

REQUEST FOR PROPOSALS

RFP Number: 2021TalentMgmtSys

Issue Date: June 6, 2021

Title: **WEB-BASED TALENT MANAGEMENT PLATFORM**

Issuing Agency: Danville-Pittsylvania Community Services (DPCS)
245 Hairston Street, Danville, Virginia 24540

Direct all inquiries for information to Cindy Lewis, Director of Human Resources, clewis@dpcs.org or 434-799-0456 extension 3081 by June 21, 2021. **Unauthorized contact with other DPCS staff regarding this RFP may result in disqualification of the Offeror.**

Proposals may be mailed or hand delivered only directly to Danville-Pittsylvania Community Services at the following address. Responses by email will not be accepted.

*Danville-Pittsylvania Community Services (West Wing Receptionist Area)
Attention: Mary Beth Clement, Director of Finance
245 Hairston Street, Danville, Virginia 24540*

Sealed proposals as specified on pages 11-13 must be received by DPCS no later than **June 24, 2021 at 2:00 PM. Eastern Time.** DPCS will not consider late proposals. Offerors mailing proposals should allow sufficient mail delivery time to ensure timely receipt. **One (1) original and one (1) copy of the response are required.**

Signed Proposal:

In compliance with this Request for Proposal and to all the conditions imposed herein, the undersigned offers and agrees to furnish the services in accordance with the attached proposal or as mutually agreed upon by subsequent negotiation.

Name and Address of Offeror:

_____ Telephone No.: _____
Email: _____
FEIN/SSN#: _____

Authorized Signature: _____ Date: _____

Printed Name: _____ Title: _____

This cover page must be returned with a copy of the Request for Proposal and Attachments A and F, which includes a total of 20 pages.

REQUEST FOR PROPOSAL

WEB-BASED TALENT MANAGEMENT PLATFORM

Issue Date: June 6, 2021

The purpose of this Request for Proposal (RFP) is for Danville-Pittsylvania Community Services (Hereinafter called the “Agency”) to solicit from qualified vendors a proposal for a Web-Based Talent Management Platform that will streamline its talent acquisition process from start to finish including requisition creation, applicant flow, offer approval, and transition to new hire.

I. Background

The Agency is a Community Services Board that provides mental health, developmental, substance use, and prevention services to the citizens of Danville and Pittsylvania County. The Agency has 289 staff and 50 hiring supervisors.

II. Scope and Specifications of a Web-based Talent Management Platform

The components of a Web-based Talent Management Platform are listed in each section. The platform should be General Data Protection Regulation (GDPR) compliant, HTTPS-enabled and should have data encryption and a backup facility.

A. Core Functionality- minimum requested capabilities:

1. Includes portal web pages that can be accessed from the Agency’s website and branded to our organization’s existing website
2. Allows recruiters to easily post opportunities to the Agency’s website as well as to third-party job sites (Indeed, Monster, CareerBuilder, etc.) and social media sites with at least weekly refreshing of posted jobs
3. Allows candidates to easily search through open positions, create candidate profiles that can be stored for future access, submit a resume and cover letter, and perform functions that are passive candidate friendly, including creation of new job posting reminders and referral tools
4. Includes a mobile-responsive design that allows candidates on-the-go to easily apply from tablets and mobile devices and the ability for mobile communication (texting)
5. Includes the ability for recruiter to screen applications with additional qualification questions as required per job description and the ability to process/qualify/rate applications
6. User Permissions Based Upon Role
7. Allows recruiters to search the database on all information, and by specific parameters, including by job, candidate, date, location, hiring manager, and source
8. Includes a sophisticated resume-parsing tool that allows candidates to submit resumes in a variety of formats (i.e. Word, .tif, .pdf, .txt, .rtf), and via a variety of sources (i.e. email, scanned copy)
9. Includes collaborative contact management tools that facilitate communication between recruiters, hiring managers, and candidates and allows users to schedule interview appointments (integrated with Outlook calendars), leave notes, interview feedback, send mass messages, auto-respond to applicants and recruiters upon receipt of resume and candidate profile and notify applicant of the application/position status

10. Includes an automated process for job creation and approval
11. Includes comprehensive reporting tools that enable users to run ad-hoc reports and save criteria for future use as well as run standard reports for metrics including cost per hire, time to complete each hiring step, and source referral (i.e., company website, employee, search engine, etc.)
12. Captures, tracks, and reports on voluntary EEO data while remaining in compliance with the guidelines set forth by the EEOC .
13. Adapts to the Agency's unique hiring management process and simultaneously accommodates changing needs as the organization grows with a configurable, scalable model
14. Quickly connects new employees to DPCS culture while increasing employee engagement, productivity and retention
15. Employee Onboarding with Mobile Functionality
16. Internal Task Checklist (onboarding)
17. Includes the ability to incorporate agency branding on correspondence

