



STATE OF DELAWARE
EXECUTIVE DEPARTMENT
OFFICE OF MANAGEMENT AND BUDGET

State of Delaware
Onboarding
Request for Information
Request No. GSS19840-ONBOARD

February 1, 2019

- Deadline to Respond -
April 5, 2019
Time (Local Time)

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Date: February 1, 2019

REQUEST for INFORMATION NO. GSS19840-ONBOARD

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

The State of Delaware, Government Support Services, is seeking market information on options ranging from recruitment to onboarding and off-boarding.. 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 April 5, 2019 at 3:00 PM (Local Time).

Responses must be mailed to:

**State of Delaware
Government Support Services
GSS19840-ONBOARD
100 Enterprise Place, Suite 4
Dover, DE 19904-8202**

Please review and follow the information and instructions contained in this Request For Information (RFI). Should you need additional information, please contact Courtney McCarty at courtney.mccarty@state.de.us.

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.

Courtney McCarty
State of Delaware
Government Support Services
100 Enterprise Place, Suite 4
Dover, DE 19904-8202
or
courtney.mccarty@state.de.us

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 of time 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	Friday, February 1, 2019
Written Questions Due No Later Than (NLT)	4:30pm Local Time, February 12, 2019
Written Answers Due/Posted to Website NLT	March 1, 2019
Follow-up Questions Due NLT	4:30pm Local Time, March 8, 2019
Follow-up Answers Due/Posted to Website NLT	March 15, 2019
RFI Response Due NLT	3:00pm Local Time, April 5, 2019
Public Proposal Opening	3:00pm Local Time, April 5, 2019
Proposal Evaluation/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 initial 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: courtney.mccarty@state.de.us

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.

II. SCOPE OF WORK

A. PURPOSE / BACKGROUND

The purpose of this RFI is to provide the State of Delaware with information regarding vendor interest and capabilities providing options ranging from recruitment to onboarding and off-boarding. Solution. 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 or the establishment of standards and policies.

In July, 2017 the Department of Human Resources (DHR) was established as a cabinet-level agency to drive the strategic direction of human resources for the State. The State currently maintains over 1,500 class specifications, and hires approximately 3,000 employees annually.

B. DEFINITIONS

Pre-Boarding: The steps taken to prepare for an employee's first day, including gathering critical information to drive workflow for onboarding checklists, forms, and other requirements. Pre-boarding starts with the Welcome letter and ends when the employee information is gathered to create an employee ID.

On-Boarding: Strategic process of engaging a new employee and providing valuable information and training about the organization (State) and benefits of being a State employee. Onboarding begins when the employee ID is created. Centralized onboarding ends when all steps identified in the centralized onboarding process are completed.

Off-Boarding: The steps taken when an employee leaves State employment such as collection of ID badge, keys, removal of network and email access, completion of retirement forms, as applicable.

Current State Employees: Individuals that work for the State of Delaware and receive a state paycheck.

Rehire: Employee that previously worked for the State, left state employment and returned.

Transfer: Employee that changes positions in the State either moving from one State agency to another or moving from a casual/seasonal position to another position in the State.

Promotion: An employee that moves to a higher paygrade.

C. SCOPE SIZE ESTIMATES

of Employees: 37,078

of Applications: 70,000*

Onboarding: 3,050*

of New Hires: 700

Rehires: 250

Transfers: 1,000

Promotions: 1,100

Off-Boards: 1,300*

Separations (resignations and terminations): 850

Retirements: 450

**The above numbers currently do not represent, DOE (including Schools and Higher Education), DSP, Delaware National Guard, Delaware State Housing Authority, and some of the courts (Superior and Supreme). Depending on the solution selected there is potential that any of these Organizations may elect to participate.*

D. PROCESS FLOW – See page 11

E. OVERVIEW OF NEEDS

The State is looking for a solution that could be implemented that handles all steps in the process or identifies options for handling all of the steps in the process.

F. PROJECT REQUIREMENTS

The project requirements include, but may not be limited to:

1. Integrate with existing HR systems to reduce and eliminate duplicate data entry;
2. Provide completion status and tracking for all onboarding functions;
3. Provide pre-boarding, onboarding, and off-boarding capabilities;
4. Utilize I-9 e-verify and electronic W-4 filing;
5. Enable fillable forms and document storage;
6. Provide analytics and dashboards viewable by human resources (HR) staff and supervisors;
7. Provide build in audit trails for all system activities;
8. Provide the ability to exchange data with the State's ServiceNow deployment;
9. Customizable workflow with the ability to clone templates.

