

RESPONSES TO BIDDER QUESTIONS

1. Q: Est. Contract value.

A: The estimated value posted on the DGS CSCR website should state "NOT SPECIFIED" and has been corrected. The AOC does not have an estimated value for this procurement.

2. Q: I read through the RFP and it is not clear whether your organization is looking for a completely custom solution or a pre-packaged solution. Because we do not sell pre-packaged software solutions this would be very helpful information to know.

A: The AOC is seeking an employment recruitment software system that is available to users at their desktops that provides the features and functionality outlined in the RFP.

3. Q: I would like to know information on the following questions.

- a. To our understanding the RFP is only for the online application software right?

A: The RFP is only for the online application software, implementation and training services.

- b. As it is only for the software, the company awarded will not be providing any staffing services?

A: The vendor will not provide any staffing services with the exception of an implementation team, ongoing training, technical and customer support.

- c. If we are not providing any staffing services then how do we initiate DVBE participation as the software is a standalone product?

A: As mentioned above, this solicitation includes services for implementation and training as well which is sometimes subcontracted by vendors.

The AOC, as a policy, follows the intent of the Executive Branch program. Therefore, your response should demonstrate DVBE compliance; otherwise, if it is impossible for your company to comply, please explain why, and demonstrate written evidence of a "good faith effort" to achieve participation. Your company must complete the DVBE Compliance form and include the form with your Pricing Proposal. For further information regarding DVBE resources, please contact the Office of Small Business and DVBE Certification, at 916-375-4940 or access DVBE information on the Executive Branch's Internet web site at: www.dgs.ca.gov/default.htm.

4. Q: You are looking for a software to track – applicants through your permanent process or through a temp process?

A: The software should be able to track full-time and part-time employees, as well as temporary workers, contractors, and consultants.

5. Q: Section 2.5 on Page 13 of the RFP lists 3 minimum qualifications that the vendor must meet. Item (1) states the vendor should have prior experience (of 3 or more years) with supplying similar services to public sector customers. Is it mandatory that customers have to be from the public sector?

A: Per Section 2.5 Minimum Qualifications of the RFP – In order to be considered for evaluation and possible award, a vendor must *first* meet the threshold minimum qualification requirements. Minimum requirements can be met by combining experience, expertise and resources of vendor and any proposed subcontractors.

The vendor must state specifically in its Executive Summary (see Section III) how it complies with each minimum qualification specified above. Subject to the AOC's right in its sole discretion to waive minor deviations or defects, *only* those proposals that meet *all* of the foregoing minimum qualifications *shall be considered for evaluation and a possible award of a Master Agreement*.

6. Q: In section 2.5 Minimum Qualifications of the RFP, minimum qualification number 3 states that “Vendor must submit audited financial statements (see Section 3.3.e) for the AOC to assess its current financial stability.” As a small privately held corporation, our company is not required to nor do we procure audited financial statements. If we submit our internal Profit and Loss and Balance Sheet reports for the last 3 years, verified by our firm's accountant, would that be sufficient for us to meet this requirement?

A: We will accept a profit and loss statement and balance sheet, in accordance with American Institute of Certified Public Accountants (AICPA) reporting standards, for the Vendor's last three (3) fiscal years. If a company is privately owned, this information will be kept confidential by the AOC.

7. Q: As far as the business of on line recruiting and maintenance with the documentation that you require, I have only been in business for one year. However I don't know of any other business that does the type of recruiting with the capabilities stated in the RFP. My company has all of the capabilities that you require. If I have not been in business for three years will I be eliminated?

A: See the Answer to # 5 above.

8. Q: If the vendor has not developed a web based recruiting system for a public sector customer, but has developed other web based applications for a public sector customer, will the vendor be considered qualified?

A: Vendors that have developed similar tools for the public sector can be considered.

9. Q: Do you have a pre-bid conference scheduled?

A: No. Please refer to Section 2.1 of the RFP for details.

10. Q: When a new court is brought online, will they have a separate and distinct applicant portal or will there just be one portal for all external applicants?

