



METRO

PEOPLE PLACES

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RFP 10-1606

APPLICANT TRACKING SYSTEM (ATS)

Metro Department Name

600 N.E. Grand Avenue
Portland, OR 97232
(503) 797-1700, Fax (503) 797-1796

Project Manager:

Kathy Doty
Systems Analyst
(503) 797-1717

kathy.doty@oregonmetro.gov

Procurement:

Karen Slusarenko, CPPB
Procurement Analyst
(503) 797-1809

karen.slusarenko@oregonmetro.gov

Notice is hereby given that proposals for RFP 10-1606 for an Applicant Tracking System shall be received by Metro, 600 N.E. Grand Avenue, Portland OR 97232 until 3:00 p.m. on March 5, 2010. It is the sole responsibility of the proposer to ensure that Metro receives the Proposal by the specified date and time. All late Proposals shall be rejected. PROPOSERS SHALL REVIEW ALL INSTRUCTIONS AND CONTRACT TERMS AND CONDITIONS.

Applicant Tracking System Request for Proposals



600 NE Grand Ave.
Portland, OR 97232-2736
(503) 797-1700

APPLICANT TRACKING SYSTEM (ATS)

RFP 10-1606

I. INTRODUCTION

Metro is the directly elected regional government that services more than 1.2 million residents in Clackamas, Multnomah and Washington counties and the 25 cities in the Portland Metropolitan area.

Metro is responsible for regional growth management, transportation and land use planning; regional environmental management; operation of the Oregon Zoo; regional parks and green spaces programs; and technical services to local governments.

The Deputy Chief Operating Officer of Metro, a metropolitan service district organized under the laws of the State of Oregon and the Metro Charter, located at 600 NE Grand Avenue, Portland, OR 97232-2736, is requesting proposals for an Applicant Tracking System (ATS). Details concerning the project and proposal are contained in this document.

Proposals are due no later than 3:00 PM on March 5, 2010 in Metro's Procurement Department at 600 NE Grand Avenue, Portland, OR 97232-2736, to the attention of Karen Slusarenko, (faxed submissions will not be accepted).

II. BACKGROUND/HISTORY OF PROJECT

Metro's diverse portfolio of regional services offers a unique set of challenges with the recruitment and selection process. The Oregon Zoo and Metro Regional Parks experience sharp increases in seasonal hiring needs within a short amount of time. Metro recruits nationwide for several specialized, difficult-to-fill-positions. Metro also complies with several regulatory requirements such as the First Opportunity Target Area, Veteran's Preference and collective bargaining terms related to hiring.

Metro's Human Resources Office processes over 5,000 job applications for nearly a hundred recruitments each year. The Oregon Zoo's Guest Services office will process nearly 10,000 applications for seasonal positions by year end. While both offices receive high application volume, both rely on basic databases and spreadsheets to manually track incoming applications and manage the recruitment process. There is no flow of information between databases, resulting in repetitive data entry and little reporting capabilities. Hiring managers do not have real time access to applications or recruitment data. Large amounts of paper are used in the duplicate printing of applications.

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Metro's Current Recruiting Process

Initiate Record Keeping

Metro reports recruitment activity and applicant data for budget development and cost allocation planning on an annual basis. To meet this requirement applicant and recruitment data is entered into Access databases and Excel spreadsheets separately maintained by Metro HR and Zoo Guest Services. All other recruitment data including authorization forms, applications, screening criteria and results, are recorded in physical files. At the beginning of each year these databases, spreadsheets and files are archived and new versions created to record the coming year's recruitments. Physical files are retained per a retention schedule created by the State of Oregon archivist. Applicant tracking records have a five year retention period, applications a 3 year period, and recruitment summary records a 10 year period.

The new Applicant Tracking solution will replace our current databases and spreadsheets and make recruitment information and reports immediately accessible to recruitment staff and the hiring manager according to Metro's record retention guidelines.

Request Recruitment

Hiring managers complete a recruitment request form to initiate the recruitment process. Depending on the type of recruitment, different levels of documented approval are required. For example, annual recruitment for the Zoo's temporary and seasonal jobs are pro forma and approved by the Zoo Deputy Director without further scrutiny by human resources. Human Resources reviews all other recruitment requests against available, budgeted vacancies. During hiring freezes, recruitments require the additional approval of the deputy chief operating officer.

The new Applicant Tracking solution will allow for on-line creation, review and approval of recruitment requests in order to decrease recruitment processing time, provide visibility to process status and reduce the amount of paper used. The solution will provide flexibility in the administration of different types of recruitments.

Post Job Announcement

The job announcement format is linked with metro's classification descriptions, although managers have the ability to identify additional skill or requirements and describe the position's purpose and value to the organization or department.

Some positions are only available to select candidate pools such as current Metro employees or those residing in the targeted neighborhood hiring program known as the First Opportunity Target Area (FOTA).

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Job announcements are posted on Metro's, the Zoo's and other facility's public websites. Jobs are advertised internally by e-mail to all employees and posted on bulletin boards in staff gathering areas. Metro sources qualified candidates using a variety of traditional advertising methods (e.g. newspaper ads, job boards) and strategic outreach initiatives (e.g. partnering with social service agencies, internship programs).

The new Applicant Tracking solution will provide a variety of job announcement formats and channels. The solution will allow for internal or FOTA only recruitments and will track recruitment sources used.

Receive Job Applications

Applicants may submit application material via email, mail, in person, or fax. Reasonable accommodation is granted to applicants upon request. Applicants complete a standard application form, and may be required to complete supplemental questions, provide a work sample, and/or submit a resume and cover letter. Applications missing the required attachments are considered incomplete and removed from further consideration. Select temporary recruitments may be left open year round to fulfill large, ongoing staffing needs. More than one applicant may be selected for these positions. Other recruitments are open for defined periods of time. HR determines if applications are complete and submitted by deadlines. HR also designates qualified applications with special status such as internal, veteran, and FOTA. All applications are assigned to a single recruitment; unsolicited resumes are not considered.

The Applicant Tracking solution will make the application process easier and more accessible by allowing applicants to submit application online or in paper. To provide HR with accurate statistics paper applications will be entered manually into the applicant tracking system.

Screen Job Applications

HR screens for minimum qualifications, and passes qualified applicants to the hiring manager. Hiring managers complete additional screening to determine which candidates to interview. Hiring managers may be required to consider internal and FOTA applicants before reviewing the general applicant pool.

The Office of Metro Attorney (OMA) reviews any criminal history disclosures noted on the applications to determine if the information provided disqualifies the applicant for the position.

The Applicant Tracking solution will provide on-line access to and a standardized process for screening application material. The solution will also provide HR and the hiring manager with real-time visibility of the recruitment process.