G. EXISTING SYSTEMS BACKGROUND AND FUNCTION

1. PeopleSoft PHRST

PHRST is the State's system of record. The system houses budget position data (i.e.; standard hours, salary administration plans, job codes, job titles, FLSA, FTE's, pay grades) and currently interfaces nightly with Delaware Employment Link (DEL) using a fixed file format (exhibit 1 attached).

2. Delaware Employment Link (DEL)

DEL serves as a database for position classification information and provides the ability to make public on our website the alphabetical class specification listings, occupational groupings and career ladder information. The nightly interface maintains the integrity of the information by auto populating the data from ERP system into DEL requisitions, job postings etc. With the class specifications being housed in the recruitment system, when updates are made to the class specifications, these auto populate the postings to maintain the most up to date and accurate information.

DEL is also a database for screening and ranking questions, exam questions, standardized posting language, job postings, applications, notices, eligibility lists, and referral lists. DHR establishes and maintains the job requirements, screening and ranking of Training and Experience (T & E) devices and the associated scoring schemes for each classification. For those classes using a T & E for ranking, applicants respond to questions for that classification on a supplemental questionnaire. The system screens for meeting job requirements and ranks applicants based on score. Agencies do a quality

control review to evaluate the applications and supplemental questionnaires to ensure the applicants meet the job requirements and are ranked appropriately. Applications for classes without a T & E ranking device in the system are evaluated and scored manually and the score is added to the applicant record manually in the system.

Currently DHR reviews agency position fulfillment requisitions and posts all job vacancies for merit system vacancies on the DHR website <http://www.delawarestatejobs.com>. All State merit system agencies recruit, evaluate applications and issue referral lists. Referral lists are generated from the eligibility list. If there are 30 or less qualified applicants, all qualified applicants are placed on the referral list in alphabetical order. If there are more than 30 qualified applicants on the eligibility list, the referral list contains the top 30 qualified candidates plus ties based on scores from the rating of training and experience or a written exam. Special rules allow transfers, demotions, reinstatements and Selective Placement Candidates and casual/seasonal employees to be additional names on the referral list. A password protected referral list is then sent to the hiring manager and the hiring manager conducts the interview process. Once the candidate accepts employment, the hired candidate is then entered into the DEL system and the Statewide Payroll and Human Resource System (PeopleSoft HCM v9.2). All related communications with applicants (using standardized notices); applicant tracking and reporting is done by the recruiting agency using the DEL system.

3. Delaware Learning Center (DLC)

DLC is an enterprise-wide Learning Management System (LMS) implemented to centralize the management, delivery, and tracking of online and classroom-based training for statewide and agency training development initiatives.

In addition to the training provided to employees, State agencies also provide training to over 20,000 external learners, annually, including healthcare professionals, firefighters, police, other first responders, contractors, and families of individuals receiving services from the state. The training provided by the state to external learners is primarily to meet federal and state mandates and to assist key stakeholders in obtaining mandatory training required to keep current in their positions.

The system allows for all learners access online course catalogs, and access to training through a learner-focused, self-service system that enables learners and managers to search, enroll, request and launch any type of learning activity. The system also enables supervisors, managers, and human resource staff to access to their employees' training records to link to performance and career development plans.

4. IT Onboarding

“ServiceNow” is an enterprise-wide work order solution, implemented to track and manage IT requests and calls into business oriented service desks. In addition to processing IT onboarding tasks; which was implemented in November 2018, the system automates over 75 processes including security request, printer requests, mailbox requests, etc. Through the solution over 69,000 IT requests were logged during 2018 and over 23,000 non-IT service desks requests were logged in 2018.

H. REQUESTED INFORMATION

1. Would your solution allow for implementation that handles all steps in the process or that implementation to handle some of the process?