A: Each court will have a separate and distinct applicant portal.

11. Q: Attachment D Section A-1 - Need clarification on the following question:

- a. Provides recruitment and examination planning.

A: Recruitment and examination planning refers to functionality to better automate the recruitment and examination planning processes.

12. Q: Attachment D Section A-2 - Need clarification on the following questions:

- a. ***Provides scoring plan options per recruitment, or copies existing scoring plans***

A: Software should provide functionality to enable the professional to score candidate tests and examinations with different options (matrices) or allow for the court to use their current scoring system within the software.

- b. ***Provides automatic test processing***

A: The software should provide functionality to create tests/answers, process scores, analyze results, and the ability to schedule tests with candidates on a mass basis.

- c. ***Provides test analysis and passpoint setting***

A: The software should provide functionality to scan, identify score(s), identify averages and deviations, and account for variables and reliability. Pass Point setting refers to functionality that provides the ability to identify the score/grade which marks a pass/fail score for candidates and the ability to re-define pass/fail scores as necessary.

13. Q: Attachment D Section A-3 - Need clarification on the following questions:

- a. ***Tracks applicants by salary steps.***

A: The software should provide functionality to report on employees based on their respective classification specification salary ranges.

b. Provides skills tracking and matching.

A: Skills tracking and matching is a functionality that provides the professional with the ability to search various keyword job skills and match them with appropriate candidates or employees within the software system to better ensure that right people are in the right job.

14.Q: I asked a question about the location of this service but was referred back to the RFP. It doesn't state the location so I guess it is anywhere?

A: Please see Attachment B - Purchasing Group Member Address List

15.Q: My next question has to do with the requirement of 3 years of audited profit and loss statements? I'm not sure what that is? What do you mean by audited?

A: See answer #6 above.

16.Q: Section 2.3.1: With regards to the audited P&L statements and balance sheets: We typically do not provide financial information at this stage of the RFP process, and do not provide independently audited P&Ls or Balance Sheets. If we are selected for a product demo or further consideration at the next step of the RFP process, we can provide un-audited P&L, financial statements, balance sheets and D&B data to validate the profitability and stability of our company. Would this be acceptable?

A: See answer #6 above.

17.Q. In section 2.5 Minimum Qualifications of the RFP, minimum qualification number 3 states that "Vendor must submit audited financial statements (see Section 3.3.e) for the AOC to assess its current financial stability." As a small privately held corporation, our company is not required to nor do we procure audited financial statements. If we submit our internal Profit and Loss and Balance Sheet reports for the last 3 years, verified by our firm's accountant, would that be sufficient for us to meet this requirement?

A: See answer #6 above.

18.Q: In Section 2.5, Minimum Qualifications, it states that "Vendor must submit audited financial statements (see Section 3.3.e) for the AOC to assess its current financial stability." We are a privately held firm that is not required to do audited financial statements. Our statements are prepared by an outside CPA firm as "compilation statements" not "audited statements". Would this still meet the minimum requirements?

A: See answer #6 above.

19. Q: 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. Please elaborate the standards and regulations that need to be maintained.

A: It is the responsibility of the bidder to familiarize itself with the standards and regulations which are applicable to the services the bidder will provide.

20. Q: Is Accessibility standards enforced? If so which accessibility standards are expected?

A: The bidder should ensure it is in a position to comply with the terms of the Master Agreement Terms and Conditions regarding accessibility or proceed as set forth in Section 3.4 of the RFP.

21. Q: Approximately how many openings does the AOC expect to have in the next 3-5 years?

A: This RFP is soliciting proposals for a trial court software system versus for the AOC. The AOC does not have the number of expected recruitments for the 58 trial courts in the upcoming years. The courts range in size from approximately 11 FTE's to 1000+ and recruitments will vary in numbers depending on need.

22. Q: What do you mean by "tracking applicants by salary steps"?

A: The software should provide functionality to report on employees based on their respective classification specification salary ranges.