B. Recruiting

1. **Requisition Management**

- a. Describe your systems' requisition creation and approval process.
- b. Can we create a requisition with multiple openings?
- c. Can we configure requisition fields (drop-down, open text, etc.)? Can we add and edit fields on a requisition?
- d. Can we save requisitions and use them as templates? Can templates be modified?
- e. Can requisitions be duplicated?
- f. Can expenses be tracked by requisition?
- g. Can documents be attached to requisitions?
- h. Does the system support pre-screening questions?

2. **Job Posting**

- a. Can we connect your system with our careers page?
- b. How many job boards (free and paid) does your system integrate with? Please identify.
- c. Can we post our jobs to a job board you don't integrate with and still use your system for candidate management?
- d. Can job postings be scheduled to automatically post or close?
- e. Can job postings easily be refreshed weekly to job boards? Please describe your process.

3. **Applicant Process**

- a. Describe the online application experience from a candidate perspective.
- b. Do applicants need to create an account (username and password) to apply? What is the process if an applicant forgets their password?
- c. Describe the different methods candidates can use to apply (online application, email, hard copy, and social media).
- d. Are candidates able to email or share a job with a friend?
- e. Can candidates get assistance when applying? Explain.
- f. Are there any constraints on the questions that can be posted in the application or in the response received (e.g., character limits, etc.)?
- g. Describe your mobile capabilities.

- h. Does your system have a solution for streamlining our paperwork into online employment applications?
- i. Can applications appear in different languages (e.g. English and Spanish)? If so, what languages are available?
- j. Does the system support resume parsing?
- k. Do you offer electronic signature service for candidates?
- l. Can applicants be flagged as ineligible for hire/rehire status?
- m. Are there provisions in your system for people with disabilities?

4. **Candidate Management**

- a. Can we upload resumes onto your system and in which formats?
- b. How does your system track email communication with candidates?
- c. How can your system help us search for passive candidates?
- d. Please describe how your system facilitates collaboration between hiring team members.
- e. Does your system offer email templates? Can we create our own inside your system?
- f. What bulk actions for candidate profiles can we take in your system?
- g. Can the system send automatic receipt of resume/profile notifications to candidates?
- h. How does your system differentiate between internal and external candidates? Explain.
- i. Can we attach notes to a candidate file? Can these notes have limited visibility access?
- j. Explain the process for grading applications to access candidate for interview.
- k. Does the system track and store all correspondence?
- l. Does the system recognize duplicate records?
- m. Can we send resumes and correspondence to non-system users through your system?
- n. Can we have multiple hiring managers for each role?
- o. Please describe your system facilitates collaboration between hiring team members.

5. **Interview**

- a. Does your interview solution sync with Outlook calendar?
- b. Does scheduling interface allow candidates to select from available interview times?
- c. What are available notifications of interview scheduled to candidate (email and SMS)?
- d. Does your solution support competency based interview questions? Are these questions pre-built or do we need to create them? Are they behavioral based?
- e. How does your system capture interview feedback (to include rating interview responses)?

6. **Job Offer**

- a. Does your solution store multiple offer templates?
- b. Can we create our own offer letter inside of your system?
- c. What is your offer letter approval process?
- d. Can offer letters be signed on smartphones?

C. Onboarding

1. Is a company-branded new hire portal available? If yes, please describe functionality, editing capabilities and branding options. Can content be updated without the help of IT?
2. Does your solution support W-4 form completion?
3. Do applicants, employees and administrators have access to a single repository for applicant paperwork (W4, I9, electronically signed policies, etc.)? If so, please describe.
4. Does your solution provide automatic updates for changes in state and or federal forms?
5. Can company-specific policy documents be included in the onboarding workflow for employees to electronically sign?
6. Are there extra fees for customizing forms? If so, please list fees.
7. Does your solution allow intuitive electronic signatures, which are US government approved?
8. Does the system support state tax documents?
9. Does your system support automated Quality of Hire and Quality of Onboarding reviews?
10. How does your solution handle terminated employees?
11. Does your solution offer the ability to retrieve and print all documentation as needed for compliance audits or other regulatory agencies? Please describe what formats are available for printing these forms.