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Interview Selected Candidates

In lieu of eligibility lists Metro generally uses forced ranking to select finalists, and Zoo uses a point system. All qualified veteran's meeting minimum qualifications receive an interview and receive a 5% (or 10% if disabled) preference over non-veteran applicants.

Hiring managers schedule and conduct interviews and reference checks, and provide periodic updates to HR. HR tracks recruitment process on a spreadsheet for internal use and reporting and on the website for candidates.

The Applicant Tracking solution will track applicant status along with disposition information at each stage of the recruitment process. The solution must support veteran's preference administration.

Communicate Hiring Decisions

This year, HR will complete a criminal history check on all finalists before any job offer is made.

Hiring managers negotiate a job offer with the finalist and inform unsuccessful applicants of disposition of their application. HR may help draft disposition letters and will write an employment confirmation letter.

Hiring managers complete a notice to hire form indicating start date and other pertinent information to be entered by HR into the HRIS before the new employee's first day.

The Applicant Tracking solution will provide for electronic notifications to applicants.

The ATS Project

The vision for the ATS project is: Metro uses a nearly paper-free system to manage its recruitment and selection process where:

- The system supports all phases of the process including requisition, advertisement, acceptance and screening of applications, evaluating and interviewing applicants, communication with applicants, regulatory reporting and records retention.
- The system provides Human Resources (HR) and hiring department staff visibility to documents, status and metrics at every stage in the recruitment process.
- The system supports Metro's sustainability goals by minimizing the use of physical resources and realizes efficiencies in a streamlined application process for applicants, hiring managers and HR staff.

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The ideal system:

- Complies with record retention guidelines and provides electronic record storage and automatic documentation
- Supports external and internal regulations such as FOTA, veteran's preference, AA/EEO requirements, and is flexible to account for future laws and regulations
- Is interactive and allows for the seamless flow of data to other software systems such as the HRIS, LMS, time and attendance system, and security systems
- Can be incorporated in Metro's public and internal websites
- Adapts to our unique hiring processes over time and remains customizable
- Provides human resources staff and hiring managers with ease of access and visibility to appropriate and pertinent information at every stage of the recruitment process
- Provides equal access and fair opportunities to all applicants
- Is easy to use
- Reduces recruitment processing time
- Reduces the amount of printed paper
- Remains cost effective
- Includes ongoing technical support remaining current with the latest technology and remains responsive to Metro as their client
- Establishes consistent recruiting practices and procedures across the agency
- Provides capturing of on-line transactions with immediate access and processing capability.

III. PROPOSED SCOPE OF WORK/SCHEDULE

Metro is seeking proposals from qualified vendors who will deploy a fully-functional Applicant Tracking System. The selected vendor will work within the project schedule detailed below to provide these products and services:

A. Scope of work

1. Products

The vendor will provide software, installed at Metro or hosted by the vendor, that provides this general functionality:

- 1) System shall provide full cycle hiring capabilities (from requisition management to sourcing to interview to offer development and subsequent hire)
- 2) System shall provide a "dashboard" that will integrate with Metro's internal and external websites.
- 3) System shall provide pre-screening/assessment capabilities

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- 4) System shall allow the attachment of documents to a requisition and candidate application which can be made visible dependent upon role security definitions
- 5) System shall provide full requisition management including job posting to career centers and job boards on the internet
- 6) System shall allow defined roles to provide feedback and rank candidates
- 7) System shall allow Metro the ability to identify who made what changes to data at any point throughout the recruitment process
- 8) System shall allow capture and storage of all applicant employment application forms digitally
- 9) System shall provide comprehensive reporting capability with ability to export to Adobe Acrobat (.pdf) and Microsoft Word (.doc or .docx) and Excel (.xls or .xlsx)
- 10) System provides separate environments for development, testing and production.
- 11) System provides security to restrict access to authorized personnel and protect the confidentiality of applicant data.

2. Services

- a. *On-going system maintenance:* The vendor will conduct an active program of product development and improvement that produces regular upgrade and/or maintenance releases of the base software.
- b. *Help line support* – The vendor will provide a help line which Metro staff uses to report and resolve problems and questions encountered during use of the system.
- c. *Administrative and end-user training* - The vendor will provide a schedule of classes to support the set-up, administration and application of the applicant tracking system.
- d. *Implementation project management* - The vendor will propose an implementation project:
 1. With a timeline consistent with the over-all project schedule detailed below,
 2. That clearly states the members of the project team (vendor and Metro staff) and their role, and
 3. That establishes a means of issue tracking and resolution
 4. That establishes a change management procedure
 5. That establishes regular communication of project status
 6. That addresses these general tasks and milestones:
 - a. Familiarize Metro staff with the product
 - b. Assess current business practices and requirements
 - c. Map current practices and requirements onto the target system
 - d. Configure the target system
 - e. Integrate the system with Metro's web-sites and PeopleSoft HRIS
 - f. Develop and document revised business processes and forms
 - g. Develop end-user documentation and/or job aids

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- h. Develop technical and functional administrative procedures and documentation for on-going system configuration and management
- i. Train HR and other Metro staff
- j. Develop a test plan for the system
- k. Execute test plan for the system
- l. Go-live
- m. Post implementation review and support

B. Schedule

The proposed implementation project plan will recognize these project milestones:

RFP release	02/12/2010
Responses due	03/05/2010
Vendor Selected	03/26/2010
Implementation project kickoff	04/01/2010
Go-Live	06/30/2010

IV. QUALIFICATIONS/EXPERIENCE

Proposers shall possess the following knowledge and experience:

- Knowledge and experience with web based Applicant Tracking Systems either client based or hosted
- Knowledge and experience with implementations for organizations similar to Metro (i.e. approximate number of employees, recruitment requests, etc)
- Relevant public sector experience

V. PROJECT ADMINISTRATION

Kathy Doty will manage the resulting contract. All work products provided under the contract are subject to the project manager's approval, as well as all invoices. Metro will make payment 30 days from date of invoice after authorization by project manager. Invoice is to include detailed summary of all work done for which the invoice is submitted.

VI. PROPOSAL INSTRUCTIONS

A. Submission of Proposals

Three (3) copies of the proposal shall be furnished to Metro, addressed to:

Metro
Procurement Services
Attention Karen Slusarenko, RFP 10-1606

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600 NE Grand Avenue
Portland, OR 97232-2736

The deadline for receipt of all proposals is 3:00 PM on March 5, 2010.

All questions regarding this proposal shall be submitted to Kathy Doty at (503) 797-1717 or kathy.doty@oregonmetro.gov.

B. RFP as Basis for Proposals:

This Request for Proposals represents the most definitive statement Metro will make concerning the information upon which Proposals are to be based. Any verbal information which is not addressed in this RFP will not be considered by Metro in evaluating the Proposal. All questions relating to this RFP should be addressed to Kathy Doty at (503) 797-1717 or kathy.doty@oregonmetro.gov. Any questions, which in the opinion of Metro, warrant a written reply or RFP amendment will be posted on Metro's web site. Metro will not respond to questions received after 5:00 PM on February 23, 2010.