23. Q: What do you mean by "transfer pre-implementation history"? Do you mean converting or migration of data from another system? Which system?

A: Pre-implementation history will most likely be in the form of hard copy materials, ADP, Excel, and ACCESS. Data may also be stored in other homegrown databases. The software should allow for the ability to easily transfer historical data.

24. Q: What is meant by "provides automatic test processing"?

A: The software should provide functionality to create tests/answers, process scores, analyze results, and the ability to schedule tests with candidates on a mass basis.

25. Q: Will there need to be integration to other systems? If so, which systems?

A: Per Section IV Specifications, Paragraph H-Technical Requirements – "Solution must be able compatible with SAP (file exportable into SAP)".

26. Q: What prompted the need for an internet based employment recruitment software solution?

A: Many courts do not have an online application system and are manually entering job application and recruitment flow materials into various databases and tools. A web-based Employment Recruitment Solution will provide applicants with an online application option and better automate the recruitment function for the participating courts.

27. Q: What are some of the current challenges that the courts have with recruitment and their current recruitment software solution?

A: Most courts do not currently have a recruitment software solution. Common recruitment challenges include local talents pools and job matching, court location, public awareness of judicial branch opportunities, and bilingualism (there are several court interpreter openings).

28. Q: Section 1.3 states that the AOC may select “multiple vendors”. Section 4.1.1 states that the AOC is seeking “a vendor” that will meet the requirements. Does the AOC want to select one vendor or multiple vendors?

A: The AOC reserves the right to select multiple vendors if it is in the best interest of the judicial branch to do so.

29. Q: Section 4.1.2 General Requirement Bullet 5 – Attract “passive” applicants with automatic job interest cards. Is the AOC interested in attracting “passive” applicants or is the AOC interesting in just using automatic job interest cards?

A: The courts are interested in attracting all qualified candidates. Job interest cards serve as another recruitment technique and have proved especially helpful with “passive” candidates.

30. Q: How does the AOC envision setting up a central repository for court applicants statewide if the member groups purchase separately at different times?

A: The Human Resources departments of the Superior Courts of California are responsible for providing recruiting services for the individual courts and, as such, will operate independent systems. Any resulting Master Agreement will be open to all 58 trial courts. The courts vary in size from approximately 11 to 1000+ FTE's. We are unable to determine the number of users absent knowing how many courts will utilize the Master Agreement.

31. Q: Would the AOC be interested in attracting “passive” applicants with more advanced methods?

A: The AOC is seeking an employment recruitment software system that is available to users at their desktops that provides the features and functionality outlined in the RFP.

32. Q: Is it the intention that the system would be purchased as a “single database” with all participating courts would be under the umbrella of this single database, or would individual courts purchase and operate their systems independently?

A: Each member of the Purchasing Group is an independent entity and the Human Resources departments of the Superior Courts of California are responsible for providing recruiting services for the individual courts.

Any resulting Master Agreement will be open to all 58 trial courts. The courts vary in size from approximately 11 to 1000+ FTE's. We are unable to determine the number of users absent knowing how many courts will utilize the Master Agreement.

33. Q: Should all purchasing group member sites (listed in Attachment B) be included to our proposed system implementation plan?

A: Yes, however, it should be noted that each member of the Purchasing Group is an independent entity and the Human Resource department of the individual entity is responsible for providing recruiting services for the individual court and each implementation will be separate. The individual court is not required to use any resulting Master Agreement; however, the court does have the option to purchase under the Master Agreement.

34. Q: Will all candidates access a single Web site to apply for jobs, or will multiple pages need to be developed, one for each purchasing group?

A: Each member of the Purchasing Group is an independent entity and the Human Resources departments of the Superior Courts of California are responsible for providing recruiting services for the individual courts.

Any resulting Master Agreement will be open to all 58 trial courts. The courts vary in size from approximately 11 to 1000+ FTE's. We are unable to determine the number of users absent knowing how many courts will utilize the Master Agreement. As such, each court would require a separate website.