D. Reporting

1. What reports and analytics does your system offer?
2. How would your system's reports help us improve our hiring?
3. Is reporting configurable? Describe your levels of reporting.
4. Can applicant status be tracked and reported on?
5. Does the system track and report on the source of the candidates?
6. Are there extra fees to customize reports? If so, please list fees.
7. Can reports provide the amount of time for completion of each hiring step?
8. Can employee referrals be tracked and reported on?
9. Can we track and report on recruiting agencies who submit candidates for a position?
10. Can reports be exported?
11. Can reports be scheduled to run?
12. How does your system help us survey candidates and report on their experiences with the hiring process?

E. Searching

1. Describe the system's search capabilities.
2. Does the system support advanced searches?
3. Can searches be saved both publicly and privately?
4. Can users drill-down their search?
5. Are keywords highlighted with search results?
6. Can mass action be taken on search results?
7. Describe how search results allow users to score and rank candidates.
8. Can candidates be searched by location?

F. Compliance

1. How does the system collect gender, race and ethnicity information from the candidate?
2. How does the system generate reports regarding applicant's gender, race, and ethnicity?
3. How does the system help evaluate candidates against basic qualifications?
4. How do you stay current with and update your software for changing EEOC requirements?
5. Can we control who has access to EEO information?
6. Does the system support saved compliance searches?

G. Implementation

1. Describe your approach to implementation.
2. Describe how you will work with us to set appropriate implementation priorities.
3. What is the average implementation timeline?
4. What resources do you need from our company in order to implement the system?
5. Can we migrate recruitment data from our existing systems into your system?
6. Describe how your system is flexible and scalable to accommodate growth.

H. Customer Support

1. Describe your customer support model.
2. How is support documented?
3. What is your support team structure?
4. Please describe the escalation processes used for solving customer problems.
5. Describe your service level agreement.
6. How do customers engage with your support services? Do you have a call center? Do you provide real-time chat functionality? Do you provide a web portal for customers to submit incidents?
7. What is your supports services' average response time?
8. What are the hours of support operation?

I. Training

1. Describe the proposed approach to training recruiters and hiring managers.
2. What online learning options are available?
3. What resources and documentation are available?
4. Describe how you provide training directly or through a third-party.
5. What is the estimated time per user spent on training?

J. Technology/Integrations

1. Is your system cloud-based?
2. Are we able to make modifications to any system portal after implementation? Are updates easily made by non-technical users?
3. Do you have any Business Continuity/Disaster Recovery solutions in place? Do you have a backup hosting facility? What is your RPO and RTO?

4. What browsers are currently supported? How long is the notification window for sunset of browser support?
5. Is your talent management platform mobile-enabled, mobile-optimized, mobile responsive or none of the above?
6. What are the SMS capabilities of your solution?
7. What actions do you take to migrate data from existing systems? Is there a fee involved? If so, please list fee.
8. How often is your customer application updated?
9. Please describe how releases and or updates are presented to customers.
10. What is the process for customers to influence your roadmap for future feature enhancements?
11. What are the data storage limits associated with your system?

K. Security

1. Have you completed a SOC 2 Type II audit? If so, please include the attestation of compliance and report.
2. Is this a shared instance with other clients?
3. Is data encrypted at rest and in transit?
4. What are your system's built-in security provisions?
5. What security audits do you complete and how often?
6. How do you manage crises' related to your system (data breaches, data deletion, etc.)?
7. How do you protect personal data stored in your system from breaches, losses etc.?
8. Who has access to data we store in your system? Is any data sent to or sold to any third parties?
9. Can we have different levels of access for different internal and external hiring team members (Role Based Access Controls)?
10. Do you support single sign on?
11. Does the system allow for different levels of access for our users? How is this controlled?
12. How is access to the system monitored?
13. What notifications do you provide customers concerning upgrades?
14. What is the upgrade/new release frequency in your system?
15. What is the standard downtime between release upgrades?
16. What are your average system response times?

III. Compensation and Method of Payment

The Contractor will invoice DPCS on a monthly basis and will be paid thirty (30) days from the receipt of the invoice. The Contractor will provide a completed IRS Form W-9 to DPCS in order to receive the first payment of the contract period and will update the IRS W-9 annually thereafter. Maintenance fees will be prorated to monthly amounts and contractor will invoice DPCS monthly for the fees.