D. Information Release

All Proposers are hereby advised that Metro may solicit and secure background information based upon the information, including references, provided in response to this RFP. By submission of a proposal all Proposers agree to such activity and release Metro from all claims arising from such activity. In Accordance with Oregon Public Records Law (ORS 192), proposals submitted will be considered part of the public record, except to the extent they are exempted from disclosure.

E. Minority, Women and Emerging Small Business Program

In the event that any subcontracts are to be utilized in the performance of this agreement, the Proposer's attention is directed to Metro Code provisions 2.04.100, which encourages the use of minority, women and emerging small businesses (MWESB) to the maximum extent practical. Copies of these MWESB requirements are available from the Metro Procurement Office, 600 NE Grand Avenue Portland, OR 97232, (503) 797-1816.

VII. PROPOSAL CONTENTS

The proposal should contain written material (excluding biographies and brochures, which may be included in an appendix), describing the vendors ability to perform the product requested, as outlined below. The proposal should be submitted on recyclable, double-sided recycled paper (post consumer content). No waxed page dividers or non-recyclable materials should be included in the proposal.

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Much of the proposal is structured around a series of response forms contained herein. Responses made on separate pages will be included immediately following each form or section.

- A. Transmittal Letter: The transmittal letter will be from an individual authorized to contractually represent the vendor responding to this request for proposal and include an official offer to undertake the project at the price quoted in your proposal. Include a statement that the proposal will be valid for ninety (90) days.
- B. Vendor Profile: Complete the Vendor Profile form (Appendix 1). This section will detail the vendor's credentials and experience in implementing Applicant Tracking Systems similar to that proposed. The names and phone numbers of use and technical specialists who will be available to answer questions regarding the proposal must be included.
- C. Application System Profile: Complete the Application System Profile form (Appendix 1).
- D. Application System Requirements: Provide a clear and concise description of how your product delivers the features identified in the Application System Requirements document. Complete the Application System Requirements form (Appendix 1). The forms should be marked as "Basic Package" or "Customization" with associated cost. If identified requirement is not available, please mark the "Not Available" box. Optional sales literature may be submitted as an adjunct to the system requirements form.
- E. Implementation and Training Plan: Provide a clear and concise description of the approach and methodology your firm proposes to complete the services listed in Section III. C – E. Complete the Implementation and Training Plan (Appendix 1).
- F. Service and Maintenance Profile: Complete the Service and Maintenance Profile (Appendix 1).
- G. Support Systems Profile: Complete the Support Systems Profile (Appendix 1).
- H. Cost Form: Complete Cost forms (Appendix 1). The cost should be itemized by the following:
 - Initial Purchase: the base price of the application.
 - Modification Cost: the cost to modify to meet mandatory requirements and other (non-mandatory) requirements.
 - Application Maintenance Cost: the cost of application maintenance over five years. Annual costs should include relicensing fees, maintenance fees, etc.
 - Implementation Costs: the costs associated with the implementation plan proposed by the vendor. Costs may include travel, lodging, meals, and tuition for vendor and Metro staff as required for technical implementation, training, etc.

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- I. Exceptions and Comments: To facilitate evaluation of proposals, all responding firms will adhere to the format outlined within this RFP. Firms wishing to take exception to, or comment on, any specified criteria within this RFP are encouraged to document their concerns in this part of their proposal. Exceptions or comments should be succinct, thorough and organized.

VIII. GENERAL PROPOSAL/CONTRACT CONDITIONS

- A. Limitation and Award: This RFP does not commit Metro to the award of a contract, nor to pay any costs incurred in the preparation and submission of proposals in anticipation of a contract. Metro reserves the right to waive minor irregularities, accept or reject any or all proposals received as the result of this request, negotiate with all qualified sources, or to cancel all or part of this RFP.
- B. Billing Procedures: Proposers are informed that the billing procedures of the selected firm are subject to the review and prior approval of Metro before reimbursement of services can occur. Contractor's invoices shall include an itemized statement of the work done during the billing period, and will not be submitted more frequently than once a month. Metro shall pay Contractor within 30 days of receipt of an approved invoice.
- C. Validity Period and Authority: The proposal shall be considered valid for a period of at least ninety (90) days and shall contain a statement to that effect. The proposal shall contain the name, title, address, and telephone number of an individual or individuals with authority to bind any company contacted during the period in which Metro is evaluating the proposal.
- D. Conflict of Interest. A Proposer filing a proposal thereby certifies that no officer, agent, or employee of Metro or Metro has a pecuniary interest in this proposal or has participated in contract negotiations on behalf of Metro; that the proposal is made in good faith without fraud, collusion, or connection of any kind with any other Proposer for the same call for proposals; the Proposer is competing solely in its own behalf without connection with, or obligation to, any undisclosed person or firm.
- E. Equal Employment and Nondiscrimination Clause Metro and its contractors will not discriminate against any person(s), employee or applicant for employment based on race, color, religion, sex, national origin, age, marital status, familial status, gender identity, sexual orientation, disability for which a reasonable accommodation can be made, or any other status protected by law. Metro fully complies with Title VI of the Civil Rights Act of 1964 and related statutes and regulations in all programs and activities. For more information, or to obtain a Title VI Complaint Form, see www.oregonmetro.gov.

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- F. Intergovernmental Cooperative Agreement (Requires competitive solicitation) – Pursuant to ORS 279A and the Metro public contract code, Metro participates in an Intergovernmental Cooperative Purchasing program by which other public agencies shall have the ability to purchase the goods and services under the terms and conditions of this awarded contract. Any such purchases shall be between the Contractor and the participating public agency and shall not impact the Contractor's obligation to Metro under this agreement. Any estimated purchase volumes listed herein do not include volumes for other public agencies, and Metro makes no guarantee as to their participation in any purchase. Any bidder may decline to extend the prices and terms of this solicitation to any or all other public agencies upon execution of this contract. Unless the bidder specifically declines to participate in the program by marking the box on the contract declining to participate, the bidder agrees to participate in the Intergovernmental Cooperative Purchasing program.

IX. EVALUATION OF PROPOSALS

- A. Evaluation Procedure: Proposals received that conform to the proposal instructions will be evaluated. The evaluation will take place using the evaluation criteria identified in the following section. Interviews may be requested prior to final selection of one firm.
- B. Evaluation Criteria: This section provides a description of the criteria which will be used in the evaluation of the proposals submitted to accomplish the work defined in the RFP.

