**RESPONSE TEMPLATE**

|  |  |
| --- | --- |
| A. GENERAL REQUIREMENTS | Vendor’s Response |
| **Indicate if your product includes the following functionality:** |  |
| 1. **Recruitment**
 |  |
| * Provides customized online job application
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Accepts job applications online
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Provides online applications integration with courts website
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Provides online job announcements and descriptions
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Attracts “passive” applicants with automatic job interest cards
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Proactively searches applicant databases
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Provides real-time database of all applicant information
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Provides recruitment and examination planning
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Provides central repository for court applicants statewide
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Provides professional, hourly and temporary recruiting platforms
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Provides ability to transfer pre-implementation history
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Provides ability to define security levels and access for hiring managers, directors, and Human Resource department
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Generates recruitment letters and email (e.g. application acknowledgement, exam/interview appointments, letter of employment, etc.)
 | Yes \_\_\_\_ No \_\_\_\_ |
| 1. **Selection**
 |  |
| * Creates, stores, and re-uses customized supplemental questions
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Screens applicants automatically as they apply
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Provides scoring plan options per recruitment, or copies existing scoring plans
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Provides automatic test processing
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Provides test analysis and passpoint setting
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Scores, ranks, and refers applicants
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Creates and maintains certification/eligibility lists
 | Yes \_\_\_\_ No \_\_\_\_ |
| 1. **Applicant Tracking**
 |  |
| * Provides e-mail and hardcopy notifications
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Provides Equal Employment Opportunity Data (EEO) collection and reports
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Tracks applicants by salary steps
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Schedules written, oral, and other interviews and exams
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Provides detailed applicant history record
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Provides skills tracking and matching
 | Yes \_\_\_\_ No \_\_\_\_ |
| 1. **Internal Human Resource Automation**
 |  |
| * Creates and routes job requisitions
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Refers and certifies applicants electronically
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Scans paper application materials
 | Yes \_\_\_\_ No \_\_\_\_ |
| 1. **Security and Technical Requirements**
 |  |
| * Vendor provides secured access and a controlled environment.
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Vendor’s system uses SSL authentication.
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Assures protection of Purchasing Group member’s information and data security.
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Vendor’s application is password protected with user level permissions.
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Vendor manages their firewalls and services 24/7.
 | Yes \_\_\_\_ No \_\_\_\_ |
| * System must require minimal local information technology (IT) support.
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Vendor hosts the application service provider
 | Yes \_\_\_\_ No \_\_\_\_ |
| * System is compatible with SAP (file exportable into SAP)
 | Yes \_\_\_\_ No \_\_\_\_ |
| * System is fully web-based
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Vendor is able to provide all technical support
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Web pages can be customized
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Vendor’s solution is compatible with multiple browsers
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Vendor’s data back-up uses a, multifaceted disaster recovery model
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Vendor’s solution operates on a multi-tiered load balanced architecture and modular design to add new users and products without interruption.
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Vendor must provide a separate environment for testing so that live data is not manipulated.
 | Yes \_\_\_\_ No \_\_\_\_ |
| 1. **Product Upgrades**
 |  |
| * Describe the process for product upgrades, including how often upgrades are provided, the process, and any cost, if applicable
 |  |
| B. IMPLEMENTATION |  |
| * Describe the implementation plan that will be provided to each Purchasing Group member prior to implementation. The implementation plan will include but is not limited to; kick off/program meetings, identification of court responsibilities, pre-implementation activities and follow-on training and support.
 |  |
| * Software shall be completely operational and tested for functionality by the vendor.
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Vendor will provide on-site pre-implementation training at the Purchasing Group member location.
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Completion of each court’s implementation will be within 90 days of receipt of the order.
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Vendor will provide all materials, product or equipment, and labor necessary for the implementation of software.
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Vendor will be responsible for transporting all ordered products and/or materials to the end Purchasing Group member’s facility prior to implementation.
 | Yes \_\_\_\_ No \_\_\_\_ |
| **C. WARRANTY/GUARANTEE** |  |
| **1. Describe all warranties and guarantees offered on software**  |  |
| **2. Certifications and Verifications** |  |
| All products offered for sale by the vendor to the Purchasing Group under any Master Agreement that may result from this RFP will be compliant with all standards and regulations required by all federal agencies and state and local governmental entities.  | Yes \_\_\_\_ No \_\_\_\_ |
| D. SUPPORT SERVICE |  |
| **Ordering Process** |  |
| * Describe your process for establishing and maintaining individual customer accounts for any Purchasing Group member that elects to place an order under any contract resulting from this RFP.
 |  |
| * Vendor will provide the Purchasing Group member with the total cost and lead time required for implementation of the employment recruitment software solution. The total cost will itemize the cost of the products and implementation.
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Vendor will coordinate the implementation dates with the Purchasing Group member prior to finalizing the order.
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Vendor will provide the Purchasing Group member placing an order with an immediate acknowledgement of the order. The acknowledgement will be submitted by facsimile or email, regardless of what method is used to place the order, and will include: the products and services ordered, implementation dates, and contact information.
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Vendor will provide and maintain a toll-free number for ordering, inquiries, and customer service.
 | Yes \_\_\_\_ No \_\_\_\_ |
| **Customer Support** |  |
| 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:  |  |
| * Vendor’s customer service organizational structure.
 |  |
| * Vendor will provide call in help desk support Monday through Friday, 7:00am through 6:00pm Pacific Time.
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Vendor will provide On Line Help Desk capabilities for logging issues 24/7.
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Vendor will issue tracking system capabilities.
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Vendor will provide acknowledgement to initiator < 20 minutes of logging issue electronically.
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Vendor will provide resolution or update of logged issues within 48 business hours.
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Vendor will provide prior notification of scheduled system down time.
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Vendor will provide notification including estimated resolution time for unplanned system outages within 30 minutes of occurrence.
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Describe your contact process and contact person identified by position in the company (phone, email, fax, etc.).
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Describe your follow-up process.
 |  |
| * Describe your internal procedures to track customer service contact and resolution.
 |  |
| * Describe your escalation process to resolve outstanding customer service issues.
 |  |
| **Reports** |  |
| **General** |  |
| * Collect and report on EEO data
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Analyze and report on applicant flow
 | Yes \_\_\_\_ No \_\_\_\_ |
| * Track and analyze data such as time-to-hire, recruitment costs, staff workload, applicant quality, etc.
 | Yes \_\_\_\_ No \_\_\_\_ |
| **4. Program reporting**  |  |
| Vendor will provide monthly reports to the designated AOC Contract 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.  | Yes \_\_\_\_ No \_\_\_\_ |
| E TRAINING |  |
| * Vendor will provide instructor lead on-site training, tutorials and other training resources including but not limited to; e-mails, reference manuals, conference calls, seminars, etc.
 | Yes \_\_\_\_ No \_\_\_\_ |