



STATE OF DELAWARE
EXECUTIVE DEPARTMENT
OFFICE OF MANAGEMENT AND BUDGET

State of Delaware

Job Classification Review

Request for Information

Request No. **DHR20123-JOBCLASRVW**

June 29, 2020

**- Deadline to Respond -
Monday, August 5, 2020
3:00 p.m. (Local Time)**

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June 19, 2020

REQUEST for INFORMATION NO. DHR42020-JOBCLASRVW

This Request for Information (RFI) will **not** result in award of a competitively bid contract.

The State of Delaware, Department of Human Resources, is seeking a job classification review of all Merit System and merit comparable classifications including a detailed job analysis by position. This review and analysis will result in recommendations for reassignment of classes and its implementation. The information gathered may or may not lead to the issuance of a Request for Proposals.

Responses to this Request for Information will remain confidential until such time as a determination is made on whether the State will move forward with a Request for Proposal. If a decision is made to move forward with a Request for Proposal, the responses to this Request for Information will remain confidential until the completion of the Request for Proposal process.

All responses to this Request for Information shall be submitted in a sealed envelope **clearly displaying the request for information number and vendor name** by **Monday, August 5, 2020** at 3:00 PM (Local Time).

Responses must be mailed to:

**State of Delaware
Department of Human Resources
Haslet Armory, 122 Martin Luther King Jr. Blvd. South
Dover, Delaware 19901
Attention: Amber Hall
DHR42020-JOBCLASRVW**

Please review and follow the information and instructions contained in this Request for Information (RFI). Should you need additional information, please contact Amber Hall at amber.hall@delaware.gov.

I. INTRODUCTION

A. RFI DESIGNATED CONTACT

All requests, questions, or other communications about this RFI shall be made in writing to the State of Delaware. Address all communications to the person listed below; communications made to other State of Delaware personnel or attempting to ask questions by phone or in person will not be allowed or recognized as valid. Vendors should rely only on written statements issued by the RFI designated contact.

**State of Delaware
Department of Human Resources
Haslet Armory, 122 Martin Luther King Jr. Blvd. South
Dover, Delaware 19901
Attention: Amber Hall
Email Address: Amber.Hall@delaware.gov**

To ensure that written requests are received and answered in a timely manner, electronic mail (e-mail) correspondence is acceptable, but other forms of delivery, such as postal and courier services can also be used.

B. CONTACT WITH STATE EMPLOYEE

Direct contact with State of Delaware employees other than the State of Delaware Designated Contact regarding this RFI is expressly prohibited without prior consent. Vendors directly contacting State of Delaware employees risk elimination of their response from further consideration. Exceptions exist only for organizations currently doing business in the State who require contact in the normal course of doing that business.

C. RFI OBLIGATION

The RFI is a request for information only. There will be no contract awarded as a result of this RFI. Nothing in the materials vendors provide, further referred to as Vendor Information Packages (VIP) as a response to this RFI nor the State's remarks or responses to the VIP's of any individual vendor, will be considered binding for a future contract.

D. KEY RFI DATES/MILESTONES

The following dates and milestones apply to this RFI. Vendors are advised that these dates and milestones are not absolute and may change due to unplanned events during the RFI advertisement. The State reserves the right to add another Q&A period, shorten the period associated with the secondary Q&A period, and/or adjust the proposal deadline, as required. Key RFI dates and milestones will be updated, at a minimum, at time of first Q&A Addendum posting. Vendors are responsible for ensuring they have reviewed the website for the most current information.

Activity	Due Date
RFI Availability to Vendors	Monday, June 29, 2020
Written Questions Due No Later Than (NLT)	Monday, July 6, 2020
Written Answers Due/Posted to Website NLT	Monday, July 13, 2020
Follow-up Questions Due NLT	Monday, July 20, 2020
Follow-up Answers Due/Posted to Website NLT	Friday, July 24, 2020
RFI Response Due NLT	Wednesday, August 5, 2020 3:00 p.m.
Response Opening	Wednesday, August 5, 2020 3:00 p.m.
Oral Presentations	As required

E. RFI QUESTION AND ANSWER PROCESS

The State of Delaware will allow written requests for clarification of the RFI and its attachments to be submitted twice per the schedule outlined above. All RFI questions shall be received no later than dates and times shown above]. All questions received during the time frames will be consolidated into a single set of responses and posted on the State’s website at www.bids.delaware.gov by the dates shown. Vendor names will be removed from questions in the responses released. Questions should be submitted in the following format. Deviations from this format will not be accepted.

