



**TOWN OF MANSFIELD, CONNECTICUT
MANSFIELD BOARD OF EDUCATION**

Request for Proposals (RFP)

Automated Online Recruitment and Applicant Tracking System

SUBMISSION DEADLINE: April 29, 2016, no later than 11am

SUBMISSION CONTACT AND ADDRESS:

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Proposals will be accepted in electronic format only.

Purpose

The Town of Mansfield and the Mansfield Board of Education is seeking submittals for an automated online recruitment and applicant tracking system. The system will be used by the Town of Mansfield Town Manager's Office/Human Resources Department and (possibly) for the Superintendent's Office/Human Resources Department. Proposers must guarantee installation, set-up, hosting, and subsequent maintenance and off-site support for the contract term. The goals of the system are to: (1) decrease overall length of time needed to complete recruitment processes; (2) reduce staff processing time by increasing efficiencies in applicant data entry/ tracking/information retrieval, screening of applications, and communicating with candidates; (3) improve tracking of an applicant's education, certifications, training and experience; (4) improve the ability to prepare reports regarding recruitment and applicant data; (5) track and manage approximately 50 citizen led boards and committees, including the ability to post vacancies to the volunteer boards and committee; and (6) ensure the online interface is user-friendly for job, board, and committee applicants.

Background

The Town of Mansfield, Connecticut has a population of 26,543 (roughly 14,000 year-round) and is located in the northeastern corner of the state, approximately 25 miles east of Hartford. The Town operates under the council-manager form of government, with a nine-member elected town council functioning as the legislative and policymaking body, and an appointed town manager serving as the chief executive officer of the municipal corporation.

The Town Manager is responsible for the establishment and maintenance of the comprehensive human resources program of the Town, in accordance with merit principles per Charter section C601, relevant state and federal requirements, and best practices. The Town Manager's Office is responsible for administering the Human Resources program for the town. Components of the Human Resources program include but are not limited to: classification and compensation; employee benefits administration; employee training and development; labor relations; policy development and compliance; recruitment and retention of employees; and risk management. Specific rules and regulations governing the human resources program are set forth in the Personnel Rules, collective bargaining agreements, and other personnel policies of the Town, as amended. Additionally, the Town provides employee benefits and risk management services to the Mansfield Public Schools, Regional School District #19, the Eastern Highlands Health District, and the Mansfield Downtown Partnership.

The Mansfield Board of Education has a nine-member elected board, and an appointed superintendent of schools, serving as the chief executive officer of the school district. The Mansfield Board of Education provides public schools for children living in Mansfield grades PreK-8. The District serves 1,276 students and includes one middle school and three elementary schools. Human Resource responsibilities are primarily handled centrally through the District's Central Office.

The Town has approximately 135 regular employees, an additional 240-265 part-time non-regular employees for a total of 375-400 employees. The Mansfield Board of Education has approximately 128 professional staff and 68 non-certified staff.

SECTION I INFORMATION AND INSTRUCTIONS

1. **Submission Requirements:** Complete electronic proposals must be sent electronically to HR@mansfieldct.org with the subject line reading "Recruitment and Applicant Tracking Software-RFP". Only electronic copies will be accepted. Hard copies will not be considered. Proposals must be received in full no later than 11am, Friday, April 29, 2016.
2. **Proposal Format:** All proposals shall follow this format and include the following information:
 - a) **Management Summary-** Provide an overview of your organization and its history including length of time providing the proposed System, organizational structure, and financials to demonstrate long-term viability of the company, and any other information that will assist us in understanding your organization.
 - b) **Proposal Summary-** Provide a description of the System you propose and how the proposed service and system meets the customization, implementation, training, and on-going service needs outlined in the Scope of Service. The proposal should also outline the technical requirements and capacity of the proposed service and system.
 - c) **Corporate Experience and Capacity-** Describe in detail your firm's experience in implementing and operating an online recruitment and applicant tracking system. Provide examples of current users, particularly comparable municipal governments and public school systems.
 - d) **References –** List local governments and school systems with whom your firm has done work specific to this RFP. Include name, title, and phone number of key client contact as reference regarding services and client satisfaction.