Product Features **45%**

- Meets mandatory requirements
- Suitability to Metro

Vendor Qualifications and Services **25%**

- Vendor viability
- Commitment to product development and improvement
- Experience with similar projects
- System maintenance policy
- Help desk support
- Availability of training

Project approach **15%**

- Suitability of project plan to Metro
- Vendor staff proposed for project

Budget/Cost Proposal **15%**

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- Software, licensing and/or subscription cost
- Implementation project cost (hardware, training, consulting, travel and expenses, etc.)
- On-going maintenance and support costs

Total

100%

X. APPEAL OF CONTRACT AWARD

Aggrieved proposers who wish to appeal the award of this contract must do so in writing within seven (7) days of issuance of the notice of intent to award by Metro. Appeals must be submitted to Darin Matthews, Procurement Officer, 600 NE Grand, Portland, Oregon 97232 and must state the specific deviation of rule or statute in the contract award. Metro will issue a written response to the appeal in a timely manner.

XI. NOTICE TO ALL PROPOSERS -- STANDARD AGREEMENT

The attached personal services agreement is a standard agreement approved for use by the Office of Metro Attorney. This is the contract the successful Proposer will enter into with Metro; it is included for your review prior to submitting a proposal.



600 NE Grand Ave.
 Portland, OR 97232-2736
 (503) 797-1700

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SAMPLE CONTRACT

Contract # _____

THIS AGREEMENT is between Metro, a metropolitan service district organized under the laws of the State of Oregon and the Metro Charter, located at 600 N.E. Grand Avenue, Portland, OR 97232-2736, and _____, referred to herein as "Contractor," located at _____.

In exchange for the promises and other consideration set forth below, the parties agree as follows:

1. Duration. This personal services agreement shall be effective _____ and shall remain in effect until and including _____, unless terminated or extended as provided in this Agreement.

2. Scope of Work. Contractor shall provide all services and materials specified in the attached "Exhibit A -- Scope of Work," which is incorporated into this Agreement by reference. All services and materials shall be provided by Contractor in accordance with the Scope of Work, in a competent and professional manner. To the extent that the Scope of Work contains additional contract provisions or waives any provision in the body of this Agreement, the Scope of Work shall control.

3. Payment. Metro shall pay Contractor for services performed and materials delivered in the amount(s), manner and at the time(s) specified in the Scope of Work for a maximum sum not to exceed _____ AND _____/100THS DOLLARS (\$_____).

4. Insurance.
 - a. Contractor shall purchase and maintain at the Contractor's expense, the following types of insurance, covering the Contractor, its employees, and agents:
 - (1) Broad form comprehensive general liability insurance covering bodily injury and property damage, with automatic coverage for premises, operations, and product liability, shall be a minimum of \$1,000,000 per occurrence. The policy must be endorsed with contractual liability coverage; and
 - (2) automobile bodily injury and property damage liability insurance coverage shall be a minimum of 1,000,000 per occurrence.
 - b. Metro, its elected officials, departments, employees, and agents shall be named as ADDITIONAL INSUREDS. Notice of any material change or policy cancellation shall be provided to Metro 30 days prior to the change or cancellation.
 - c. Contractor, its subcontractors, if any, and all employers working under this Agreement that are subject employers under the Oregon Workers' Compensation Law shall comply with ORS 656.017, which requires them to provide Workers' Compensation coverage for all their subject workers. Contractor shall provide Metro with certification of Workers' Compensation insurance including employer's liability. If Contractor has no employees and will perform the work without the assistance of others, a certificate to that effect may be attached, as Exhibit B, in lieu of the certificate showing current Workers' Compensation.
 - d. If required by the Scope of Work, Contractor shall maintain for the duration of this Agreement professional liability insurance covering personal injury and property damage arising from errors, omissions, or malpractice. Coverage shall be in the minimum amount of \$500,000. Contractor shall provide to Metro a certificate of this insurance, and 30 days' advance notice of material change or cancellation.
 - e. Contractor shall provide Metro with a Certificate of Insurance complying with this article, and naming Metro as an additional insured within fifteen (15) days of execution of this contract, or twenty-four (24) hours before services under this contract commence, whichever date is earlier.

5. Indemnification. Contractor shall indemnify and hold Metro, its agents, employees and elected officials harmless from any and all claims, demands, damages, actions, losses and expenses, including attorney's fees, arising out of or in

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any way connected with its performance of this Agreement, or with any patent infringement or copyright claims arising out of the use of Contractor's designs or other materials by Metro and for any claims or disputes involving subcontractors.

6. Ownership of Documents and Maintenance of Records. Unless otherwise provided herein, all documents, instruments and media of any nature produced by Contractor pursuant to this agreement are Work Products and are the property of Metro, including but not limited to: drawings, specifications, reports, scientific or theoretical modeling, electronic media, computer software created or altered specifically for the purpose of completing the Scope of Work, works of art and photographs. Unless otherwise provided herein, upon Metro request, Contractor shall promptly provide Metro with an electronic version of all Work Products that have been produced or recorded in electronic media. Metro and Contractor agree that all work Products are works made for hire and Contractor hereby conveys, transfers, and grants to Metro all rights of reproduction and the copyright to all such Work Products.

a. Contractor and subcontractors shall maintain all fiscal records relating to such contracts in accordance with generally accepted accounting principles. In addition, Contractor and subcontractors shall maintain any other records necessary to clearly document:

- (1) The performance of the contractor, including but not limited to the contractor's compliance with contract plans and specifications, compliance with fair contracting and employment programs, compliance with Oregon law on the payment of wages and accelerated payment provisions; and compliance with any and all requirements imposed on the contractor or subcontractor under the terms of the contract or subcontract;
- (2) Any claims arising from or relating to the performance of the contractor or subcontractor under a public contract;
- (3) Any cost and pricing data relating to the contract; and
- (4) Payments made to all suppliers and subcontractors.

b. Contractor and subcontractors shall maintain records for the longer period of (a.) six years from the date of final completion of the contract to which the records relate or (b.) until the conclusion of any audit, controversy or litigation arising out of or related to the contract.

c. Contractor and subcontractors shall make records available to Metro and its authorized representatives, including but not limited to the staff of any Metro department and the staff of the Metro Auditor, within the boundaries of the Metro region, at reasonable times and places regardless of whether litigation has been filed on any claims. If the records are not made available within the boundaries of Metro, the Contractor or subcontractor agrees to bear all of the costs for Metro employees, and any necessary consultants hired by Metro, including but not limited to the costs of travel, per diem sums, salary, and any other expenses that Metro incurs, in sending its employees or consultants to examine, audit, inspect, and copy those records. If the Contractor elects to have such records outside these boundaries, the costs paid by the Contractor to Metro for inspection, auditing, examining and copying those records shall not be recoverable costs in any legal proceeding.

d. Contractor and subcontractors authorize and permit Metro and its authorized representatives, including but not limited to the staff of any Metro department and the staff of the Metro Auditor, to inspect, examine, copy and audit the books and records of Contractor or subcontractor, including tax returns, financial statements, other financial documents and any documents that may be placed in escrow according to any contract requirements. Metro shall keep any such documents confidential to the extent permitted by Oregon law, subject to the provisions of section E.

e. Contractor and subcontractors agree to disclose the records requested by Metro and agree to the admission of such records as evidence in any proceeding between Metro and the Contractor or subcontractor, including, but not limited to, a court proceeding, arbitration, mediation or other alternative dispute resolution process.

f. Contractor and subcontractors agree that in the event such records disclose that Metro is owed any sum of money or establish that any portion of any claim made against Metro is not warranted, the Contractor or subcontractor shall pay all costs incurred by Metro in conducting the audit and inspection. Such costs may be withheld from any sum that is due or that becomes due from Metro.