Section number

Paragraph number

Page number

Text of passage being questioned

All questions may be submitted by email to: Amber.Hall@delaware.gov

Or, questions may be submitted by mail to the RFI designated contact address identified above but must be received by the “no later than” RFI questions deadline specified.

Questions not submitted electronically shall be accompanied by a CD and all questions shall be formatted in Microsoft Word.

F. RESPONSE (VIP) OPENING

There will be no public opening of responses (VIPs) but a public log will be kept of the names of all vendor organizations that submitted proposals.

II. SCOPE OF WORK

A. PURPOSE / BACKGROUND / EXISTING METHOD

The purpose of this RFI is to provide the State of Delaware, Department of Human Resources (DHR) with information regarding vendor interest and capabilities providing a granular review of ALL Merit System job classifications and merit comparable classifications. This will also include a review and analysis to result in recommendations for reassignment of classes and implementation. The RFI will also include technology recommendations to conduct future classification work of this kind efficiently. These classifications are for approximately 12,200 employees and up to 1400 job classifications. The State of Delaware invites vendors to submit their capabilities and interests relative to this Request for Information (RFI). The State of Delaware may reference this material as indicative of industry capabilities and in the event the State of Delaware issues a Request for Proposal (RFP), the State may use this material to facilitate the development of the RFP of the establishment of standards and policies.

DHR is the central, executive Department that administers, maintains a classification system for all positions in the classified service and all merit comparable positions so that uniform qualifications and pay ranges apply to all positions in the same classification. This classification system encompasses approximately 1400 classifications across all branches of government. Overall, a position's classification is reviewed and changed via one of three mechanisms 1) Position Establishment – creating and classifying a newly funded position; 2) Critical Reclassification (most common) – changing a position's classification due to significant changes in job duties; and 3) Maintenance Reviews – larger scale, periodic review of all positions in a classification, class series or occupational group.

DHR reviews and makes decisions on classification requests at the Statewide level and oversees compliance of classification work with all relevant laws, rules, regulations, standards, policies and procedures. Classification requests are approved by the Secretary of DHR, Office of Management and Budget (OMB) and the Controller General in order to be effective.

The State of Delaware currently uses the Hay Methodology to evaluate new/revised classifications and assign an appropriate pay grade. The Hay System uses a point factor method to evaluate classifications on three primary factors including know how, problem solving, and accountability. The purpose of the Hay System is to provide a consistent process to evaluate position classifications by objectively measuring the content of each job compared to other jobs based on classification factors applied to all jobs; determining its relative worth; and establishing equitable pay relationships among all jobs. When a job is evaluated, points are assigned to each factor based on the degree or level that each factor is present, and points of all three factors are then totaled to determine the grade and corresponding salary range. The State of Delaware's standard 37.5-hour and 40-hour pay plans are comprised of 26 paygrades with a spread of 50% across each pay range and a 7% difference between pay grade midpoints.

Currently, DHR drafts a new or revised class specification (at the request of agencies) using information provided by agencies in the classification request form (which contains a Position Description Questionnaire or PDQ), with positions in the class and Subject Matter Experts (SMEs). Once the content of a new or revised class specification is finalized, a Hay evaluation is conducted using the Hay method and a pay grade is then assigned by DHR.

The Hay Methodology was introduced to the State in Fiscal Year 1987 when a review of all classifications was completed over a span of several years using this methodology. Since that time, DHR continued to conduct yearly maintenance reviews based on changes in the work performed by all positions in a class or class series. In 2004 the Classification Consolidation Initiative reduced the number of merit classifications from 1500 to about 1,000. However, the review did not include an evaluation of each classification for pay grade changes. In 2007, maintenance reviews were discontinued due to economic conditions. Since then, many classifications, but not all, have been reviewed and new ones created via the position establishment and reclassification processes. There has not been a comprehensive review conducted on the State's classifications or regular review of specific classifications through maintenance review process.