IV. Compliances

Contractor agrees to comply and shall ensure that its employees or other persons providing Services comply with all applicable federal, state, and local laws, regulations, rules, policies, and procedures, including, but not limited to, the following:

- A. Anti-discrimination: Contractor shall conform to the provisions of the Titles VI and VII of the Federal Civil Rights Act of 1964, Section 503 and 504 of the Vocational Rehabilitation Act of 1973, and the Age Discrimination Act of 1975, Executive Order 11246, as amended, where applicable, the Virginians With Disabilities Act, the Americans With Disabilities Act and 2.2-4311 of the Virginia Public Procurement ACT (VPPA). No person shall, on the grounds of sex, age, race, religious affiliation, handicap, or national origin, faith based status or any other basis prohibited by law will be excluded from participation in, or be denied benefits of, or be otherwise subjected to discrimination in the performance of this contract, or in the employment practices of Contractor;
- B. Immigration: Contractor certifies that it does not and will not, during the performance of this contract, employ illegal alien workers or otherwise violate the provisions of the federal Immigration Reform and Control Act of 1986;
- C. The Virginia Freedom of Information Act and the Virginia Privacy Protection Act;
- D. Drug-Free Workplace: During the performance of this contract, Contractor agrees to: (i) provide a drug-free workplace for Contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in Contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of Contractor that Contractor maintains a drug-free workplace; and (iv) include in the provisions of the foregoing clauses in every subcontract or purchase order over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

For the purposes of this section, "*drug-free workplace*" means a site for the performance of work done in connection with a specific contract awarded to a contractor, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.

V. Insurance and Indemnification

- A. The Contractor shall, at the Contractor's own expense, maintain insurance to protect itself and Danville-Pittsylvania Community Services from claims under the Workers' Compensation Act, and from any other claim for damages for personal injury, including death, and for damages to property which may arise from the provision of goods and/or services under the Contract, whether such goods and/or services are provided by the Successful Offeror or by any subcontractor or anyone directly employed by either of them. A certificate of coverage is required prior to contract initiation and is to be maintained throughout the contract period:

MINIMUM INSURANCE COVERAGES AND LIMITS REQUIRED:

1. Workers' Compensation and Employer's Liability- \$500,000 each accident; \$500,000 each employee and \$500,000 policy limit.
 2. Commercial General Liability - \$1,000,000 per occurrence and \$2,000,000 in the aggregate. Commercial General Liability is to include bodily injury and property damage, personal injury and advertising injury, products and completed operations coverage.
- B. It is expressly understood and agreed the Agency will not furnish Contractor with liability insurance, or any other insurance coverages, to protect Contractor from claims which may arise from Contractor's activities under this agreement.
- C. The Contractor agrees to indemnify and hold harmless the Agency and its directors, officers and employees from any and all claims caused or resulting from willful misconduct or negligent acts or omissions of the Contractor, its employees, agents and permitted assigns, together with all costs, reasonable counsel fees, expenses, and liabilities incurred in connection with any such action if brought against the Agency by reason of any such claims or causes of action. The Agency shall promptly notify the Contractor of any such claims. The Agency shall reasonably cooperate and assist the Contractor in investigating such claims to the extent permitted by law. Moreover, the Agency will promptly give the Contractor an opportunity to defend the same with counsel chosen by the Contractor and reasonably acceptable to the Agency. If the Contractor fails to defend a claim within a reasonable time after receiving notice, the Agency shall be entitled to assume the defense thereof, the cost of which shall be reimbursed to the Agency by the Contractor, together with all costs, reasonable counsel fees, expenses, and liabilities incurred in connection with such defense. The provisions of this paragraph shall, specifically and without limitation, survive the termination or expiration of the Contractual Agreement.

VI. Limitation of Liability

The Agency shall not be liable for damages to property or injury to persons sustained as a result of the Contractor's performance under the Contractual Agreement, except where such damages or injury were proximately and directly caused by the willful misconduct or gross negligence of the Agency. The Contractor renders services to residents at the Contractor's own risk and assumes all risk of loss. The Agency shall not be responsible or liable to the Contractor for any loss or damage that may be occasioned by or through the acts of residents receiving services from the Contractor. All personal property belonging to the Contractor shall be at the sole risk of the Contractor, and the Agency shall not be liable for the theft or damage to the Contractor's property. The Contractor agrees that any insurance covering the Contractor's personal property shall be the Contractor's sole responsibility. The provisions of this paragraph shall, specifically and without limitation, survive the termination or expiration of the Contractual Agreement.

VII. Miscellaneous

- A. Subcontracting and Assignment. Contractor shall not assign its interest in this agreement or subcontract any Services without the express written consent of the Agency. In the event Contractor desires to subcontract all or some part of the Services, Contractor shall furnish the Agency with the names, qualifications, and experience of the proposed subcontractor(s). In the event of a subcontract, Contractor shall remain fully liable and responsible for the Services

performed by the subcontractor(s) and shall ensure compliance with all the requirements of this agreement by the subcontractor(s).

