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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 application as a means of publicizing job openings and receiving, storing and processing qualified applications. The courts are also seeking contractors to run the employment background check for selected applicants as well as provide text messaging support to applicants with updates on the status of their application, etc. Background checks and text messaging services are both **optional**.

The Judicial Council of California (“Judicial Council”) is seeking a contractor, or contractors, 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. Contractor 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 an employment recruitment software application 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 an employment recruitment software application and maintenance services under a Master Agreement that is awarded as a result of this RFP.

I. General Requirements

Application should contain the following features and functionality

A. Recruitment:

- Customized online job application.

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- Each applicant can complete the online application.
- Ability to upload application materials received outside of the system.
- Job posting on external sites will link and integrate with court website.
- Online job announcements and descriptions can be posted on internal and external sites.
- Ability to save job posting templates for various types of jobs such as professional, hourly, temporary and contractors.
- Attract “passive” applicants by requiring them to fill generic application with a desired position.
- Court employees have access to and can proactively search applicant database.
- Real-time database of all applicant information.
- Ability for the recruiter or the court staff to move applicants throughout the recruitment process steps such as “route,” “reject,” “interviews,” “references,” “offer” and “hired.”
- Update applicants on the status of their application, provide interview reminders, alert them to any next steps in the process via email or text message notifications.
- Central repository for court applicants statewide.
- Ability to upload historical data from existing HRIS or applicant tracking system.
- Ability to define security levels and access for hiring managers, directors, and Human Resources department.
- Ability to print or share application material with other interested parties.
- Ability to notify managers once the job is closed.
- Ability to enter notes for each applicant.
- Ability to link applicant’s application material to other jobs.
- Ability to send emails or messages to the applicants through the application.
- Ability to schedule or enter interviews in the application.
- Generate recruitment letters and emails (e.g. application acknowledgement, exam/interview appointments, letter of employment, regrets, 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.
- Ability to save old or new examination material.

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C. Applicant Tracking:

- Automatic notification to the applicants confirming their application has been received.
- Track applicants based on their skillset/education/experience and match them with the associated classification and salary range.
- Track applicant status throughout the steps of the recruitment process.
- Track completion of written and oral exams.
- Track interview logistics.
- Detailed applicant history record.
- Track background check authorization and results.
- Track new hire orientation, on-boarding and I-9 form completion for all associated new hires.
- Send confirmation emails to the courts and the applicants when new hire orientation, on-boarding and I-9 forms are completed.
- Ability to track all messages sent to the applicants.

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, background check cost, etc.
- Collect and report applicant sourcing information and other operational reports.
- Recruitment Reports. - Examples of reports that may be printed by the administrative staff are:
 - Ability to report on the job status.
 - Applicant status report as they progress during the application process such as “route,” “reject,” “interviews,” “offer” or “hired.”
 - New hire Orientation tracking.
 - I-9 Verification tracking.
 - Monthly recruiting report for all the jobs.
 - Report about issues reported, date of resolution and/or detailed status of all pending issues.
 - Year-end recruitment summary report.

E. Internal Human Resource Automation:

- Create and route job requisitions.
- Refer and certify applicants electronically.
- Scan paper application materials.

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F. Software Application Upgrades:

Software application 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 application, contractor 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 ninety (90) days of receipt of the court's order unless otherwise noted in the court's order.

H. Technical Requirements:

- Contractor must provide secured access and a controlled environment.
- Contractor must use the most up to date secure authentication application.
- Application must require minimal local information technology (IT) support.
- Contractor must host the application.
- Application must be compatible with SAP (file exportable into SAP) and other HRIS systems (please provide names of compatible systems).
- Application must be fully web-based.
- Contractor must be able to provide all technical support.
- Data back-up must use a, multifaceted disaster recovery model.
- Web pages must be customizable.
- Application must be compatible with multiple browsers.
- Contractor must provide a separate environment for testing so that live data is not manipulated.
- Application must operate on a multi-tiered load balanced architecture and modular design to add 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 Standard Time.
- Provide on-line help desk capabilities for logging issues 24/7.

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- Issue tracking system capabilities.
- Acknowledgement to initiator < 20 minutes of logging issue electronically.
- Resolve or update, as applicable, logged issues within seventy-two (72) business hours.
- Prior notification of scheduled system down time.
- Notification including estimated resolution time for unplanned system outages within thirty (30) minutes of occurrence.
- The contractor'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.
- Contractor will have no ownership rights to data provided by the Purchasing Group member and must be exportable by its members.

II. Implementation

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

III. Reports

Contractor 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

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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.

IV. 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.

V. Procurement Process – Use of Master Agreement

After award of a Master Agreement or Master Agreements, requests for implementation of an internet-based employment recruitment application 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.