35. Q: What is the projected number of administrative Hiring Managers that will log into the system as super users? How many as standard users?

A: See answer #35 above.

36. Q: What is the AOC's budget for this program? Is there an imposed cap?

A: Each of the 58 trial courts may elect to use the resulting Master Agreement; however, the courts are not obligated to use any Master Agreement that may

result from this RFP. It is out policy not to provide budget dollars. There is no imposed cap.

37. Q: What is the number of applications, both historic and anticipated, being received and processed by each purchasing group?

A: The 58 trial courts vary in size from approximately 11 to 1000+ FTE's. We are unable to determine the number of historic and anticipated applicants as each of the courts maintains their respective recruitment files.

38. Q: What specific SAP modules require integration?

A: 6 courts are currently on the following SAP HR modules: Personnel Administration, Benefits, Organizational Management, Time, Payroll, Employee Self Service, Management Self Service

It is anticipated that the remaining courts will implement the SAP HR modules in the next few years.

39. Q: In section 3.3, subsection b, please clarify what companies the AOC wishes listed: companies that form a part of the bidder's organization or a list of clients the bidder serves.

A: Client Listing

40. Q: In 4.1.2, section B, please clarify what AOC means by "scoring plan options per recruitment."

A: Software should provide functionality to enable the professional to score candidate tests and examinations with different options (matrices) or allow for the court to use their current scoring system within the software.

41. Q: In 4.1.2, section C, please clarify AOC's definition of "salary steps," to be used in tracking applicants.

A: Salary steps are the levels within salary ranges associated with each classification specification.

42. Q: Section 1.1: We understand the Council is acting as a consulting agency for California judicial system, please confirm that the Council will be the centralized HR/Recruiting organization for the Courts or if each Purchasing Group represents an individual human resources dept.

A: Each member of the Purchasing Group is an independent entity and the Human Resources departments of the Superior Courts of California are responsible for providing recruiting services for the individual courts. Any resulting Master Agreement will be open to all 58 trial courts.

Any resulting Master Agreement will be open to all 58 trial courts to use if they desire to do so. The courts vary in size from approximately 11 to 1000+ FTE's.

We are unable to determine the number of users absent knowing how many courts will utilize the Master Agreement.

Per Section IV Specifications, Paragraph 4.2 - Estimated Volumes

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

43.Q: Section 4.1.1: Please specify the anticipated number of users of the recruiting system. Our system has two classes of users (internal and external). Internal system users are those who require direct and appropriate security/reporting access to the recruiting application, typically the recruiters, human resources personnel, and administrators. How many internal system users will need access to the internal tools for managing and processing of candidates, reports, and controls for external users (hiring managers and candidates)? How many hiring managers will the system support? How many candidates/job applications does the Court process annually?

A: Each member of the Purchasing Group is an independent entity and the Human Resources departments of the Superior Courts of California are responsible for providing recruiting services for the individual courts. Any resulting Master Agreement will be open to all 58 trial courts. Any resulting Master Agreement will be open to all 58 trial courts. The courts vary in size from approximately 11 to 1000+ FTE's. We are unable to determine the number of users absent knowing how many courts will utilize the Master Agreement.

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44.Q: Section 1.3: Assuming the desired system will serve as a central repository of candidates for all the Courts, will the Council require segregation of candidate data and job records for each Purchasing Group? Further, if multiple vendors are chosen, how are the systems expected to work with each other, or will each Group be able to select its own freestanding system?

A: Each member of the Purchasing Group is an independent entity and the Human Resources departments of the Superior Courts of California are responsible for providing recruiting services for the individual courts. Any resulting Master Agreement will be open to all 58 trial courts.

Members of the Purchasing Group may order employment recruitment software solution under any Master Agreement that may result from this RFP by placing an individual order via a Work Order. 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.

A: The AOC reserves the right to make a multiple award if it is in the best interest of the Purchasing Group

45. Q: Section 4.5.1: With regards to the status reporting requirement, please clarify the frequency of the desired report is QUARTERLY with a breakdown by monthly activity, or if the report are required MONTHLY.

