

Request for Information (RFI)

New York State Education Department

Overview of Request

The New York State Education Department (NYSED) is seeking a request for information (RFI) to understand the current technology market and vendor landscape related to Human Resources (HR) talent acquisition software that would assist with electronic case management of the entire hiring life cycle, including the following:

- Complete talent life cycle, including promotion of open positions, candidate application, workflow routing, notifications both internal and external, and visibility into where a case is within its in-system life cycle.
- Cloud SaaS solution with vendor handling complete implementation, training, and ongoing maintenance.
- Reporting, both canned (standard) and custom.
- Role-Based Access Control (RBAC) and ability to meet NYS minimum security requirements.
- Professional Services, such as project management and support, on-site in Capital Region.

The NYSED is seeking to collect evaluation data from software vendors to determine market viability, vendor potential, and procurement options for an HR modernization solution to improve efficiency for the entire hiring life cycle.

Section 1. An RFI response should include the following:

The vendor is requested to return an RFI response to the NYSED by April 24, 2024. Other Key Dates are available in [Section 3](#). The RFI process is NYSED's opportunity to ask questions to the vendor about requirements and software solutions and to learn more about how to procure any software solution. Specific questions regarding requirements to which the vendor must respond are in [Section 2](#) of this RFI.

1. Details about the vendor's company strategy and software vision as well as organization history, especially in relation to NYS government agencies.
2. Details about vendor viability and economic standing and any vendor or government issues, including lawsuits or investigations, that have occurred either in the past ten years or are under current investigation or scrutiny in NYS.
3. Overview of Software Development Life Cycle (SLDC), Agile best practices, Implementation Configuration, and Professional Services the vendor offers to successfully "launch" their online solution for NYSED that makes their solution superior to others in the market.
 - a. Details should specifically provide an overview of software solution's features and functionality that positions their product above other similar market solutions for managing the talent acquisition and resource hiring lifecycle.
 - b. Details should specifically provide a high-level roadmap for implementation and how the vendor works with an entity, such as the NYSED. What guiding principles, best practices, and regular touchpoints does the vendor use to successfully implement their software system and work as a partner with the purchasing entity.
4. Usability: provide details about how the vendor ensures accessibility standards and measures are met and that the completed product is not only intuitive and easy-to-use by the NYSED but also meets basic NYS accessibility requirements.
 - a. Provide details about how external candidates will use the system to seamlessly apply to open positions and locate recruitment details.
5. Details about support and rollout of a product that the vendor feels establishes their product as best in class.

6. Details about security and access/permissions for users.
7. Details about the product cost and procurement: what is the vendor’s pricing model, what type of annual fees are necessary for maintenance and support, and what type of NYS or Federal contracting vehicles are available for procurement of the product.
 - a. Provide example of cost range that can be expected for use of the system where approximately 700 resources are hired annually at the agency.

Section 2. Specific RFI Questions for Vendor Responses

As a vendor, please complete the below and return as part of your vendor response.

Questions for Pre-Defined Responses	Requirement Importance	Vendor’s Ability to Deliver	Comments
Does your system offer workflows management that can be customized with multiple if that/then this endpoint delivery?	Must Have		
Does your system offer administrative tools for configuring workflows by the end user?	Must Have		
Does your system offer administrative tools for configuring and editing notifications to users?	Must Have		
Does your design process include mock-up reviews and sign-off by the end user?	Must Have		
Does your implementation adhere to Agile best practices?	Must Have		
Does your technical implementation and professional services team have Atlassian tools experience, including Jira and Confluence?	Must Have		
Does your solution offer role-based access control (RBAC)?	Must Have		
Does your system offer simultaneous use on single cases?	Must Have		
Does your system offer audit tracking for all interactions on a system case?	Must Have		
Does your system offer visible timestamps on in-system interactions?	Must Have		
Does your system provide in-system escalations?	Must Have		
Does your system provide a customizable dashboard to end users?	Nice to Have		

Questions for Pre-Defined Responses	Requirement Importance	Vendor's Ability to Deliver	Comments
Does your system provide an entry point for end-users to apply for new positions?	Must Have		
Does your system provide the ability for candidates to follow up on applications?	Nice to Have		
Does your solution offer canned reports?	Must Have		
Does your system allow for an administrator to create custom reports?	Must Have		
Does your solution offer time-tracking on talent interactions?	Must Have		
Does your solution provide talent scouts with the ability to communicate electronically with candidates?	Must Have		
Does your system allow for pre-screen questions for candidates within the application process?	Nice to Have		
Does your system allow for candidate offer management activities?	Must Have		
Does your system allow for candidate onboarding activities and full visibility of those activities within a workflow.	Must Have		
Does your solution offer a chat feature?	Nice to Have		
Does your solution work well on all screen-sizes, such as mobile phone screens?	Must Have		
Does your system offer customizable workflows, including approval chain for NYSED users with full visibility to users within the chain.	Must Have		
Does your system provide the ability for internal program users to request a new position be created by the talent group and allow for a customizable workflow experience?	Must Have		
Does your system offer integrated job advertising?	Must Have		
Please provide details on how your system incorporates Diversity, Equity, and Inclusion (DEI) initiatives and tools to measure success.	Must Have		

Questions for Pre-Defined Responses	Requirement Importance	Vendor's Ability to Deliver	Comments
Does your system allow for system population of unique IDs that will align to the agency's id format/system?	Nice to Have		
Does your system allow for document upload by end users and internal users?	Must Have		
Does your system allow for creation of unique workflows based on system users, such as hiring managers, interview committee, and more?	Must Have		
Does your system allow for talent agency to schedule interviews with candidates?	Nice to Have		
Do you offer complete implementation through development and technical resources?	Must Have		
Do you offer Professional Services as a vendor to manage the engagement and success with the NYSED?	Must Have		
Do you offer end-user training, including documentation and video support?	Must Have		
Do you offer ongoing technical support?	Must Have		
Do you provide data migration services, including data mapping, entity relationship diagrams (ERD), and documentation of data business rules for migration?	Must Have		
Is your system hosted in the Cloud?	Must Have		
Is your system offered as a Software-As-A-Service solution?	Must Have		
Are published price lists publicly available on your website? If not, will you provide your current price list?	Nice to Have		
Can you provide details about your pricing model?	Must Have		
Do you offer Government or Education market discounts?	Must Have		
Is your system offered through any NY statewide or federal contacting vehicles?	Nice to Have		

Section 3. Next Steps and Key Dates

The NYSED will receive and review all vendor responses to its RFI questionnaire. The RFI is a critical tool that will assist NYSED with developing next steps related to a technical modernization for its Office of Human Resources Management (OHRM) division. It will allow for the comparison of features and functionality among various vendor solutions and allow the NYSED to build a business case for moving forward with plans for a comprehensive online solution.

Key Date Milestone	Day/Month/Year	Time
Release of RFI	March 27, 2024	5:00 pm EST
Questions Due from Potential Vendors	April 3, 2024	4:00 pm EST
Answers Provided by NYSED to Vendor Questions	April 12, 2024	5:00 pm EST
Responses to RFI due from Vendors	April 24, 2024	4:00 pm EST

The NYSED wants to thank all vendors who take the time to provide a response to this RFI. As the agency works toward modernizing more internal systems, it is helpful to have partnership with vendors who can assist us with planning through RFI responses.