- e) Proposed Timeline and Deliverables- Describe a timeline to accomplish the phased-in implementation of the System and describe separately the Proposer's and the Town's role in that process.
- f) Proposed Price- Provide: the proposed pricing information for provision, initial training, installation, and set-up of the System; and price schedule for hosting, maintenance, and support services for the entire Contract Term.
- Provide cost for on-going services based simultaneous access for approximately 5 active Town staff and 5 active Mansfield Board of Education staff. Specify additional incremental cost for additional active user access. Hiring managers and interview panelists may be given access to the system to view applications only.
 - Describe the on-going cost for system support and maintenance including system upgrades.
 - Describe any other cost applicable to provision, implementation and operation of the system.
- g) Technical Requirements:
- The solution must be accessible to designated Town and Board staff and to job, board, and committee applicants via the Internet. The vendor should host the application on an Internet accessible server that has appropriate security features including but not limited to SSL encryption, password based security for confidential information, regularly patched software, and oversight of security by network administrators. The vendor should speak to how it handles security.
 - The solution should allow job, board, and committee applicants to use an Internet browser of their choosing including Chrome, Mozilla (Firefox), Internet Explorer, Safari, or Microsoft Edge. It is preferred that browser choice is similarly flexible for internal Town and Board staff use as well, but it is understood that the range of compatible browsers might be more limited for Town and Board staff that require the full range of internal access.
 - The vendor should identify the technologies used by the proposed solution. Specifically the database software used (i.e. SQL, etc.) and the web server software used (i.e. Apache, etc.).
 - The vendor should demonstrate the technical capability to assure access to the system 24 hours a day, 7 days per week, and to provide the necessary backups should a system failure occur. The vendor should speak to their proposed percentage of up-time (noting if the percentage includes or excludes planned outages outside of normal business hours) and if their backup is nightly or more frequent.
- h) Additional Data- Provide any additional information that will aid the Town in the evaluation of your proposal.

3. **Right of Rejection and Clarification:** The Town of Mansfield reserves the right to reject any and all proposals and to request clarification of information from any proposer. The Town of Mansfield is not obligated to enter into a contract on the basis of any proposal submitted in response to this document.
4. **Request for Additional Information:** Prior to the final selection, proposers may be required to submit additional information in which the Town of Mansfield may deem as necessary to further evaluate the proposer's qualifications.
5. **Denial of Reimbursements:** The Town of Mansfield will not reimburse proposers for any costs associated with the preparation and submittal of any proposal, or for any travel and/or per diem costs that are incurred.
6. **Gratuity Prohibition:** Proposers shall not offer gratuities, favors, or anything of monetary value to any official, employee, or agent of the Town of Mansfield for the purpose of influencing consideration of this proposal.
7. **Right of Negotiation:** The Town of Mansfield reserves the right to negotiate with proposers the exact terms and conditions of the contract.
8. **Right of Rejection of Lowest Fee Proposal:** The Town of Mansfield is under no obligation to award this project to the Proposer offering the lowest fee. Cost considerations will be made, but under no circumstance will cost be the only determining factor in accepting or declining proposals.
9. **Exceptions to the RFP:** Proposers may find instances where they must make exceptions with certain requirements or specifications of the RFP. All exceptions must be clearly identified and written explanations shall include the scope of the exception, and ramifications of the exception on the Town of Mansfield. All advantageous and disadvantageous implications to the Town of Mansfield shall be clearly stated and explained.
10. **Indemnification:** The Proposer, at its own expense and without exception, shall indemnify, defend and pay all damages, costs, expenses, including attorney fees, and otherwise hold harmless the Town of Mansfield, its employees, and agents, from any liability of any nature or kind in regard to the delivery of these services.

SECTION II SCOPE OF WORK

1. It is desired that the proposed system provide the items listed below in the Scope of Work. The vendor's proposal should note if any of the items cannot be met:
 - a) **Announcement Process:**
 - i. Allow vacancy announcements to be posted directly on the Town of Mansfield and the Mansfield Board of Education website or a linked website.
 - ii. Allow the vacancy announcements to be created on the Contractor's application software.
 - iii. Allow announcements to be printed for outreach purposes.

- iv. Allow announcements to auto-expire after their closing date and automatically be removed from the website.
- v. Flexibility in posting periods and lengths.
- vi. Allow the vacancy announcement to be automatically posted to other job boards as designated by the Town of Mansfield and the Mansfield Board of Education.
- vii. Have an employment opportunities search engine that will allow for applicants to search by word or text string all active vacancy postings.

b) Application Process:

- i. Allow applicants to apply online by filling out an online application and attaching additional documents such as letters of interest, resumes, and certifications.
- ii. Provide each applicant the ability to respond to job specific questions developed for each vacancy.
- iii. Allow the applicant the ability to use alternative methods during the implementation process. There must be efficient means to track these alternative submittals which may include the ability for applicant profiles to be entered manually by authorized Human Resources staff.
- iv. Must allow for the applicant to complete an online application and later retrieve the application for viewing, modification, or conversion to applications for additional vacancies.
- v. Must have security such that the applicant can view and modify only his/her own data.
- vi. Send an automatic notification to the applicant acknowledging receipt of application both through an immediate on screen response and an email.
- vii. The ability to send an automatic notification to the applicant giving an update on the hiring process.
- viii. Allow processing of each application and any attachments as a single complete document.

c) Data Management and Reporting:

- i. Capture and store, with restricted access, the applicants' personal data.
- ii. Provide different levels of access for different types of users.
- iii. Provide the ability to create and store a database of questions.
- iv. Include a full feature reporting capability so that recruitment and data and statistics can be easily retrieved. Data should be available for individual recruitments as well as aggregate statistics by department, analyst, occupation, total, etc.
- v. Provide for the storage of all data collected during the duration of using the selected HR software.

d) Applicant Screening

- i. Allow for each vacancy announcement to have a set of questions that will be generated by the Human Resources Department or Mansfield Board of Education using a database maintained in the System. These questions must have the ability to be answered in both narrative and multiple-choice formats.

- ii. Allow multiple “hurdle scoring” of applications such as on minimum qualifications plus desirables. This may include allowing some answers to be graded on a pass/fail basis and other questions (such as desirables) to be scored through a compilation of scores based upon responses to a set number of questions.
- iii. Allow for tracking of applicant status codes such as, “does not meet minimum qualifications”, “incomplete application”, etc.
- iv. Allow for questions to be scored individually or aggregated into composite scores. For example, a position asking for 4 years of college or 2 years college and 2 years work experience are both acceptable. The scoring methodology must be able to account for this.
- v. Allow for automatic entry and integration of applicant scores on town generated supplemental exams such as interviews, practical exams, etc.

e) **Training and User Assistance:**

- i. Provide comprehensive training session for approximately six-ten (6-10) persons at a town location to be determined by the Town of Mansfield prior to the full implementation of the system. Additional training must be available upon request as needed by the Town of Mansfield or Mansfield Board of Education.
- ii. Include an online tutorial for new applicants which would provide simple instructions for using the System.
- iii. Provide user help desk services for the Human Resources staff during normal business hours both by telephone and online. Emergency assistance should be available 24 hours a day, 7 days a week.
- iv. Provide user help desk services to applicants both by telephone and online 24 hours per day, 7 days a week.

f) **Technical Requirements:**

- i. No application software other than an internet browser should be required on computers for both applicants and staff.
- ii. The solution should allow job, board, and committee applicants to use an Internet browser of their choosing including Chrome, Mozilla (Firefox), Internet Explorer, Safari, or Microsoft Edge. It is preferred that browser choice is similarly flexible for internal Town staff use as well, but it is understood that the range of compatible browsers might be more limited for Town staff that require the full range of internal access.
- iii. The System description shall include information regarding the minimum version required for each of the above browsers if applicable.
- iv. The System shall provide prompt response time to both the town and applicants.
- v. The proposal shall clearly state the guaranteed availability (percentage up-time) of the System as well as any restitution provided to the Town of Mansfield and Mansfield Board of Education if this guarantee is violated.
- vi. The contractor must within 12 hours notify the Town of Mansfield and Mansfield Board of Education HR and IT department of any and all down-time, equipment failure, or any other factor that may affect the ability of the HR department or applicant.

- vii. The System shall provide all required interfaces with the Town's resources without compromising the Town's firewall or security features.
- viii. Current job announcements, applicant profiles, and all other system data must be backed-up on a regular basis (at least daily).
- ix. The System shall provide access to the raw data on an ad hoc basis in a standard format such as excel or csv.
- x. The Town of Mansfield and Mansfield Board of Education shall be notified of any scheduled System outages at least two (2) business days in advance.
- xi. The data shall be owned by the Town of Mansfield and Mansfield Board of Education along with the ability to access and export the data that the Town could potentially use with a third party tool.

g) **Historic Data for Board and Committee Members**

- i. It is desired, although not required, to input historic data pertaining to citizen board and committee appointees. The Town of Mansfield wishes to track these measures:
 - 1. Committee members name and position(s) held.
 - 2. Committee members' length in office(s). Note: some committee members have been involved in more than one committee and/or their time in the committee may be segmented.
 - 3. The ability to benchmark years of service. For example, the Town of Mansfield may choose to recognize committee members after reaching a designated number of years of service.