

# APPENDIX B

## II. SCOPE OF SERVICES

### OVERVIEW

The State is issuing this Request for Proposals for vendors to design, maintain and promote a centralized web-based recruitment and talent management portal for all Delaware districts, charter schools, and Department of Education (DDOE). The State plans to devote financial resources to support this portal through 2030, with the continued funding based upon the efficacy of the vendor in making this a premier tool that is widely-used throughout the state.

### A. BACKGROUND

1. The State of Delaware school system is composed of 19 school districts, approximately 24 charter schools, and several alternative schools, that educate almost 140,000 students and employ over 19,000 staff of different levels.
2. In 2012 the Department of Education (DOE) issued an RFP and awarded a contract to create an online statewide educator recruitment website and talent management portal to support the recruitment and selection efforts of all local education agencies (LEAs) in the state, the Join Delaware Schools (JDS). JDS is composed of three inter-related sections:
  - a) A Word Press site <http://www.joindelawareschools.org>
  - b) An application site to allow applicant/candidates to create applications and apply for positions posted by employers
  - c) A site to promote listings on national job boards
3. The state required a system that would enable DOE and all Delaware districts and charter schools, or Local Education Agencies (LEAs) to post and monitor vacancies for all open positions in public education in the State (e.g. instructional and non-instructional). The State required the ability to create real-time and longitudinal reports which were used by LEAs to improve forecasting and succession planning.
4. Within the past 10 months approximately 66,600 users have visited the site, and over 4,100 applications have been created. Currently, a majority of districts, and most charter schools, use JDS to either advertise positions, and/or seek and fill

vacancies. Some LEAs individually contract with different vendors to use other systems for a variety of reasons.

5. The contract for JDS is scheduled to expire by December 31, 2030.

6. The State is issuing a new RFP to seek a vendor who can continue to support all features of JDS, and include the capabilities listed in section B. STATEMENT OF NEEDS – OVERVIEW OF CORE REQUIREMENTS

7. The State expects the new system to be fully functional before the 2026 hiring season, or July 1, 2026.

**B. STATEMENT OF NEEDS – OVERVIEW OF CORE REQUIREMENTS**

1. Recruitment and selection requirements

2. Proposed solution must address the following areas:

**a. Integration with previous systems**

i. Continue to support all existing features in the three main areas:

1. Promoting Education in Delaware -

<http://www.joindelawareschools.org>

2. Job Searching

3. Applications

ii. Maintain consistency in the recruitment and screening process by standardizing forms, posting information, job requirements and rating criteria.

iii. Maintain and integrate the current database of records into the awarded system.

**b. Security Requirements**

i. Provide a user-friendly, web based 24/7 system that facilitates applying for any position in a Delaware school or the Department of Education.

ii. Manage security access to records.

iii. Users may access the system (approved via system security) over the Internet via a secured login portal

**c. Application Management**

- i.** Applicant ability to apply for individual or multiple positions at one time. Create a customized application for each position
- ii.** Ability to provide additional customization to DDOE or the state's LEAs who may request capabilities beyond those supported by DDOE. LEAs may engage with the selected vendor or other vendors to provide additional electronic recruitment services at cost to the LEA.
- iii.** Distinguishes applicant/candidate status for internal or external candidates.
- iv.** Indicate on a job search report if attached documents required by employers are uploaded. This includes but is not limited to: resumes, transcripts, letter of interest, at least three letters of reference.
- v.** Include the ability to upload documents in a variety of formats
- vi.** Print applications and attachments for multiple or select applicants directly from the search results page. This includes the ability to select which attachments are printed.
- vii.** Give applicants the ability to add and delete attachments such as letters of reference, letters of interest, and/or resumes, prior to being attached to applications.
- viii.** Give applicants the ability to control which employers may view their application.
- ix.** Allow DOE to archive applications as needed.
- x.** Support web-based recruitment and selection administration, including all activities involved in processing job applications, screening and ranking applicants, (e.g., hiring request, job postings, evaluating applications, producing candidate referral lists and notifying applicants of status) and recording and tracking information.
- xi.** Hiring managers and recruiters can review pre-screened applicants/candidates
- xii.** Allow administrators to determine which fields are required for completion by applicant/candidate
- xiii.** Allow applicant/candidate to choose if she/he would like to be alerted when a future position becomes available based on qualifications

xiv. Provides ability to automatically notify an applicant/candidate of steps needed to complete application and apply for a position

