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RESPONSE TEMPLATE

A. GENERAL REQUIREMENTS	Contractor's Response
Indicate if your product includes the following functionality:	**Check the applicable field yes or no and if needed, please explain in detail how you meet the given requirement.**
1. Recruitment	
• Customized online job application	Yes ____ No ____
• Each applicant can complete the online application.	Yes ____ No ____
• Ability to upload application materials received outside of the system.	Yes ____ No ____
• Job posting on external sites will link and integrate with court website.	Yes ____ No ____
• Online job announcements and descriptions can be posted on internal and external sites.	Yes ____ No ____
• Ability to save job posting templates for various types of jobs such as professional, hourly, temporary and contractors.	Yes ____ No ____
• Attract "passive" applicants by requiring them to fill generic application with a desired position.	Yes ____ No ____
• Court employees have access to and can proactively search applicant database.	Yes ____ No ____
• Real-time database of all applicant information.	Yes ____ No ____
• 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."	Yes ____ No ____
• 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.	Yes ____ No ____
• Central repository for court applicants statewide.	Yes ____ No ____
• Ability to upload historical data from existing HRIS or applicant tracking system.	Yes ____ No ____
• Ability to define security levels and access for hiring managers, directors, and HR department.	Yes ____ No ____
• Ability to print or share application material with other interested parties.	Yes ____ No ____
• Ability to notify managers once the job is closed.	Yes ____ No ____
• Ability to enter notes for each applicant.	Yes ____ No ____

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• Ability to link applicant's application material to other jobs.	Yes ____	No ____
• Ability to send emails or messages to the applicants through the application.	Yes ____	No ____
• Ability to schedule or enter interviews in the application.	Yes ____	No ____
• Generates recruitment letters and emails (e.g. application acknowledgement, exam/interview appointments, letter of employment, regrets, etc.)	Yes ____	No ____
2. Selection		
• Creates, stores, and re-use customized supplemental questions.	Yes ____	No ____
• Screens applicants automatically as they apply.	Yes ____	No ____
• Provide 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 ____
• Create and maintain certification/eligibility lists.	Yes ____	No ____
• Ability to save old or new examination material.	Yes ____	No ____
3. Applicant Tracking		
• Automatic notification to the applicants confirming their application has been received.	Yes ____	No ____
• Tracks applicants based on their skillset/education/experience and match them with the associated classification and salary range.	Yes ____	No ____
• Track applicant status throughout the steps of the recruitment process.	Yes ____	No ____
• Track completion of written and oral exams.	Yes ____	No ____
• Track interview logistics.	Yes ____	No ____
• Detailed applicant history record.	Yes ____	No ____
• Track background check authorization and results.	Yes ____	No ____
• Track new hire orientation, on-boarding and I-9 form completion for all associated new hires.	Yes ____	No ____
• Send confirmation emails to the courts and the applicants when new hire orientation, on-boarding and I-9 forms are completed.	Yes ____	No ____
• Ability to track all messages sent to the applicants.	Yes ____	No ____
4. Internal Human Resource Automation		
• Creates and routes job requisitions	Yes ____	No ____
• Refers and certifies applicants electronically	Yes ____	No ____
• Scans paper application materials	Yes ____	No ____

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5. Security and Technical Requirements	
• Contractor provides secured access and a controlled environment.	Yes ____ No ____
• Contractor's application uses SSL authentication.	Yes ____ No ____
• Assures protection of Purchasing Group member's information and data security.	Yes ____ No ____
• Contractor's application is password protected with user level permissions.	Yes ____ No ____
• Contractor manages their firewalls and services 24/7.	Yes ____ No ____
• Application must require minimal local information technology (IT) support.	Yes ____ No ____
• Contractor hosts the application service provider	Yes ____ No ____
• Application must be compatible with SAP (file exportable into SAP) and other HRIS systems (please provide names of compatible systems)	Yes ____ No ____
• Application is fully web-based.	Yes ____ No ____
• Contractor is able to provide all technical support	Yes ____ No ____
• Contractor's data back-up must use a, multifaceted disaster recovery model	Yes ____ No ____
• Web pages can be customized	Yes ____ No ____
• Contractor's application is compatible with multiple browsers	Yes ____ No ____
• Contractor must provide a separate environment for testing so that live data is not manipulated.	Yes ____ No ____
• Contractor's application operates on a multi-tiered load balanced architecture and modular design to add new users and products without interruption.	Yes ____ No ____
6. Product Upgrades	
• Describe in detail the process for product upgrades, including how often upgrades are provided, the process, and any cost, if applicable	
B. IMPLEMENTATION	
• Describe in detail 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.	