- B. Severability. Each paragraph and provision of this agreement is severable by mutual agreement of the Agency and Contractor; and if any provision is declared invalid, the remaining provisions shall nonetheless remain in effect.
- C. Entire Agreement. This agreement and any additional or supplementary document or documents incorporated herein by specific reference contain all the terms and conditions agreed upon by the parties and no other agreements, oral or otherwise, regarding the subject matter of this agreement or any part thereof shall have any validity or binding effect upon any of the parties.
- D. Modification. This agreement shall not be modified, altered, changed, or amended unless in writing and signed by both parties.
- E. Governing Law and Venue. Contractor and the Agency agree that the laws of the Commonwealth of Virginia shall govern the validity and construction of this agreement. Any dispute resulting from this agreement, its interpretation, or performance, shall be brought only in the courts of the City of Danville.
- F. Transacting Business in Virginia. If Contractor is a stock or nonstock corporation, limited liability company, business trust or limited partnership, or registered as a registered limited liability partnership, it shall be authorized to transact business in the Commonwealth of Virginia as a domestic or foreign business entity, if so required by Title 13.1 or Title 50 of the Virginia Code, or if otherwise required by law. Any business entity described above that enters into a contract with a public body pursuant to the *Virginia Public Procurement Act* shall not allow its existence to lapse or its certificate of authority or registration to transact business in the Commonwealth, if so required under Title 13.1 or Title 50, to be revoked or cancelled at any time during the term of the contract. A public body may void any contract with a business entity if the business entity fails to remain in compliance with the provisions of this section.
- G. Nondiscrimination of contractors. An offeror shall not be discriminated against in the solicitation or award of this contract because of race, religion, color, sex, national origin, age, disability, faith-based organizational status, any other basis prohibited by state law relating to discrimination in employment. If the award of this contract is made to a faith-based organization and an individual, who applies for or receives goods, services, or disbursements provided pursuant to this contract objects to the religious character of the faith-based organization from which the individual receives or would receive the goods, services, or disbursements, the public body shall offer the individual, within a reasonable period of time after the date of the objection, access to equivalent goods, services, or disbursements from an alternate provider.
- H. Anti-discrimination. By submitting a proposal, the offeror certifies to the Agency it will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians with Disabilities Act, the Americans with Disabilities Act, and Section 2.2-4311 of the Virginia Public Procurement Act (VPPA). If the award is made to a faith-based organization, the organization shall not discriminate against any recipient of goods, services, or disbursements made pursuant to the contract on the basis of the recipient's religion, religious belief, refusal to participate in a religious practice, or on the basis of race, age, color, gender or national origin and shall be subject

to the same rules as other organizations that contract with public bodies to account for the use of funds provided; however, if the faith-based organization segregates public funds into separate accounts, only the accounts and programs funded with public funds shall be subject to audit by the public body. (*Code of Virginia, section 2.2-4343, 1E*).

In every contract over \$10,000 the provisions in 1. and 2. below apply:

1. During the performance of this contract, the contractor agrees as follows:
 - a. The contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
 - b. The contractor, in all solicitations or advertisements for employees placed by or on behalf of the contractor, will state that such contractor is an equal opportunity employer.
 - c. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting these requirements.
 2. The contractor will include the provisions of 1. above in every subcontract or purchase order over \$10,000 so that the provisions will be binding upon each subcontractor or vendor.
- I. Ethics in public contracting. By submitting their proposal, the offeror certifies their proposal is made without collusion or fraud and they have not offered or received any kickbacks or inducements from any other offeror, supplier, manufacturer or subcontractor in connection with their proposal and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.
- J. Debarment status. By participating in this procurement, the vendor certifies they are not currently debarred by the Commonwealth of Virginia from submitting a response for the type of goods or services covered by this solicitation. Vendor further certifies they are not debarred from filing any order or accepting any resulting order, or that they are an agent of any person or entity that is currently debarred by the Commonwealth of Virginia.

VIII. Instructions

Submission and Receipt of Proposals

- A. The Agency will not accept oral proposals, nor proposals received by telephone, FAX machine, or other electronic means. Submittals/sealed responses including one (1) original and one (1) copy marked ‘RFP#2021TalentMgmtSys’ Request for Proposal, will be received no later than 2:00 PM, Eastern Time, on June 24, 2021, addressed to:
- Danville-Pittsylvania Community Services
West Wing Receptionist
Attn: Mary Beth Clement, Director of Finance
245 Hairston Street
Danville, Virginia 24540

Mark the outside of the envelope with RFP #2021TALENTMGMTSYS and proposal subject, 'WEB-BASED TALENT MANAGEMENT PLATFORM'.