**d. Interface with Job Boards**

i. Advertise and post directly to job boards and social media interfaces

e. Design, branding and marketing savvy that will draw candidates to the site and send key state messages (which should also include some type of active recruitment provided by the vendor) **Data Requirements**

i. Ability to interface and/or share data with other key state data systems such as the state licensure and certification system, (DEEDS) and/or (PHRST), including the ability to share flat files.

ii. Ability to integrate with candidate screening tools provided by other vendors

iii. Ability to provide customized and ad hoc real-time and longitudinal data reports on talent management efforts with minimal time investiture requirements

iv. Allow DOE to generate and download the following data in a spreadsheet or other agreed upon similar format:

1. Number of Applicants, qualifications, attachments, and certifications;
2. Posted positions including content area and grade, which positions were filled, and which were not.

v. Provide access to a common database for all employment and selection activities and data as determined by security.

**f. Employer Requirements**

Give each employer the ability to control which documents or files must be attached before an application can be submitted, for example: application, resume, transcripts, letter of interest, and at least three letters of reference.

**g. Legal Requirements**

i. Enable the employers, including DOE, to comply with Federal and State statutory and regulatory requirements when processing recruitment and selection transactions.

- ii. Maintain historical documentation on the recruitment and selection process in a manner that provides a complete audit trail of all records.
- iii. System must be accessible to people with disabilities in compliance with state and federal law.

#### **h. System Requirements**

- i. All tools must be accessed by common webs browser programs
- ii. Online application must be mobile device friendly
- iii. Be capable of interfacing with subsequent releases.
- iv. Be scalable beyond the current statistics
- v. Establish access levels in the system by role (i.e., administrator, recruiter, hiring manager)
- vi. Ability for job postings to be grouped by categories
- vii. Allow administrator to set up user access to system functionality by group type (i.e., DOE administrator, District Central Office Admin, Building Admin, etc.). Users will be given access to information that pertains to their title and location.
- viii. REFERENCE STATE IT STANDARDS (Attachment 10 at end of RFP)
- ix. REFERENCE CLOUD BASED SYSTEM (Attachment 11 at end of RFP)

#### **i. Training**

All training will be provided by vendor, which will be differentiated by user. This will include online training tools and materials during initial implementation, system upgrades and periodically as needed.

#### **j. Communication**

- i. Allow employers and DOE the ability to send messages to some or all users.
- ii. Sends automatic responses, notifications, or e-mails to applicants/candidates
- iii. Allows administrators to customize verbiage on e-mail messages (including confirmation acknowledgement and job filled) to external and internal applicants/candidates

- iv. Integrates seamlessly with standard e-mail systems, such as Outlook, for applicant/candidate activity for hiring managers and recruiters

### 3. Customer Service and Support

- a. The selected vendor must:

- i. Provide live help desk support at a minimum of 9:00 a.m. to 4:00 p.m. EST /EDT Mon-Fri except holidays via a toll-free number
- ii. Provide emergency support 24 hours / 7 days, 365 days per year via a toll-free number

### 4. Incident Management

- a. The selected vendor must provide incident management for the following incident levels:

- i. Critical issues (defined as resulting in complete service disruption or a compromise of the system and/or web pages)

- 1. Vendor will provide initial assessment within 15 minutes
- 2. Vendor will provide assessment updates every two (2) hours until the issue is resolved

- ii. Important issues (defined as lack of specific functionality or a service interruption to subset of users or single user)

- 1. Vendor will provide initial assessment within one (1) hour
- 2. Vendor will provide assessment updates every four (4) hours until the issue is resolved

- iii. Non-critical issues (defined as not resulting in service interruption to any one or more users and not compromising the system and / or web page)

- 1. Vendor will provide an initial assessment within twenty- four (24) hours
- 2. Vendor will provide assessment updates as mutually agreeable to parties of the contract.