Job classifications have class specifications that describe the summary, scope and complexity, essential functions, knowledge, skills, abilities and job requirements of position(s) in the classification. Some classifications are assigned to a career ladder. Career ladders provide promotional opportunities for employees to promote from one level to the next, upon meeting promotional standards and job requirements of the next level, without competition. Current career ladders can be found at the following link:

For a listing of the State's merit classification, Occupational Groups, and Career Ladder classifications, please see the following online:

Alphabetical listing of merit classification class specifications:

<https://jobapscloud.com/de/auditor/classreports.asp>

Classifications by Occupational Group:

<https://jobapscloud.com/de/auditor/OccGroups.asp>

Career Ladder listing:

<https://jobapscloud.com/de/auditor/ClassReports.asp?Ladder=Y>

Each classification is assigned a job code which is a unique, identifying code describing if a classification is merit, exempt, judicial, legal or casual/seasonal and what Occupational Group the class is assigned to.

B. PROJECT REQUIREMENTS

The project requirements include, but may not be limited to the Vendor performing the following:

1. The vendor shall determine the project plan and the methodology of data collection and analysis and the evaluation tool.
2. A detailed review of job duties by position including a job analysis based on data collected through questionnaires, desk audits or other methods to make proper classification determinations and assign appropriate hay points/pay grades to class specifications.

3. Recommends and implements the reallocation of positions to existing, new or revised classifications, as written by the vendor with input from DHR Central Classification and Compensation subject matter experts on appropriateness of the recommended classification based on the work performed, classification specification content and assignment to appropriate pay grade and State Agency subject matter expert on actual work performed.
4. Provides an FLSA determination, EEO determination, job requirement changes and updates to current career ladder promotional standards.
5. Provides a recommendation/implementation plan for any changes (i.e. Career ladders) that will ensure equal opportunity for employee growth and development while supporting agency operational needs.
6. Recommends and implements equity in job classifications performing similar work with similar levels of knowledge, skills and abilities across occupational fields;
7. Recommends and implements alignment of job classifications to organizational needs,
8. Provides a properly written job classification to attract new talent to the State of Delaware.
9. Provides a recommended classification methodology to be used by the State of Delaware for ongoing, efficient evaluations of positions and provide technology recommendations for future classification work to be conducted more efficiently.
10. Add physical requirements to classification specifications.

III. VENDOR INFORMATION PACKAGE (VIP) REQUIREMENTS

A. COVER LETTER

Each VIP response will have a cover letter on the letterhead of the company or organization submitting the response. The cover letter must briefly summarize the Vendor's ability to provide the services specified in the RFI. The cover letter must also identify a contact person which includes a phone number an email address.

B. DESCRIPTION OF SERVICES AND QUALIFICATIONS

Each response must contain a detailed description of how the Vendor could provide the goods and services outlined in this RFI. This part of the response may also include descriptions of any enhancements or additional services or qualifications the Vendor will provide that are not mentioned in this RFI.

C. NUMBER OF COPIES WITH MAILING OF RESPONSE

Each VIP response must be submitted with one (1) paper copy and one (1) electronic copy on CD or DVD media disk. VIP responses are to be sent to the State of Delaware and received no later than 3:00 PM (Local Time) on **Monday, August 5, 2020**. The VIP response may be delivered by Express Delivery (e.g., FedEx, UPS, etc.), US Mail, or by hand to:

**State of Delaware
Department of Human Resources
Haslet Armory, 122 Martin Luther King Jr. Blvd. South
Dover, Delaware 19901
Attention: Amber Hall**

Any response submitted by US Mail shall be sent by either certified or registered mail. Any response received after the date and time deadline referenced above shall be returned unopened.

D. VENDOR INFORMATION PACKAGE (VIP) RESPONSE

1. SERVICE

Identify which service under Statement of Need you have the capability to provide. In the event a vendor can provide more than one of the services identified, please separate the VIP response by service.

2. EXPERIENCE

Describe experience with large public sector employers.

3. PRICING (Explain and detail Cost Structure)

4. SCHEDULE

5. EQUIPMENT

6. REPORTING (provide reporting schedule)

7. COMUNICATION (provide detail communication plan during project)

8. INVOICING

Provide details on how customers are invoiced, frequency of invoices, format used, and communications means.