

**Internet-Based Employment Recruitment Software Application & Maintenance Services
RFP# TCAS-2021-01-MS**

RFP QUESTIONS AND ANSWERS

1. Whether companies from Outside USA can apply for this? (like from India or Canada)
ANSWER: Companies must be based in the United States to apply and effectively deliver the services described in Exhibit 1: Minimum Employment Recruitment Software requirements.

2. Whether we need to come over there for meetings?
ANSWER: In person meetings will not be required during the selection process related to this RFP. The Judicial Council may conduct interviews and/or request demonstrations and these would be accommodated through remote applications such as MS Teams, WebEx, Zoom, or similar application.

However, in-person meetings may be needed during the implementation phase if a Purchasing Group member determines it is necessary.

3. Can we perform the tasks (related to RFP) outside USA? (like from India or Canada)
ANSWER: Contractors cannot perform the tasks and provide services from outside the United States. The physical location of Contractor’s data center, systems, and equipment shall be within the US.

4. Can we submit the proposals via email?
ANSWER: Yes. The cost portion should be emailed to TCAS-2021-01-MS-Cost-Proposals@jud.ca.gov and the non-cost portion should be emailed to TCSolicitations@jud.ca.gov

5. Our pricing is based on employee count, so to provide pricing I would need to know how many employees there are for The Judicial Council of California.
ANSWER: There are 58 California Superior Courts, and each vary in size. Not all 58 Superior courts will be utilizing this Master Agreement, it is optional so it is currently unknown which Superior Court will become a “Purchasing Group member.” It is therefore recommended that pricing bids follow a similar pattern to the example below:

| Court/Purchasing Group # of Employees | Annual License & Support Pricing |
|--|---|
| 0--49 | |
| 50--150 | |
| 151--300 | |
| 301--499 | |

| | |
|------------|--|
| 500--749 | |
| 750--999 | |
| 1000--1999 | |
| 2000--4499 | |
| 4500+ | |

6. Are all 58 superior courts a part of this purchase under The Judicial Council of California so therefore would all be leveraging one account or are each of the 58 superior courts purchasing separately and would want separate accounts? If separate, this would affect the ability for each court to search the overall database and for you to pull monthly reports for each location. I would also need to know the number of employees per court to provide pricing for each court to purchase.

ANSWER: Each court will determine whether it will participate under the master service agreement. There is no obligation for any court to do so. Superior Courts in the 58 California counties vary in size. It is therefore recommended that pricing bids follow a similar pattern to the example below:

| Court/Purchasing Group # of Employees | Annual License & Support Pricing |
|--|-------------------------------------|
| 0--49 | |
| 50--150 | |
| 151--300 | |
| 301--499 | |
| 500--749 | |
| 750--999 | |
| 1000--1999 | |
| 2000--4499 | |
| 4500+ | |

7. For section B. Selection, could you please provide additional details into what you are looking for with the following:

- Automatic test processing
- Test analysis and passpoint setting
- Create and maintain certification/eligibility lists
- Ability to save old or new examination material

ANSWER: System/application should have the ability to grade and/or evaluate pre-interview or screening tests, determine pass/fail, and show the list of eligible applicants based on the scoring criteria set by the recruiters or the hiring managers. Testing should be able to accommodate and evaluate multiple choice

answered tests and short written answer or essay type tests. It should also save examination material based on the position and the court.

8. Is there any legacy data to be migrated into the system, or will each Court be “starting fresh” with this solution? (Will any existing applicants be imported?)

ANSWER: It will vary. For some courts there may be legacy data to migrate. For others there may not be.

9. Is there one single general application or will the forms/documents/workflows vary by position? By Court?

ANSWER: Documents and forms will vary by position as well as by court. Each court is a separate entity and have their own policies, procedures and forms.

10. Is the “Customer Support” for Court staff, or is it expected that the awarded vendor will be providing support to applicants?

ANSWER: Both. Applicants may reach out if they encounter issues when filling out the application and submitting required documents for the position. Court staff may reach out with any issues encountered with the system or with accessing the application material.