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• Software shall be completely operational and tested for functionality by the Contractor.	Yes _____ No _____
• Contractor will provide on-site pre-implementation training at the Purchasing Group member location.	Yes _____ No _____
• Completion of each court's implementation will be within ninety (90) days of receipt of the order.	Yes _____ No _____
• Contractor will provide all materials, product or equipment, and labor necessary for the implementation of software.	Yes _____ No _____
• Contractor 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 in detail all warranties and guarantees offered on software	
2. Certifications and Verifications	
All products offered for sale by the contractor 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	
1. Ordering Process	
• Describe in detail 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.	
• Contractor will provide the Purchasing Group member with the total cost and lead time required for implementation of the employment recruitment software application. The total cost will itemize the cost of the products and implementation.	Yes _____ No _____
• Contractor will coordinate the implementation dates with the Purchasing Group member prior to finalizing the order.	Yes _____ No _____
• Contractor 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	Yes _____ No _____

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used to place the order, and will include: the products and services ordered, implementation dates, and contact information.	
• Contractor will provide and maintain a toll-free number for ordering, inquiries, and customer service.	Yes ____ No ____
2. Customer Support	
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:	
• Contractor's customer service organizational structure.	
• Contractor will provide call in help desk support Monday through Friday, 7:00am through 6:00pm Pacific Time.	Yes ____ No ____
• Contractor will provide On Line Help Desk capabilities for logging issues 24/7.	Yes ____ No ____
• Contractor will issue tracking system capabilities.	Yes ____ No ____
• Contractor will provide acknowledgement to initiator < 20 minutes of logging issue electronically.	Yes ____ No ____
• Contractor will resolve or update, as applicable, logged issues within seventy-two (72) business hours.	Yes ____ No ____
• Contractor will provide prior notification of scheduled system down time.	Yes ____ No ____
• Contractor will provide notification including estimated resolution time for unplanned system outages within thirty (30) minutes of occurrence.	Yes ____ No ____
• Describe in detail your contact process and contact person identified by position in the company (phone, email, fax, etc.).	Yes ____ No ____
• Describe in detail your follow-up process.	
• Describe in detail your internal procedures to track customer service contact and resolution.	
• Describe in detail your escalation process to resolve outstanding customer service issues.	
3. Reports	
General	
• Collect and report on EEO data	Yes ____ No ____
• Analyze and report on applicant flow	Yes ____ No ____

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• Track and analyze data such as time-to-hire, recruitment costs, staff workload, applicant quality, background check cost etc.	Yes ____ No ____
• Collect and report applicant sourcing information and other operational reports.	Yes ____ No ____

• Recruitment Reports- Some reports can be printed by the administrative staff are:
    o Ability to report on the job status
    o Applicant status report as they progress during the application process such as "route," "reject," "interviews," "offer" or hired".
    o New hire orientation Tracking
    o I-9 Verification Tracking
    o Monthly recruiting report for all the jobs.
    o Report about issues reported, date of resolution and/or detailed status of all pending issues.
    o Year-end recruitment summary report.
	Yes ____ No ____

4. Program reporting	
Contractor will provide monthly reports to the designated Judicial Council 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	
• Contractor will provide instructor lead on-site or web-based training, tutorials and other training resources including but not limited to, e-mails, reference manuals, conference calls, seminars, etc.	Yes ____ No ____