- B. No changes are allowed to proposal once submitted. If error is noticed prior to proposal deadline, the proposal must be withdrawn and then reissued.
- C. It is the sole responsibility of the offerors for ensuring that their proposals are stamped by the Senior Secretary at the West Wing Front Desk before the deadline indicated in Paragraph A of the instructions. Proposals and/or any addenda pertaining thereto, received after the announced time and date of receipt, by mail or otherwise, will be returned. However, nothing in this RFP precludes the Agency from requesting additional information at any time during the procurement process.
- D. The submission/response submitted MUST include the cover sheet, page 1 of this Request for Proposal document, signed and completed by an individual authorized to bind the offeror. All proposals submitted without such signature will not be considered.**
- E. The time proposals are received shall be determined by the time clock stamp in the West Wing Receptionist's office. Offerors are responsible for insuring that their proposals are stamped by the West Wing Receptionist by the deadline indicated.
- F. By submitting a proposal in response to this Request for Proposal, the Offeror represents it has read and understands the Scope of Services and has familiarized itself with all federal, state, and local laws, ordinances, and rules and regulations that in any manner may affect the cost, progress, or performance of the Contract work.
- G. The failure or omission of any Offeror to receive or examine any form, instrument, addendum, or other documents or to acquaint itself with conditions existing at the site, shall in no way relieve any Offeror from any obligations with respect to its proposal or to the Contract.
- H. Trade secrets or proprietary information submitted by an Offeror in response to this Request for Proposal shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the Offeror must invoke the protection of this section prior to or upon submission of data or materials, and must identify the data or other materials to be protected and state the reasons why protection is necessary (Va. Code § 2.2-4342.F). (Attachment G)
- I. A proposal may be withdrawn by the Offeror any time prior to the time and date set for the receipt of proposals. The Offeror shall notify the Director of Finance, Mary Beth Clement, in writing of its intentions.
- J. Offerors requesting clarification or interpretation of the proposal general terms, conditions, scope of services or drawings shall make a written request which shall reach the Director of Human Resources by June 21, 2021. Any changes to the proposal shall be in the form of a written addendum issued by the Agency and it shall be signed by the Director of Human Resources or a duly authorized representative. Each Offeror is responsible for determining that it has received all addenda issued by the Agency before submitting a proposal.

- K. All late proposals received by the West Wing Receptionist shall be returned to the Offeror unopened. Proposals shall be open to public inspection only after award of the Contract.
- L. In the event the Agency is not operating under normal staffing levels or if the location for receipt of proposals is inaccessible due to inclement weather or other emergency situations at the published time, the proposal submission will default to the next regular business day at the same time.
- M. If you are an individual with a disability and require a reasonable accommodation, please notify Mary Beth Clement, Director of Finance, at (434) 799-0456, three working days prior to need.
- N. Any proposal submitted MUST include the cover sheet which has been signed by an individual authorized to bind the offeror. All proposals submitted without such signature will not be considered.
- O. Proposals shall NOT be accepted via fax or e-mail.
- P. For information pertaining to the decision to award on this procurement transaction, offerors may access public notification electronically at www.dpcs.org. The Agency will post the award announcement decision on the website for a minimum of ten days after award.

Q. Submittal Format

In order to be considered for selection, the Offeror must submit a complete response to this request which includes one (1) signed original and one (1) copy and must include the signed cover page and Pages 2 through 20 which includes Attachments A thru F of the Request for Proposal.

IX. Evaluation Criteria

- A. Offerors are to make written proposals, which present the Offeror's qualifications and understanding of the work to be performed. Offerors are asked to address each evaluation criteria and to be specific in presenting their qualifications. Proposals should be as thorough and detailed as possible so that DPCS may properly evaluate your capabilities to provide the required goods/services.
- B. All Responses to this REQUEST FOR PROPOSAL will be evaluated based on, the following factors:
 - a. Cost
 - b. Functionality of standard equipment and features to meet specific needs
 - c. Availability of additional capabilities to add as needed
 - d. System growth and expansion
 - e. Ease of use
 - f. Vendor qualification
 - g. Availability of support staff for installation/implementation, maintenance, and customer service
 - h. Overall reputation in the industry

- i. Experience and expertise with the product being offered
- j. Service and support resources, including training
- k. References for implementation/support to equivalent employee base and similar organization (political subdivision, non-profit, etc.)
- l. Financial Stability of offeror
- m. Implementation Plan
- n. Quality of proposal submission

X. Award Procedure

Selection shall be made of one or more offerors deemed to be fully qualified and best suited among those submitting proposals, on the basis of the factors involved in the Request for Proposal. Negotiations shall then be conducted with each of the offerors so selected. After negotiations have been conducted with each offeror so selected, the Agency shall select the offeror which, in its opinion, has met the evaluation criteria in Section IX and award the contract to that offeror.