11. Does the Judicial Council have a preferred job posting site with which it prefers to integrate? Would the Court(s) be open to posting the jobs themselves using a public page, if the solution provided the means to do so?

ANSWER: No, the Judicial Council does not have a preferred posting site. Yes, each court will have the opportunity to talk about the integration during the implementation process and it will vary with each court.

12. Other than SAP (and other HRIS systems), does the Judicial Council require integration with any other external systems?

ANSWER: The Superior Courts of California, of which there are 58, may have several different systems that they are currently using, including their individual websites. If integrating with other system leads to increased pricing, please include in your proposed response.

13. Can the JCC provide further clarification on estimated user numbers for the purposes of ensuring accurate pricing?

ANSWER: Please refer to the answer of Question #5.

14. Our product meets all the Functional requirements under 'Minimum Employment Recruitment Software Requirements' **EXCEPT** one -

Exhibit 1

- E. Internal Human Resource Automation:
 - **Scan paper application materials.**

We can accept hardcopy applications that have been scanned and converted using OCR technology. But the scanning and conversion must be performed as a manual activity by customer staffs. Since that exception fell under minimum requirement I wanted to confirm if it would still be appropriate for my team to move forward with our response?

ANSWER: This is an acceptable way to handle hardcopy applications. Please move forward with a response and include this information in your formal bid.

15. Which external sites does JCC plan to link with the court website?

ANSWER: Unknown at this time. It would need to be discussed this with the Purchasing Group member during the implementation process. If this will require additional costs, please include these costs in your response.

16. Would JCC like to retain the court website for job advertisement or prefer to use the new software solution provided career site?

ANSWER: Each Purchasing Group member would need to convey their preference.

17. Please let us know if JCC is currently utilizing any preferred Assessment vendors for Automatic tests

ANSWER: Each Purchasing Group member may or may not have a vendor relationship established, but at least one court uses CPS HR Consulting for the creation and scoring of multiple-choice tests.

18. Please let us know different types and number of Automatic tests which are required?

ANSWER: Tests are position based and will vary for each Purchasing Group member. Some of the tests used for the positions are multiple choice, short written answer, or Excel exercise-based tests.

19. With regard to this requirement - "Ability to save old or new examination material." Do you expect partner to maintain the examination material on an ongoing basis? If not, would JCC perform this activity?

ANSWER: Contractor should include in their bid whether the system will have the capability to save the examination material based on the position. Each Purchasing Group member would need to convey their preference, but contractors must maintain the electronic records of all recruitment related documents for a minimum of three years.

20. Please let us know if JCC is currently utilizing any preferred background check vendors.

ANSWER: Each Purchasing Group member may or may not have a vendor relationship established, but some of the Purchasing Group members are working with the Department of Justice to complete the background checks.

21. Please provide us the average number of expected Job requisitions monthly / annually.
ANSWER: Number of job requisitions will vary between each Purchasing Group member from 5 – 20.
22. Does JCC expect any changes to the different vendors - Background checks, automated tests, Examination Material etc.
ANSWER: Each Purchasing Group member may or may not have a vendor relationship established.
23. What is the current average candidate selection percentage for the courts?
ANSWER: The average candidate selection percentage will vary between each court.
24. Please provide annual hiring volumes across all purchasing groups at JCC and projected growth numbers.
ANSWER: Unknown per court. As noted in the response to Question #5, this will be an optional Master Agreement available only to the 58 Superior Courts of California. Each court is its own individual entity and each court may have different hiring needs depending on their size.
25. What are the current sourcing channels, and would they be integrated with new recruitment system?
ANSWER: This will vary, if any, by each Purchasing Group member. If this changes the cost of your service, then please include pricing variances in your response.
26. What is the current cycle time in days from identifying the need to hire to onboarding of the employee? (Days to fill a position)
ANSWER: It will vary based on the position and each individual court's (aka Purchasing Group member's) hiring process.
27. We assume that existing vendors for background verification and health check-ups etc. will continue providing these services and the supplier (Infosys) is expected to only coordinate the work with these vendors
ANSWER: Background checks are an optional aspect to the contractor's bid. Please convey whether contractor has an existing relationship or a way for courts to track progress through the background check process for each applicant.
28. Are there any 3rd party vendors/Staffing orgs currently used in sourcing or screening of profiles?