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g. Failure of the Contractor or subcontractor to keep or disclose records as required by this document or any solicitation document may result in debarment as a bidder or proposer for future Metro contracts as provided in ORS 279B.130 and Metro Code Section 2.04.070(c), or may result in a finding that the Contractor or subcontractor is not a responsible bidder or proposer as provided in ORS 279B.110 and Metro Code Section 2.04.052.

7. Project Information. Contractor shall share all project information and fully cooperate with Metro, informing Metro of all aspects of the project including actual or potential problems or defects. Contractor shall abstain from releasing any information or project news without the prior and specific written approval of Metro.

8. Independent Contractor Status. Contractor shall be an independent contractor for all purposes and shall be entitled only to the compensation provided for in this Agreement. Under no circumstances shall Contractor be considered an employee of Metro. Contractor shall provide all tools or equipment necessary to carry out this Agreement, and shall exercise complete control in achieving the results specified in the Scope of Work. Contractor is solely responsible for its performance under this Agreement and the quality of its work; for obtaining and maintaining all licenses and certifications necessary to carry out this Agreement; for payment of any fees, taxes, royalties, or other expenses necessary to complete the work except as otherwise specified in the Scope of Work; and for meeting all other requirements of law in carrying out this Agreement. Contractor shall identify and certify tax status and identification number through execution of IRS form W-9 prior to submitting any request for payment to Metro.

9. Right to Withhold Payments. Metro shall have the right to withhold from payments due to Contractor such sums as necessary, in Metro's sole opinion, to protect Metro against any loss, damage, or claim which may result from Contractor's performance or failure to perform under this Agreement or the failure of Contractor to make proper payment to any suppliers or subcontractors.

10. State and Federal Law Constraints. Both parties shall comply with the public contracting provisions of ORS chapters 279A, 279B and 279C, and the recycling provisions of ORS 279B.025 to the extent those provisions apply to this Agreement. All such provisions required to be included in this Agreement are incorporated herein by reference. Contractor shall comply with all applicable requirements of federal and state civil rights and rehabilitation statutes, rules and regulations including those of the Americans with Disabilities Act.

11. Situs. The situs of this Agreement is Portland, Oregon. Any litigation over this agreement shall be governed by the laws of the State of Oregon and shall be conducted in the Circuit Court of the state of Oregon for Multnomah County, or, if jurisdiction is proper, in the U.S. District Court for the District of Oregon.

12. Assignment. This Agreement is binding on each party, its successors, assigns, and legal representatives and may not, under any circumstance, be assigned or transferred by either party.

13. Termination. This Agreement may be terminated by mutual consent of the parties. In addition, Metro may terminate this Agreement by giving Contractor seven days prior written notice of intent to terminate, without waiving any claims or remedies it may have against Contractor. Termination shall not excuse payment for expenses properly incurred prior to notice of termination, but neither party shall be liable for indirect or consequential damages arising from termination under this section.

14. No Waiver of Claims. The failure to enforce any provision of this Agreement shall not constitute a waiver by Metro of that or any other provision.



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Applicant Tracking System Request for Proposals

15. **Modification.** Notwithstanding and succeeding any and all prior agreement(s) or practice(s), this Agreement constitutes the entire Agreement between the parties, and may only be expressly modified in writing(s), signed by both parties.

METRO

By _____

By _____

Title _____

Title _____

Date _____

Date _____

Applicant Tracking System Request for Proposals



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APPENDIX1

1. Exhibit A – Metro IS Standards
2. Vendor Profile
3. Application System Profile
4. Application System Requirements
5. Implementation and Training Plan
6. Service and Maintenance Profile
7. Support Systems Profile
8. Cost Form

Exhibit A

METRO IS STANDARDS	
Timekeeping System	Kronos 6.1
Learning Management System (LMS)	Meridian Global 2.4
Financial System	PeopleSoft 9.0 Tools 8.48: General Ledger, Accounts Payable, Purchasing, Accounts Receivable, Billing, Assets
Human Resource Management System (HRMS)	PeopleSoft 8.9 Tools 8.47 (upgrading to version 9.1, Tools 8.50, 4 th quarter 2010): Base Benefits, Human Resources, Payroll
Supporting Software	Merant's Micro Focus Net Express version 5 Cobol Compiler; Java 1.5; Tuxedo 8.1
Reporting	Crystal Reports 9.0
WebServer	WebLogic 8.1; MS/IIS version 6.0
Database(s)	Oracle 10g (PeopleSoft, Kronos); SQL Server 2008 (LMS, Sharepoint); MySql (Home grown applications)
Desktop, Workstation, Operating Systems	Microsoft Windows XP, 7; Mac OS 10.6
Desktop / Notebook	PC, Mac
Office Applications	Office 2003, 2007; Sharepoint MOSS 2007
Email Groupware Server	Microsoft Exchange Server 2003
Email Client Software	Outlook 2007
Web Browser	Microsoft Internet Explorer 7, 8; Safari 4.0
PDF reader	Adobe Reader
Application Development Programming language for information application	Coldfusion
Network Protocols	TCPIP

Applicant Tracking System Request for Proposals Vendor Profile

Company Name:

Street Address:

City:

State:

Zip:

Year Founded:

Ownership (public, private, employee owned, etc.):

Number of employees:

Primary Product/Service:

Other Products/Services:

Contacts

Primary

Name:

Title:

Street Address:

City:

State:

Zip:

Secondary

Name:

Title:

Street Address:

City:

State:

Zip:

1. Describe your experience in implementing Applicant Tracking Systems similar to the one proposed.

Applicant Tracking System Request for Proposals Vendor Profile

2. Describe your company's policy on Research and Development:
 - a. What percent of your company's budget is allocated to research and development?
 - b. How does your firm identify and prioritize research and development projects?