The Agency reserves the right to request additional information from any Offeror that the Agency considers necessary to make an informed decision about its qualifications. However, the Agency may make its decision without further contact with the Offeror. Therefore, the Offeror must submit with its proposal all information requested in enough detail to clearly demonstrate its qualifications.

Any proposal in response to this solicitation shall be valid for 90 days. At the end of the 90 days the proposal may be withdrawn at the written request of the Offeror. If the proposal is not withdrawn at that time it remains in effect until an award is made or the solicitation is canceled.

The award notification will be posted on the procurement page of the Agency website at <http://www.dpcs.org>.

REQUEST FOR PROPOSAL

WEB-BASED TALENT MANAGEMENT PLATFORM

Attachment A: Offeror Form of Organization/Information

Legal Name of Offeror: _____

PLEASE SPECIFY YOUR **BUSINESS CATEGORY** BY CHECKING THE APPROPRIATE BOX(ES) BELOW, per the definitions listed:

- SMALL BUSINESS WOMEN-OWNED BUSINESS MINORITY-OWNED BUSINESS
 SERVICE DISABLED VETERAN LARGE NONPROFIT NONE OF THE ABOVE

If certified by the Virginia Minority Business Enterprises (DMBE), provide DMBE certification number and expiration date.

_____ NUMBER _____ DATE

DEFINITIONS - For the purpose of determining the appropriate business category, the following definitions apply:

"Small business" means a business, independently owned and controlled by one or more individuals who are U.S. citizens or legal resident aliens, and together with affiliates, has 250 or fewer employees, or annual gross receipts of \$10 million or less averaged over the previous three years. One or more of the individual owners shall control both the management and daily business operations of the small business.

"Women-owned business" means a business that is at least 51 percent owned by one or more women who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51 percent of the equity ownership interest is owned by one or more women who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more women.

"Minority-owned business" means a business that is at least 51 percent owned by one or more minority individuals who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51 percent of the equity ownership interest in the corporation, partnership, or limited liability company or other entity is owned by one or more minority individuals who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more minority individuals.

"Minority individual" means an individual who is a citizen of the United States or a legal resident alien and who satisfies one or more of the following definitions:

1. "African American" means a person having origins in any of the original peoples of Africa and who is regarded as such by the community of which this person claims to be a part.
2. "Asian American" means a person having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands, including but not limited to Japan, China, Vietnam, Samoa, Laos, Cambodia, Taiwan, Northern Mariana Islands, the Philippines, a U.S. territory of the Pacific, India, Pakistan, Bangladesh, or Sri Lanka and who is regarded as such by the community of which this person claims to be a part.
3. "Hispanic American" means a person having origins in any of the Spanish-speaking peoples of Mexico, South or Central America, or the Caribbean Islands or other Spanish or Portuguese cultures and who is regarded as such by the community of which this person claims to be a part.
4. "Native American" means a person having origins in any of the original peoples of North America and who is regarded as such by the community of which this person claims to be a part or who is recognized by a tribal organization.

"Service disabled veteran business" means a business that is at least 51 percent owned by one or more service disabled veterans or, in the case of a corporation, partnership, or limited liability company or other entity, at least 51 percent of the equity ownership interest in the corporation, partnership, or limited liability company or other entity is owned by one or more individuals who are service disabled veterans and both the management and daily business operations are controlled by one or more individuals who are service disabled veterans.

"Service disabled veteran" means a veteran who (i) served on active duty in the United States military ground, naval, or air service, (ii) was discharged or released under conditions other than dishonorable, and (iii) has a service-connected disability rating fixed by the United States Department of Veterans Affairs.

"Large business" means any non-women- or minority-owned, or service-disabled business as defined above or any business having more than 250 employees or more than \$10 million in gross receipts averaged over the previous three years.

Nonprofit means a corporation or an association that conducts business for the benefit of the general public without shareholders and without a profit motive.