ANSWER: Each court may or may not have a vendor relationship established.

29. Please share details around pre-screening requirement of applications before sharing with Purchasing group member

ANSWER: The expectation that a system would allow recruiter to use a prescreening functionality and set up parameters based on the minimum qualifications required for the position. Once the parameters are set then the system will reject those applicants who do not meet the criteria and forward those applicants to the recruiter who met the criteria.

30. Kindly provide the interview scheduling process requirements by role.

ANSWER: HR admin or associate will call or email the applicants to schedule the interview. Once confirmed, applicant will receive the interview invitation with all the details listed in an email. The contractor's response should include what system capabilities exist for scheduling or confirming interview details. Each court may have different roles and requirements which would be discussed during the implementation process.

31. Explain the current recruitment operating model. Is this performed in a centralized manner or decentralized to various departments/courts.

ANSWER: It is decentralized between the 58 Superior Courts but may be a centralized process within an individual Superior Court. However, it will vary based on each court's requirements.

32. Please share a list of roles that fall under recruitment support requirement of this RFP

ANSWER: Roles will vary for each court. Some general examples of roles would be Attorney, Court Clerk, Court Systems Analyst, Law Clerks, Deputy clerks, Judicial Assistants, Analysts, IT and Administrative positions etc.

33. Will the existing recruiting system currently used by JCC remain available to counties after the implementation of this project?

ANSWER: There are 58 California Superior Courts, and each vary in size. Not all 58 Superior courts will be utilizing this Master Agreement, as it is optional. Therefore, it is currently unknown which Superior Court will become a "Purchasing Group member" and whether or not they will retain their current system.

34. Will JCC entertain a schedule that partially compensates the vendor during implementation? Or is it expected that all vendor payments will occur after implementation based on the county courts that elect to use the system?

ANSWER: Each court will pay for the services used and listed under the Purchase or Work order. Please review attachment 2 for further clarification.

35. If a transaction-based payment method is anticipated, where will the funding or payments to the vendor originate from (county or state funding)?

ANSWER: Each court will pay for the services used and listed under the Purchase or Work order.

36. How many new hires do you have per year?

ANSWER: The number of new hires will vary between each court. Superior Courts in the 58 California counties vary in size and have different hiring needs.

37. What type of screens are you running on your candidates today?

ANSWER: This will vary, if any, by each Purchasing Group member. If this changes the cost of your service, then please include pricing variances in your response.

38. Do you have different background screening packages for different positions? If so, what are they?

ANSWER: This will vary, if any, by each Purchasing Group member. If this changes the cost of your service, then please include pricing variances in your response.

39. If ordering county criminal history, do you order one county check per person, or multiple locations, and why?

ANSWER: This will vary, if any, by each Purchasing Group member. If this changes the cost of your service, then please include pricing variances in your response.

40. Do you require the background check to include any “other names” beyond the names that are provided by the candidate? (i.e. aliases) Please describe.

ANSWER: This will vary, if any, by each Purchasing Group member. If this changes the cost of your service, then please include pricing variances in your response.

41. What is the estimated number of screens ordered in 1 year?

ANSWER: It will vary based on each court.

42. What is your current process for Adverse Action Notification?

ANSWER: Each court has its own policy and procedure regarding adverse action notification due to the background check results.

43. Do you conduct Drug Tests on your new hires? If so, what type of drug screens do you order today? (urine, hair, saliva? 5 panel, 9 panel, 10 panel?)

ANSWER: No, to our knowledge, court employees are not required to complete drug tests.

44. Will you need foreign language support? Which languages will you need?

ANSWER: No, English would be the only language needed at this time.

45. What types of interviews do you complete (in person, phone, video)?

ANSWER: In person, phone, and video interviewing capabilities are utilized.

a) Who schedules them (recruiter, hiring manager, admin, candidate self-scheduling?)