2. Given the scope size estimates explain your scalability. What is your current maximum # served capacity?
3. Technical
 - a. Describe how your solution would interface with the State's existing PeopleSoft Enterprise Resource Planning (ERP) system: Oracle PeopleSoft version 9.2 HCM modules that has state employee, system of record, job data, the State's recruitment system, "Delaware Employment Link (DEL)" (JobApps or the successor), the State's Learning Management System, "Delaware Learning Center" (Cornerstone OnDemand or the successor), and the State's IT Onboarding System (Service Now or the successor). Or alternatively, how your proposal would receive information from Oracle PeopleSoft version 9.2 and complete the process?
 - b. Do you have a mandatory layout requirement for data exchange? Is it configurable?
 - c. Describe data extraction from the State's recruitment solution, importing existing data into the proposed solution and the approach to maintaining the integrity/accuracy of the data, and web page development and maintenance. Or alternatively how your solution would perform the function if not leveraging the third party vendor.
 - d. Describe your upload times and batch processes?
 - e. The State uses a bi-weekly pay process. Does your offering have critical dates in order to process candidates? What degree of flexibility does your system provide when payroll processing times adjust due to holidays or bank closures?
 - f. Are you an Oracle Platinum Partner? Have you worked with any other Government entities with an Oracle solution?
 - g. Describe approach for returning data to the State at the end of engagement.
 - h. What commercial off-the-shelf (COTS) solutions or application program interfaces (APIs) would you consider using to deliver the functionality? Please provide a full description of these systems including any links to publicly available information.
 - i. Where were the COTS or API solutions successfully deployed in the past? Please provide a description of such deployments to include, but not be limited to, the amount of customization and/or enhancements that were required for the deployment and the overall timeline for the deployment.
 - j. Describe the risks you see in the technology delivery and how you and DHR could mitigate those risks.
 - k. DHR would plan to structure payments for the technology solution on a deliverables basis. What deliverable milestones would you suggest for the payment over the course of implementation? Include any suggestions on specific performance indicators that could be a basis for payment milestones.
 - l. In addition to delivering the technology solution, DHR intends to contract for support and maintenance of the solution. Describe how you would approach supporting and maintaining the solution. What role in supporting and maintaining the solution would you have as the vendor and what role would DHR have?
 - m. How does your solution handle employee transfers?
 - n. Does your solution offer any background prescreening or interface with any background check providers? Describe the options available including recommended approach and vendor(s).
 - o. Describe your ability to customize onboarding workflows based on employee type.
 - p. Describe reporting, analytics, and dashboard capabilities based for employee, supervisor/manager, and HR view.
 - q. Describe how the system defines pre-boarding, onboarding, and off-boarding. What functionality is available in each phase.
 - r. Describe your capabilities to provide e-verify for I-9 compliance.
 - s. Describe your capabilities to electronically file W-4s.

- t. Describe the capabilities to create fillable forms and pre-populate forms with the new employee's data.
 - u. Describe the capabilities to store copies of documents used to verify employee's information. Does your solution provide a scheduling/calendar option to send calendar reminders? Describe the options available.
 - v. Do you offer a recruitment system? Please describe the recruitment system's capabilities.
 - w. Do you have a fixed file format or can you be configured to allow for a third party file format?
4. Explain your Cost Structure and provide a cost estimate. If there are separate modules or add-on components, please include the breakdown in your cost estimate. Do you use a "per user" fee structure or flat fee structure?

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 and 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.