3. For the proposed system, detail the location and number of staff dedicated to:
 - a. Development
 - b. Technical support
 - c. End user support

Applicant Tracking System Request for Proposals Application System Profile

System Name:

Vendor:

1. Date of first installation:
2. Number installed Worldwide:
3. Terms of ownership (check applicable):

Software owned by user _____

Software licensed to user _____

Subscription to on-line service _____

Other (please describe) _____

4. Implementation Details:

Language and/or CASE tools used (include vendor and version):

Databases used (list all supported include vendor and version):

Operating systems (list all supported include vendor and version):

Hardware (list all platforms and vendors supported):

Associated tools and utilities:

5. Is the application system based on a standard version released to all customers?
6. Describe your systems ability to follow W3C accessibility guidelines and section 508 standards for government agencies.
7. Are custom modifications possible? If so, how are they accommodated?

Applicant Tracking System Request for Proposals Application System Profile

8. Describe your system's compatibility with Metro workstation operating systems, browser versions and Office products identified in Exhibit A.
9. Describe the structure and function of your application's security system.
10. Describe how access to your system will be integrated into Metro's public and internal websites.
11. Describe provisions for branding the system for consistency with Metro's public and internal websites.
12. Describe how your product would interface with Metro's Human Resources Management System (PeopleSoft 8.9). As an example, how the system would provide new hire data in such a way to be uploaded into PeopleSoft to create employee records. The vendor must be able to provide technical/systems support for the above interfaces. See Metro's Technical Environment listed in Exhibit A of this proposal for further information on Metro's infrastructure.
13. **FOR VENDOR HOSTED SYSTEMS ONLY:** Describe your business continuity and disaster recovery plans for restoring service to your on-line users in the event of a disaster at your physical location.

Applicant Tracking System Request for Proposals Application System Profile

References

Agency/Company Name:

Street Address:

City:

State:

Zip:

Contact Name:

Contact Phone:

Go-Live Date:

Database/Version:

Number of annual recruitments:

Agency/Company Name:

Street Address:

City:

State:

Zip:

Contact Name:

Contact Phone:

Go-Live Date:

Database/Version:

Number of annual recruitments:

Application System Requirements

Requirements	Mandatory/ Optional Element	Basic Package	Customization	Additional Fee?	Not Available	Comments
1. Initiate Recordkeeping						
1.1	The system provides Metro an on-line repository of recruitment and applicant information.	M				
1.2	The system serves as the basis for annual reporting of recruitment and application activity.	M				
1.3	The system provides the Zoo with an annual pool of seasonal/temporary applicants.	M				
1.4	The system supports Metro's retention schedule through date specific archive capabilities.	M				
1.5	The system provides the capability to remove archived records.	M				
1.6	The system supports separate archive parameters for applications and recruitments.	M				
2. Request Recruitment						
2.1	The hiring manager or his/her proxy is able to prepare a recruitment request on-line.	O				
2.2	The system requires review/approval of recruitment requests by a defined chain of approvals including department and Human Resources staff.	O				
2.3	The system assigns each recruitment a unique identifier.	M				

Application System Requirements

Requirements	Mandatory/ Optional Element	Basic Package	Customization	Additional Fee?	Not Available	Comments
2.4 The system characterizes recruitments by the following attributes: <ul style="list-style-type: none"> • department • date • job code • job title (should auto-populate from job code) • working title • position number • fund code • fund name (should auto-populate from fund) • number of vacancies to fill • number of vacancies budgeted • contact name • contact phone • status (represented/non-represented) • union code 	M					
2.5 Metro is able to search for previous recruitments by fields such as department, job code, recruitment date.	M					
2.6 The system identifies recruitment status as pending approval, open, completed, canceled/voided, discontinued.	M					
2.7 Metro is able to clone prior recruitment requests under a new recruitment number for subsequent modification.	O					
2.8 The system provides a dashboard showing the status of current recruitments.	O					

Application System Requirements

Requirements	Mandatory/ Optional Element	Basic Package	Customization	Additional Fee?	Not Available	Comments
2.9	The system provides an effective dated list of established values for the following attributes: <ul style="list-style-type: none"> • Job code • Fund Code • Position Number • Union code • Department 	O				
2.10	When displaying historic recruitments the system will use values effect at the time of the recruitment.	O				
3. Post Job announcement						
3.1	Human Resources is able to establish and maintain a library of job announcement templates.	O				
3.2	The system stores finalized job announcements with the recruitment.	M				
3.3	Metro is provided a collaborative environment in which to perfect job announcement for recruitment.	O				
3.4	Only Human Resources and authorized members of hiring department will have access to in-progress job announcements.	M				
3.5	Human Resources is able to set an open and close date during which applications for a recruitment will be accepted.	M				
3.6	Human Resources is able to set an open date for a recruitment with the designation of "open until filled"	M				
3.7	Human Resources staff is able to activate a job announcement.	M				

Application System Requirements

	Requirements	Mandatory/ Optional Element	Basic Package	Customization	Additional Fee?	Not Available	Comments
3.8	On activation of a recruitment the system <ul style="list-style-type: none"> • notifies administrative staff to create recruitment files • publishes job announcement on Metro and Zoo websites • emails job announcement to job email group • sets status of recruitment to open. 	O					
3.9	The system provides the means to print a job announcement suitable for posting and distribution.	O					
3.10	The system produces a printable report of current open recruitments suitable for posting and distribution.	O					
3.11	Human Resources is able to establish and maintain a directory of job stakeholder e-mail groups for publicizing job announcements. This includes all Metro staff.	O					
3.12	Human Resources will be able to record publications in which a job announcement was advertised, publication dates, associated costs, and scanned image or e-image of the advertisement.	O					
3.13	On-line job announcements are formatted per Metro web standards (i.e. cascading style sheets.)	M					
3.14	Human Resources is able to maintain and customize a library of on-line job application forms.	M					
3.15	All fields on on-line job application forms are available for query and reporting.	O					

Application System Requirements

Requirements	Mandatory/ Optional Element	Basic Package	Customization	Additional Fee?	Not Available	Comments
3.16	Job applicant is able to associate a job application form with one or more job announcements.	O				
3.17	Metro is able to optionally associate one or more supplemental questions with an job announcement.	M				
3.18	All responses to supplemental questions are available for query and reporting.	O				
3.19	Metro is able to designate a job application as requiring a cover letter and resume.	M				
3.20	The system allows for the use of radio buttons, check boxes, text fields on the job application.	M				
3.21	The hiring manager or Human Resources is able to indicate that a recruitment will require a skills assessment.	M				
4. Receive Job Application						
4.1	Job applicants submit job applications on-line via the Metro or Zoo websites.	M				
4.2	Applications and applicant data submitted to Metro job postings will not be visible to any employer other than Metro.	M				
4.3	Human Resources staff is able to designate job application fields as required: <ul style="list-style-type: none"> • name • address • phone • previous Metro employment • high school diploma/equivalency • criminal offense 	M				
4.4	On-line job applications cannot be submitted until all required fields are completed.	M				

