicants which would provide simple instructions for using the System.</p>	M					
<p>c) Provide user help desk services for the County staff during normal business hours (Monday through Friday, 8:00 a.m. through 5:00 p.m., CST) both by telephone and on-line. Emergency assistance should be available 24 hours per day, 7 days per week.</p>	M					
<p>d) Provide user help desk services to applicants both by telephone and on-line 24 hours per day, 7 days per week.</p>	M					
Technical Requirements						
<p>a) No application software, other than an Internet browser and PDF viewer, should be required on computers (applicants and County staff) that access the System. Users should be able to use any currently available Internet browser, i.e., Microsoft Explorer, Firefox, Netscape Navigator, Chrome, or Safari. Software should be compatible with a variety of ISP's including AOL, Microsoft, etc.</p>	M					
<p>b) The System description shall include information regarding the minimum version required for the browsers that can access the System.</p>	M					
<p>c) The System shall provide prompt response time (not to exceed 10 seconds) when accessed by County staff.</p>	M					
<p>d) The System shall provide adequate response time (not to exceed 10 seconds) when accessed via 56Kbs dial-up Internet service.</p>	M					

Specific Requirement Description	Mandatory/ Optional Element	Basic Package	Supported Customization	Unsupported Customization	Not Available	Comment
e) The proposal shall clearly state the guaranteed availability (percentage up-time) of the System as well as any restitution provided to the County if this guarantee is violated.	M					
f) The Vendor should immediately notify the HR and IT departments of any down time, equipment failure, or any other factor which affects the ability of the County to access and manipulate data or the ability of an applicant to submit material or receive a notification acknowledging receipt or status of an application.	M					
g) The System should have redundant Internet connections and full documentation related to how these redundant connections operate shall be give as a part of the proposal.	M					
h) The System shall provide all required interfaces with County's resources without compromising the integrity of the County's firewall and network	M					
i) The System shall provide applicants with an option to create user passwords that protect other applicants from viewing their data.	M					
j) Encryption of the Applicants Social Security Number should be accomplished through whatever standard means the vendor's system uses.	M					
k) Current job announcements, applicant profiles, and all other system data shall be backed-up on regular basis (at least daily). All back-ups shall be verified and recovery systems tested on a regular basis.	M					
l) The System shall provide access to the raw data on an ad hoc basis in a standard format such as Access or Excel.	M					
m) The County shall be notified of any scheduled System outages at least two (2) working days prior the outage.	M					
n) The vendor shall acknowledge any issues raised by the County within fifteen (15) minutes and resolve them according to a priority schedule to be determined.	M					
o) The data shall be owned by the COUNTY along with the ability to access the data by third party tools. Vendor will provide a statement clarifying that the applicant data is "owned" by the County and will be provided to the County in a usable format at the conclusion of the contract.	M					

Specific Requirement Description	Mandatory/ Optional Element	Basic Package	Supported Customization	Unsupported Customization	Not Available	Comment
p) The vendor shall use an off-site storage facility for back-up data storage and shall provide documentation on the procedures that are followed for backing up and restoring data in the case of an emergency or system failure.	M					
q) Vendor will provide written instructions on how to interface into existing and future backend systems. (There are future plans for an Electronic Records Management system and a Human Resource Management system.)	M					
r) Vendor will provide a description of the format and methodology utilized to transfer the applicant data to the County in the event the contract with the vendor is terminated.	M					
s) Vendor shall provide a description of the scanning software needed to permit scanning of hard copy application documents directly to the OAS. The cost for this process should be clearly indicated in the pricing proposal.	M					
t) Vendor shall provide an Internet bandwidth usage per systems and/or demonstrate the overall bandwidth consumption of the system when using the system.	M					
u) Vendor shall provide adequate system requirements to permit the County IT staff to evaluate compatibility of the system server, PC hardware and/or software with County existing infrastructure.	M					