- b. For all incidents / issues the selected vendor will log the issue and provide the State with a log / incident number

## 5. DATA CONVERSION AND SETUP IMPLEMENTATION

- a. The selected vendor is responsible to provide a seamless data conversion of all current and past data to similar or like fields with minimal or no interruption for applicants and hiring agencies. Conversion must maintain the links of all data (for example: posting recruitment numbers are linked to postings, applicants, interviewing and hiring lists). Data integrity must be maintained throughout the conversion.
- b. Data conversion will take no longer than 90 days from the date of the receipt of data from current vendor.
- c. The vendor must provide a detailed implementation plane to set up, data conversion and implementation, based on the approach, methodology and tools used successfully by the vendor in previous engagements of similar nature and scope. The selected vendor will be responsible for meeting identifying solutions to any critical issues that may be responsible for meeting all requirements of the finalized project plan with the contractual pricing structure.

## 6. END OF CONTRACT TRANSITION

- a. All materials, information, documents, and reports, whether finished, unfinished, or draft, developed, prepared, completed, or acquired by vendor for Delaware relating to the services to be performed hereunder shall become the property of the State of Delaware and shall be delivered to Delaware's designated representative upon completion or termination of the contract, whichever comes first. The awarded vendor shall, within thirty (30 days) of notification by the State, provide the data mapping requirements allowing for transition of the contracted service to another provider.

## 7. IMPLEMENTATION TIMELINE

- a. It is the responsibility of the selected vendor to:
  - i. Finalize a mutually agreeable implementation project plan within 30 days of the effective date of the contract.
  - ii. Establish and ensure successful functioning of all system components by July 1, 2026. The State will hold final determination of successful functioning.

## 8. MILESTONES

Milestone	Comments
Planning and Design	Mutually agreeable project plan must be established within 30 days of the effective date of the contract
Data Conversion	Must be completed within 90 days from the date of receipt of data from the current vendor
Execution and Build	Must be accomplished in a period of time that provides compliance with timing for user acceptance
Implementation and User Acceptance	Establish and ensure successful functioning of all system components on or before July 1, 2023
Training	Training must be ready for roll out immediately following implementation and User Acceptance
Closeout and Final User Acceptance	Final user acceptance will be at the State's discretion but not unreasonably delayed

9. Guarantee of Operational Access

Classification	Requirement
System Maintenance	<ol style="list-style-type: none"><li>1. Must provide 2 weeks advance notice of planned maintenance or upgrade that will result in downtime.</li><li>2. Downtime must correlate to off-peak, slowest usage times as supported by statistical analysis.</li><li>3. Explanation of the requirement for downtime must be provided</li></ol>
Customer Service and Support	<ol style="list-style-type: none"><li>1. Live help desk support at a minimum of 9:00 a.m. to 9:00 p.m. EST / EDT Mon-Fri excluding national holidays.</li><li>2. Provide 24 hour / 7days a week, 365 days a year emergency support via a toll-free number.</li></ol>
Incident Management	<ol style="list-style-type: none"><li>1. Upon notification by the State of an issue, provide an initial assessment with 15 minutes to 24 hours dependent of level of criticality as defined in RFP Section C.4.a</li><li>2. Provide periodic assessment updates ever 2 to 24 hours dependent of level of criticality as defined in RFP Section C.4.a</li></ol>

	3. until the issue is resolved
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- a. Should the vendor fail to comply with any of the operational access requirements at any point in the contract term, the State may, with appropriate supporting documentation penalize the vendor in the amount of:
  - i. 2% of the vendor's annual administrative fees or;
  - ii. 2% of the annual licensing fees or;
  - iii. 2% on an annual pro-rated licensing fees where such fees are applicable to a period greater than one year dependent on the cost structure of the final contract.
- b. A penalty may be assigned for each appropriately documented failure to comply with operational access requirements.

#### 10. Feedback

- a. Conduct BOY, MOY, and EOY surveys of HR Directors quarterly and report to DDOE and HR Directors.