Application System Requirements

Requirements	Mandatory/ Optional Element	Basic Package	Customization	Additional Fee?	Not Available	Comments
4.5	Job applicant is able to indicate veterans preference via check box	M				
4.6	Job applicant claiming veterans preference are presented with a Veterans Preference form for validation	O				
4.7	Job applicant claiming veteran's preference is able to attach, via uploading, a copy of DD214 or DD215 forms.	M				
4.8	Job applicant has the ability to save applications in-process for later completion and submission.	O				
4.9	The applicant is provided a means of indicating how they learned of the recruitment.	M				
4.10	Human Resources staff is able to report job applications by job source.	O				
4.11	Job application form has a check box for applicants claiming internal status.	M				
4.12	Job application form has a check box for applicants claiming FOTA status.	M				
4.13	Human Resources staff is provided means to override application as internal.	M				
4.14	Human Resources staff is provided means to override application as having veterans preference.	M				
4.15	Human Resources staff is provided means to override application as First Opportunity Target Area (FOTA)	M				
4.16	An applicant claiming FOTA status are presented with a FOTA form for validation	M				
4.17	The system provides the capability to report on internal applicants.	M				

Application System Requirements

Requirements	Mandatory/ Optional Element	Basic Package	Customization	Additional Fee?	Not Available	Comments
4.18	The system provides the capability to report on veteran applicants.	M				
4.19	The system provides the capability to report on FOTA applicants.	M				
4.20	The system will assign a unique identifier to all applications regardless if entered by the applicant on-line or entered by HR staff from paper application.	M				
4.21	The system provides the means for viewing all applications received per recruitment.	M				
4.22	The system allows the applicant to upload resumes with their job application if required by the recruitment.	M				
4.23	Human Resources staff is able to associate scanned paper applications with applications entered on-line.	M				
4.24	Human Resources staff is able to indicate applications input from a paper application.	M				
4.25	The system will remove job announcement from web site when recruitment end date and time arrive.	O				
4.26	The system posts the status of the job on the recruitment dashboard when application end date and time arrive.	O				
5. Screen Job Applications						
5.1	The system provides a means of assigning points or weightings to application elements.	M				
5.2	The system automatically scores applications by use of point values/weightings assigned to application elements.	M				

Application System Requirements

	Requirements	Mandatory/ Optional Element	Basic Package	Customization	Additional Fee?	Not Available	Comments
5.3	The system stores the results of automatic scoring with the application.	M					
5.4	Human Resources staff is able to enter scores for applications scored manually.	M					
5.5	The user is able to select and process applications on the basis of score.	M					
5.6	The system suspends further consideration of applications disclosing a criminal conviction.	M					
5.7	Human Resources staff has the ability to remove suspension of application blocked by criminal conviction.	M					
5.8	Human Resources staff has ability to disqualify from further consideration applicants blocked by criminal conviction.	M					
5.9	Human Resources staff can designate an application as having failed screening for minimum qualifications.	M					
5.10	The system excludes applications failing to meet minimum qualifications from further consideration.	M					
5.11	The system generates e-mail to applicants notifying them of failure to meet minimum qualifications.	O					
5.12	The system has the ability to maintain a library of templates for e-mail and written communication regarding status of job application.	O					
5.13	Human Resources staff is able to run a recruitment report containing count of applications received on-line and by paper.	M					
5.14	The system masks EEO data – gender and race/ethnicity – from hiring manager or proxy.	M					

Application System Requirements

Requirements	Mandatory/ Optional Element	Basic Package	Customization	Additional Fee?	Not Available	Comments
5.15	Human Resources staff is able to report EEO statistics of each recruitment (gender and race/ethnicity) for all recruitments within a selected period.	M				
5.16	Human Resources staff is able to selectively release applications meeting minimum qualifications and criminal check to hiring manager for review.	M				
5.17	The system allows applications to be released based on internal, FOTA or general recruitment designation.	M				
5.18	The system notifies hiring manager and proxy of applications ready for evaluation.	O				
5.19	The hiring manager has the ability to establish a review panel for a recruitment.	O				
5.20	Identified review panel members are able to register a password and other validating information in the system.	O				
5.21	The system allows application reviewers to apply screening criteria to job applications on-line.	M				
5.22	Human Resources staff is able to establish screening criteria per recruitment using a high to low rating scale for the following submissions: <ul style="list-style-type: none"> • responses to supplemental questions • length of related experience • education • general ranking. 	M				
5.23	The system will calculate a composite score, ranking applications on the basis of screening criteria.	M				

Application System Requirements

Requirements	Mandatory/ Optional Element	Basic Package	Customization	Additional Fee?	Not Available	Comments
5.24	The hiring manager is able to designate applicants to be granted interviews.	M				
5.25	The system automatically includes on the interview list applicants meeting the minimum qualifications and possessing valid veterans status.	O				
5.26	Assessment scores may be entered and integrated into the applicants record.	M				
5.27	Human Resources or hiring manager is able to send selected applicants a personalized e-mail based on the status of their application (i.e. no longer being considered).	O				
6. Interview Selected Candidates						
6.1	Human Resources staff is able to create and maintain a library of approved, categorized interview questions.	O				
6.2	The hiring manager is able to propose a set of interview questions by selection from the library of approved questions and/or custom questions specific to recruitment.	O				
6.3	The interview questions will have a preestablished scoring criteria utilizing a High, Medium, Low range set by Human Resources staff.	O				
6.4	Human Resources is able to approve, reject or edit interview questions proposed by hiring manager.	O				
6.5	Upon approval by Human Resources of interview questions proposed by the hiring manger the system designates candidates available for scheduling interviews.	O				

Application System Requirements

	Requirements	Mandatory/ Optional Element	Basic Package	Customization	Additional Fee?	Not Available	Comments
6.6	The system allows hiring manager, proxy or Human Resources to setup a schedule of interviews including date, time and location.	O					
6.7	The hiring manager, proxy or Human Resources is able to assign one or more candidates to an interview time.	O					
6.8	Human Resources or the hiring manager is able to issue an email confirmation of interview time to each scheduled candidate.	O					
6.9	The email notification will contain specific instructions determined by interview questions.	O					
6.10	The system will allow printing a form of interview questions suitable for use in recording observations during interview.	O					
6.11	The interview form will contain the name of interviewer, candidate, scheduled time and location, and recruitment identifier.	O					
6.12	The system will generate a personalized copy of the interview form for each member of the interview team.	O					
6.13	The system allows user to reprint specific interview forms as needed.	O					
6.14	The system will print a forced ranking matrix for use by each interviewer in a recruitment.	O					
6.15	The forced ranking matrix will accommodate the number of candidates selected for interview.	O					
6.16	The system allows for multi phased interviews with separate interview questions, schedules and candidates.	O					