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Attachment B: Virginia State Corporation Commission (SCC) Registration Information

The offeror shall check one of the following. The offeror is:

_____ a corporation or other business entity with the following SCC identification number: -OR-

_____ not a corporation, limited liability company, limited partnership, registered limited liability partnership, or business trust –OR-

_____ an out-of-state business entity that does not regularly and continuously maintain as part of its ordinary and customary business any employees, agents, offices, facilities, or inventories in Virginia (not counting any employees or agents in Virginia who merely solicit orders that require acceptance outside Virginia before they become contracts, and not counting any incidental presence of the offeror in Virginia that is needed in order to assemble, maintain, and repair goods in accordance with the contracts by which such goods were sold and shipped into Virginia from offeror s out-of-state location –OR-

_____ an out-of-state business entity that is including with this proposal an opinion of legal counsel which accurately and completely discloses the undersigned offeror’s current contacts with Virginia and describes why those contacts do not constitute the transaction of business in Virginia within the meaning of § 13.1-757 or other similar provisions in Titles 13.1 or 50 of the *Code of Virginia*.

_____ ****NOTE**** » Check this line if you have not completed any of the foregoing options, but currently have pending before the SCC an application for authority to transact business in the Commonwealth of Virginia and wish to be considered for a waiver to allow you to submit the SCC identification number after the due date for proposals. No award shall be issued to an offeror who fails to provide the required information unless a waiver of these requests is granted by the chief executive of the local governing body (the local governing body reserves the right to determine in its sole discretion whether to allow such waivers).

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Attachment C: Offeror Background Information

Offerors MUST respond to all of the following items/questions.

1. List your company's legal name, address, and telephone number. Include website information and the federal tax identification number and VA Business license(s) numbers.
2. How long has your company been in business and a brief history of the business?
3. Do you install/host/maintain the product or use business partners? If you use a business partner, you must supply the same company information being required for you to submit.
4. How many employees do you have and where are they located?
5. How many customers do you support? How many customers have 300-500 employees?
6. Provide a financial statement for your organization by means of copies of your recent 3 years tax returns, audits or financial statements compiled by an accounting firm or Certified Public Accountant.
7. Describe your plans for future product development and support
8. Describe your capability to comply with GDPR, data encryption and backup operations.
9. Response to each of the evaluation criteria:
 - a. Cost
 - b. Functionality of standard equipment and features to meet specific needs
 - c. Availability of additional capabilities to add as needed
 - d. System growth and expansion
 - e. Ease of use
 - f. Vendor qualification
 - g. Availability of support staff for installation/implementation, maintenance, and customer service
 - h. Overall reputation in the industry
 - i. Experience and expertise with the product being offered
 - j. Service and support resources, including training
 - k. References for implementation/support to equivalent employee base and similar organization (political subdivision, non-profit, etc.)
 - l. Financial Stability of offeror
 - m. Implementation Plan
 - n. Quality of proposal submission
10. Any additional information needed to help evaluate your company

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Attachment D: References

Reference #1 : Name: _____

Description of customer project including price: _____

Name of Contact Person: _____ Telephone Number: _____

Contact Email: _____ Dates work performed: _____

Reference #2 : Name: _____

Description of customer project including price: _____

Name of Contact Person: _____ Telephone Number: _____

Contact Email: _____ Dates work performed: _____

Reference #3 : Name: _____

Description of customer project including price: _____

Name of Contact Person: _____ Telephone Number: _____

Contact Email: _____ Dates work performed: _____

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ATTACHMENT E

Proposal Pricing Spreadsheet

	First Year	Second Year	Third Year
Software License Fees			
Implementation Fees			
Training Fees			
Support Fees			
Maintenance Fees			
Additional Third-Party Software Fees			
Customization Fees			
Onboarding Fee			
Total Cost Per Year			

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ATTACHMENT F

PROPRIETARY/CONFIDENTIAL INFORMATION IDENTIFICATION

NAME OF COMPANY/OFFEROR: _____

Trade secrets or proprietary information submitted by an Offeror shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the Offeror must invoke the protections of Va. Code §2.2-4342.F in writing, either before or at the time the data or other material is submitted. The written notice must specifically identify the data or materials to be protected including the section of the proposal in which it is contained and the page number(s) and state the reason(s) why protection is necessary. The proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information. In addition, a summary of proprietary information submitted shall be submitted on this form. The classification of an entire proposal document, line item prices, and/or total proposal prices as proprietary or trade secrets is not acceptable. If, after being given reasonable time, the Offeror refuses to withdraw such a classification designation, the proposal will be rejected.

SECTION/TITLE	PAGE NUMBER(S)	REASON(S) FOR WITHHOLDING FROM DISCLOSURE