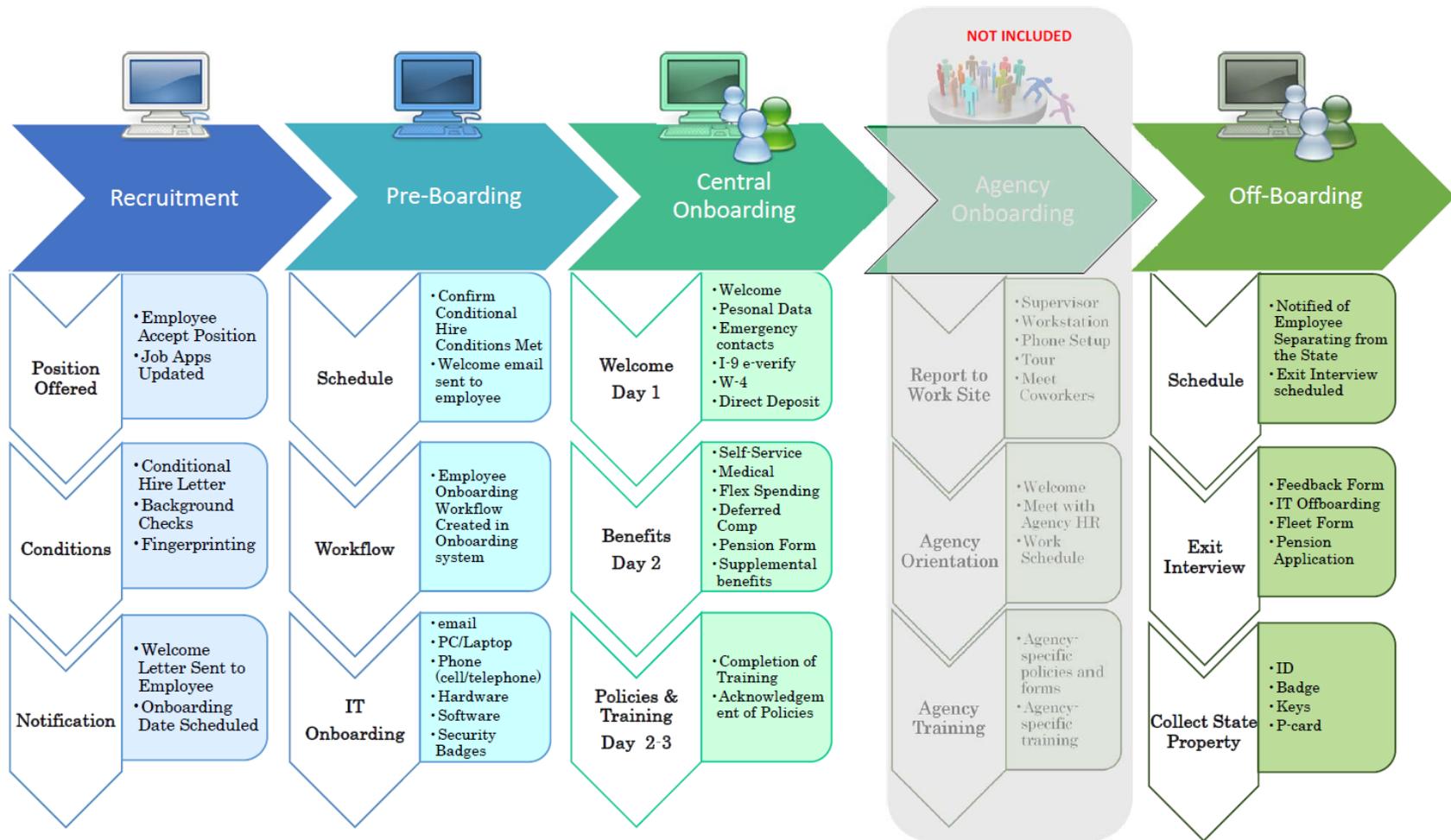
C. NUMBER OF COPIES WITH MAILING OF RESPONSE

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 April 5, 2019. The VIP response may be delivered by Express Delivery (e.g., FedEx, UPS, etc.), US Mail, or by hand to:

**State of Delaware
Government Support Services
GSS19840-ONBOARD
100 Enterprise Place, Suite 4
Dover, DE 19904-8202**

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.

ONBOARDING PROCESS FLOW





Delaware Employment Link (DEL) XML File Layout

<p>1. MasterListing Table DAHR001:</p> <pre><xml> <root> <MasterListing> <JobClass></JobClass> <JobTitle></JobTitle> <EEOC></EEOC> </MasterListing> </root></pre> <p>2. Salary Table DAHR002:</p> <pre><xml> <root> <Salary> <JobClass></JobClass> <SalaryPlan></SalaryPlan> <Salarygrade></SalaryGrade> <YearlyMin></YearlyMin> <YearlyMid></YearlyMid> <YearlyMax></YearlyMax> <Overtime></Overtime> </Salary> </root></pre> <p>3. Positions Table DAHR003:</p> <pre><xml> <root> <Positions> <PositionControlNumber></ PositionControlNumber> <JobTitle></JobTitle> <DeptNumber></DeptNumber> <JobClass></JobClass> <Location></Location> <NumberHours></ NumberHours> <BargUnit></ BargUnit> <Schedule></Schedule> <SalaryPlan></ SalaryPlan> <SalaryGrade></ SalaryGrade> </Positions> </root></pre> <p>4. BargUnit Table DAHR004:</p> <pre><xml> <root> <BargUnit> <BargUnit></BargUnit> <BargUnitTitle></BargUnitTitle> </BargUnit> </root></pre>	<p>5. Location Code and Description DHR970 Caret delimited file Posted in the Recruit folder Quarterly</p> <p>Location Effective Date Effective Status Description Address1 Address2 City County State Postal</p>
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