Application System Requirements

	Requirements	Mandatory/ Optional Element	Basic Package	Customization	Additional Fee?	Not Available	Comments
6.17	The hiring manager or Human Resources is able to record and/or change the disposition of a candidate while retaining history.	M					
6.18	The hiring manager or Human Resources is able to specify a reason for change of disposition of candidate.	M					
6.19	The system maintains an effective dated record of changes to the candidates disposition.	M					
6.20	The system displays the candidates most recent disposition status as current record.	M					
6.21	Human Resources is able to note type of communication to candidate on completion of interview. (i.e. offered position, second interview, first interview)	O					
6.22	Human Resources is able to maintain a standard reference form in the document library for use when checking references.	O					
6.23	The system provides a status for criminal background check (i.e. pass/fail).	M					
6.24	Human Resources is able to discontinue a recruitment with a specified reason.	M					
6.25	The system provides a template of the declination correspondence to communicate with candidate interviewed but not selected.	O					
6.26	The system provides a template for wait-list confirmation to candidate interviewed but no immediate openings.	O					
6.27	Human Resources is able to maintain employment confirmation templates in the document library.	O					

Application System Requirements

Requirements	Mandatory/ Optional Element	Basic Package	Customization	Additional Fee?	Not Available	Comments
6.28	The system provides role based workflow approvals for notice to hire routing.	O				
6.29	Upon approval of notice to hire the system notifies Human Resources via email with recruitment identifier and awarded applicant information.	O				
6.30	Human Resources is able to maintain a template for the non-represented salary negotiation form in the document library.	O				
6.31	The system provides workflow approval for salary negotiation form routing.	O				
6.32	The system provides the ability to create custom forms for inclusion in the document library.	O				

Applicant Tracking System Request for Proposals Implementation and Training Plan

System Name:

Vendor:

1. Identify implementation project deliverables. These must address the requirements set forth in Section III Proposed Scope of Work.

2. Provide a project timeline identifying dates for deliverables. This timeline should take into consideration the purchase of any hardware and off-site training of Metro staff.

3. Describe the role of Metro staff in the implementation and the corresponding time commitment.

4. Describe the Vendor's role in the implementation project. Estimate the number of hours.

5. Provide resumes of key vendor staff who will be assigned to the implementation project. State the role of each member of the team.

6. Describe the methodology to be used for:
 - a. Communicating project status
 - b. Tracking project issues
 - c. Managing change.

7. Indicate the Information Systems staff and their roles required to maintain and operate your system.

Applicant Tracking System Request for Proposals Implementation and Training Plan

8. Indicate Human Resources staff and their roles required to maintain and operate your system.
9. For each staff member identified in questions 7 and 8 above, describe the training required to use, operate and administer the system. This should address the needs of applicants (on-line tutorials), department managers or proxies, Human Resources staff, system administrators, etc.
10. For each training, identify:
 - The subject of the training class
 - The intended audience
 - Where the training is held
 - The nature of the training such as in-house, web based, classroom, etc.
 - Materials, texts and/or equipment required for the training
 - The per student cost of the training.
11. Identify the number of training units, if any, included with the ATS acquisition.

Applicant Tracking System Request for Proposals Service and Maintenance Profile

System Name:

Vendor:

1. Warranty

Please state the length of the warranty period for the proposed software.

2. Hotline Support and Problem Resolution

- a. Describe the hot line support you provide.
- b. What hours (Pacific Standard Time) is the hotline available?
- c. How do users log problems on the hotline?
- d. What is the guaranteed response time to issues that have halted normal operations at the customer site?
- e. What is the guaranteed response time to non-fatal issues?
- f. On what basis are hotline calls charged (per call, unlimited with maintenance contract, etc.)

3. System Enhancement

- a. How frequent are enhancement releases of the application system?
- b. Is updated documentation included with release?
- c. How are custom modifications retained across releases?
- d. Describe your quality assurance program that ensures compatibility with earlier releases?
- e. When you produce new releases, do you ever remove the functionality of earlier versions?

4. User Group

- a. Is there a user group organized for your system?
- b. Is the group vendor independent?
- c. Year the user group was established:
- d. Number of members:
- e. Describe the organizational structure of the user group:
- f. Cost of membership:
- g. Meetings

Applicant Tracking System Request for Proposals Service and Maintenance Profile

- i. How frequently are meetings held?
 - ii. Where are meetings held?
 - iii. What is the cost of attendance at meetings?
- h. On-Line Organization
 - i. Is there an on-line user group?
 - ii. What is the membership requirement?
 - iii. Year the user group was established:
 - iv. Number of users:

Applicant Tracking System Request for Proposals Support Systems Profile

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Client Hosted

Typical Configuration:

The following combination of hardware, operating system and database supports the Applicant Tracking System. With the possible exception of sizing, it is representative of configurations installed at client sites listed as references for the application system. Include information for your recommended physical environment (i.e. web server, application server, database server configurations for both production and test environments). Costs of the elements listed below are stated on the Cost Form (Appendix 1).

Hardware:

Processor:		Number of processors:
Memory Size (GB):		Maximum:
On-line High Speed Storage (GB):		Maximum:
On-line Low Speed Storage (GB):		Maximum:
Off-line Storage for backup:	Media:	Capacity:

Operating System and Related Utilities:

Name of OS:	
Version:	

Applicant Tracking System Request for Proposals Support Systems Profile

Database:

Name of Database:	
Version:	

Other Support System Elements including required Third-Party software and/or tools:

<u>Item</u>	<u>Vendor</u>

Sizing Assumptions:

State all assumptions made in sizing the typical configuration for use at Metro.

Vendor Hosted**Application Requirements:**

Certified Operating Systems (i.e. Windows XP, Mac OS 10.6, etc):

Required Workstation Installed Software (i.e. Java 1.5, Abode Flash Player 10.0, etc):

Supported Browsers (i.e. Internet Explorer 7.0, Safari 4.0, etc):

Supported Software (i.e. Office 2007, Adobe Acrobat Reader 6.0, etc):

Frequency of Application Updates/Associated Downtime:

File Transfer Format (i.e. comma delimited (.CSV) file, etc):

Applicant Tracking System Request for Proposals Support Systems Profile

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Security:

	Available	Not Available	Comments
SSL Data Encryption			
Physical Security			
System Redundancy			
Perimeter Defense			
Data Security			
Back-ups (Off-site Facility?)			
User Authentication			
Operating System Security			

Test Environment:

Initial Setup:

24 Hour Access:

Refresh Frequency, Format, Cost:

Application Updates:

Backups:

COST FORM

Application \$ _____

Support Systems \$ _____

Implementation \$ _____

Maintenance and Support/and or Licensing

 Year 1 \$ _____

 Year 2 \$ _____

 Year 3 \$ _____

 Year 4 \$ _____

 Year 5 \$ _____

Total Five Year Cost \$ _____

Modification Cost (identify basis i.e. hourly rate, per change) \$ _____/hour

Training (identify basis i.e. per unit, per student) \$ _____/unit