ANSWER: Each individual court would need to convey their preference.

b) Do you share scores from interviews? Have shared decision making?

ANSWER: Each individual court would need to convey their preference.

46. Do you have a need for various applications workflows for different positions?

ANSWER: Every court uses their own application and have different workflow for different positions.

47. What is the total number of employees across the 58 Superior Courts that are part of the RFP?

ANSWER: In 2019 there were roughly 17k FTEs within the 58 Superior Courts. Please see: <https://www.courts.ca.gov/documents/cacourtstaff-legal.pdf>

However, this master contract is optional and there is no guarantee on the number of Superior Courts that will become a Purchasing Group member.

48. For the on-going recruitment support, are the contractor personnel required to be US soil based, or can they be non-US citizens based in Argentina or India as examples?

ANSWER: Contractors cannot perform the tasks and provide services outside the United States. The physical location of Contractor's data center, systems, and equipment shall be within the US.

49. How many recruiters will be using this new recruiting platform?

ANSWER: It will vary based on each court.

50. Can you please confirm the approximate number of job applications received every month?

ANSWER: It could vary based on each court.

51. What are the types of tests that are performed for selection?

ANSWER: Tests are position based and will vary for each Purchasing Group member. Some of the tests used for the positions are multiple choice, short written answer, or Excel exercise-based tests.

52. Within the Response Template, it notes, “if needed, please explain in detail how you meet the given requirement”. Can we add an additional column for Comments?

ANSWER: You will be able to add information under the contractor response column. But if you need more room, please add additional column for comments.

53. Aside from SAP, what other HRIS and non-HRIS systems does JCC anticipate the new onboarding process will integrate with?

ANSWER: It would be appropriate for the individual court to discuss this with the contractor during the implementation process. Superior Courts of California, of which there are 58, may have several different systems that they are currently using.

54. What is the HRIS system that the On Boarding solution need to integrate with?

ANSWER: It would be appropriate for the individual court to discuss this with the contractor during the implementation process. Superior Courts of California, of which there are 58, may have several different systems that they are currently using.

55. Are any languages needed outside English for partner provided recruiters?

ANSWER: No, each court manages its own recruitment process and will work with the selected partner/contractor.

56. Has JCC seen any demos of recruiting systems prior to the release of this RFP. If yes, which ones?

ANSWER: No

57. What is the recruiting system/service that JCC is currently using?

ANSWER: Each Superior Court is its own entity and utilize various recruitment systems, if any. Some recruiting systems currently utilized are NeoGov, Workday, PeopleSoft, etc.

58. What is the average monthly requisitions expected during normal economic times?

ANSWER: Number of average monthly requisitions will vary between each court.

59. What are the number of average annual positions filled during normal economic times?

ANSWER: Number of average annual positions filled will vary between each court.

60. Will the system interface with the States existing background check provider, or will the partner need to include a background check provider service?

ANSWER: Background checks are an optional aspect to the contractor’s bid. Please convey whether contractor has an existing relationship or a way for courts to track progress through the background check process for each applicant.

61. Do you require a Fed Ramp environment?

ANSWER: No

62. Will any recruiters be required onsite or will all services be provided remotely?

ANSWER: Recruiters will be both onsite as well as work remotely.

63. What are the expected work hours for recruiters?

ANSWER: Each recruiter working hours will vary based on the court, but standard business hours are 8a.m. – 5p.m.

64. What is the total headcount at JCC?

ANSWER: Please see response to question 47.

65. Can offshore resources be used for systems support?

ANSWER: Offshore resources cannot be used for system support and must be available in the United States. Your bid should describe the resources offered, and the times available should include the following:

- 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.

66. How frequent does the state change their recruiting process and workflow rules?

ANSWER: Each court manages its own recruitment process and will work with the selected partner/contractor.

67. Will the state provide any recruiters to work with the selected partner, or does the partner need to provide all recruiters?

ANSWER: Each court manages its own recruitment process and will work with the selected partner/contractor.