A: Monthly reports are required.

46. Q: DVBE PARTICIPATION GOALS: We assume this applies only if any part of the work is contracted to sub-vendors. We are a small business enterprise, and do not contract out any portion of the work called for in the RFP. Therefore, we believe this requirement does not apply to us. Please confirm or clarify.

A: The AOC, as a policy, follows the intent of the Executive Branch program. Therefore, your response should demonstrate DVBE compliance; otherwise, if it is impossible for your company to comply, please explain why, and demonstrate written evidence of a "good faith effort" to achieve participation. Your company must complete the DVBE Compliance form and include the form with your Pricing Proposal. For further information regarding DVBE resources, please contact the Office of Small Business and DVBE Certification, at 916-375-4940 or access DVBE information on the Executive Branch's Internet web site at: www.dqs.ca.gov/default.htm.

47. Q: MASTER AGREEMENT T&C: Section 4(b) – With regards to pricing, for some portions of the RFP, it may be necessary for us to give an hourly rate or ballpark price range (for example, we can estimate how long the migration of legacy data may take); will an estimate and/or hourly rate be acceptable? And if not, may we submit additional questions necessary to provide a fixed price if more information is needed for the purpose of determining accurate pricing?

A: Hourly rates and estimates are acceptable provided detailed pricing options/descriptions are provided.

48. Q: Our price for Software Maintenance/Support is based on volume. This can either be based number of users or number of applicants processed. Do you have any estimates on these numbers? If not, may we submit our price as a grid based on volume?

A: The Human Resources departments of the Superior Courts of California are responsible for providing recruiting services for the individual courts and, as such, will operate independent systems. Any resulting Master Agreement will be open to all 58 trial courts. We are unable to determine the number of users absent knowing how many courts will utilize the Master Agreement.

Pricing grids are acceptable provided detailed pricing options/descriptions are provided.

49. Q: ATTACHMENT C: The document calls for a “list of all contracts with government or commercial customers during the five years preceding submission of this document.” Does this mean the Council requires a list of all our customers who have signed up with us in the last five years?

A: Yes

And if so, should that list include only active accounts as well as any that have been cancelled within that timeframe?

A: Yes

50. Q: ATTACHMENT D:

a. Section A1: The recruitment requirements calls for the ability to “proactively search applicant databases” please clarify what is meant by this, for example are searches to be run by the recruiters and HR personnel within the application or is this a reference to a “resume spider” that crawls the web and external databases in search of qualified candidates?

A: The searches are to be conducted by the recruiters and Purchasing Group members HR personnel within the application.

b. Section A1: With regards to the ability to “transfer pre-implementation history” we assume this means migration of the legacy data into the system. Is it expected that the chosen vendor handle the data migration? If so, please provide details on the format and volume of this data. Also, in order to provide an accurate cost estimate, can we receive a sample of this data in advance? Or is the Council looking for a system that allows for its own import of the legacy data (for example, ability to import from a flat-file or scanned docs)? And if so, specify the format/s of legacy data the Council will want the ability to import.

A: Pre-implementation applicant history will most likely be in the form of hard copy materials, ADP, Excel, and ACCESS. Data may also be stored in other homegrown databases. The software should allow for the ability to easily transfer historical data. The volume of data will vary within each of the participating courts. We are unable to provide a sample of the data as we are not certain as to which of the 58 courts will opt to utilize the Master Vendor Agreement. The expectation is set for the participating

courts to import their own data with guidance from the vendor implementation team.

c. Section A5: Which browsers are used by the Council? Or does this requirement relate to the candidate/applicants that visit the integrated jobs pages? Or both?

A: Each member of the Purchasing Group is an independent entity and the Human Resources departments of the Superior Courts of California are responsible for providing recruiting services for the individual courts. Any resulting Master Agreement will be open to all 58 trial courts and therefore the solution desired must be compatible with multiple browsers.