**Minimum Employment Recruitment**

**Software Requirements**

The Human Resources departments of the Superior Courts of California are responsible for providing recruiting services for the individual courts. The courts are in need of an internet-based employment recruitment software solution as a means of publicizing job openings and receiving, storing and processing qualified applications.

The Judicial Council of California (“Judicial Council”) is seeking a vendor that will meet the requirements of the Superior Courts of California **(as needed per court)**, (collectively, “Purchasing Group,” and individually, a “member of the Purchasing Group” or “Purchasing Group member”).

All functions, features, reports, etc. will be accessed via the Internet. The individual Purchasing

Group members will submit all required information online. Vendor will publicize and post the

Purchasing Group member’s recruitments, collect and retain applications and make them available to the appropriate Purchasing Group member.

Members of the Purchasing Group may order employment recruitment software solution under any Master Agreement that may result from this Request For Proposals (“RFP”) by placing an individual order via a Work Order (sometimes also referred to as a Purchase Order by members of the Purchasing Group).

The term “Work Order” refers to an ordering document used by an individual Purchasing Group member to place an order for employment recruitment software solution and maintenance services under a Master Agreement that is awarded as a result of this RFP.

1. **General Requirements**

Solutions should contain the following features and functionality

**A. Recruitment:**

• Customized online job application

• Accept job applications online

• Online applications integration with courts website

• Online job announcements and descriptions

• Attract “passive” applicants with automatic job interest cards

• Proactively search applicant database

• Real-time database of all applicant information

• Recruitment and examination planning

• Central repository for court applicants statewide

• Professional, hourly and temporary recruiting platforms

• Ability to transfer pre-implementation history

• Ability to define security levels and access for hiring managers, directors, and

Human Resource department

• Generate recruitment letters and email (e.g. application acknowledgement,

exam/interview appointments, letter of employment, etc.)

**B. Selection:**

• Create, store, and re-use customized supplemental questions

• Screen applicants automatically as they apply

• Provide scoring plan options per recruitment, or copy existing scoring plans

• Automatic test processing

• Test analysis and passpoint setting

• Score, rank, and refer applicants

• Create and maintain certification/eligibility lists

**C. Applicant Tracking:**

• Email and hardcopy notifications

• Equal Employment Opportunity Data collection and reports

• Track applicants by salary steps

• Schedule written, oral, and other interviews and exams

• Detailed applicant history record

• Skills tracking and matching

**D. Reporting and Analysis:**

• Collect and report on EEO data

• Analyze and report on applicant flow

• Track and analyze data such as time-to-hire, recruitment costs, staff workload, applicant quality, etc.

• Operational reporting

**E. Internal Human Resource Automation:**

• Create and route job requisitions

• Refer and certify applicants electronically

• Scan paper application materials

**F. Software Solution Upgrades**:

Software solution upgrades to purchased features and functionality are required.

Upgrades must be automatic and available upon the next login following an upgrade rollout.

**G. Implementation:**

Prior to a Purchasing Group member’s implementation of the internet-based employment recruitment software solution, vendor will provide an implementation plan that includes but is not limited to kick off/program meetings, identification of court responsibilities, pre-implementation activities, and follow-on training and support.

Completion of each court’s implementation will occur within 90 days of receipt of the court’s order unless otherwise noted in the court’s order.

**H. Technical Requirements:**

• Vendor must provide secured access and a controlled environment

• Solution must use the most up to date secure authentication solution

• Solution must require minimal local information technology (IT) support

• Vendor must host the application

• Solution must be able compatible with SAP (file exportable into SAP).

• Solution must be fully web-based

• Vendor must be able to provide all technical support

• Data back-up using a, multifaceted disaster recovery model

• Web pages must be customizable

• Solution must be compatible with multiple browsers

• Vendor must provide a separate environment for testing so that live data is

not manipulated

• Solution must operate on a multi-tiered load balanced architecture and

modular design to add a new users and products without interruption

**I. Customer Support:**

• Provide call in help desk support Monday through Friday, 7:00 a.m. through

6:00 p.m. Pacific Time

• Provide on-line help desk capabilities for logging issues 24/7

• Issue tracking system capabilities

• Acknowledgement to initiator < 20 minutes of logging issue electronically

• Resolution or update of logged issues within 72 business hours

• Prior notification of scheduled system down time

• Notification including estimated resolution time for unplanned system outages within 30 minutes of occurrence

• The vendor’s customer service process shall ensure that all customer service issues are addressed in a consistent and expeditious manner, including problem escalation and resolution of maintenance and service issues. The customer service process includes, but is not limited to:

* Customer service organizational structure.
* Contact process and contact person identified by position in the company (phone, email, fax, etc.).
* Follow up process.
* Internal procedures to track customer service contact and resolution.
* Escalation process to resolve outstanding customer service issues.

**J. Training:**

Provide on-site training at Purchasing Group Member’s location (see Attachment B), and other training resources including but not limited to: e-mails, reference manuals, conference calls, seminars, etc.

**K. Security**:

• Applications are password protected with user level permissions.

• On-site internet security and systems personnel to manage firewalls and servers 24/7.

• Vendor will have no ownership rights to data provided by the Purchasing Group member and must be exportable by its members.

1. **Implementation**

The vendor shall provide all materials, equipment, and labor required for implementation.

1. **Reports**

Vendor shall provide monthly reports to the designated Judicial Council Project Manager no later than thirty (30) days after the end of each quarter and shall include a list of Purchasing Group members along with the names and addresses of the locations serviced. The report will also contain a cumulative listing of all issues reported, date of resolution and/or detailed status of all pending issues. Additionally, the monthly report will provide a summary containing a breakdown of the number of Purchasing Groups and locations added during the month reported.

1. **Estimated Volumes**

No minimum ordering estimate is stated in this RFP. The Purchasing Group members will not be required to use any Master Agreement that may result from this RFP. Purchasing decisions will be based on what is in the best interest of the Purchasing Group member.

1. **Procurement Process – Use of Master Agreement**

After award of a Master Agreement or Master Agreements, requests for implementation of an internet-based employment recruitment solution will be made by the Purchasing Group member through the issuance of a Work Order or Purchase Order. The Work Order or Purchase Order will reference the Master Agreement number and will list and describe all of the requested services. The terms and conditions of the Master Agreement shall take precedence over the terms and conditions of any Work Order or Purchase Order, contract, or terms and conditions included on an invoice or like document unless changes are made by reference to specific provisions of the Master Agreement.