

COLLEGE OF WESTERN IDAHO REQUEST FOR INFORMATION HUMAN RESOURCES TALENT MANAGMENT SYSTEM (HRTMS)

RFI 01-2018

RESPONSE DUE: WEDNESDAY, DECEMBER 5, 2018 AT 4:00 P.M. MT

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REQUEST FOR INFORMATION HUMAN RESOURCES TALENT MANAGEMENT SYSTEM

1. PURPOSE

The purpose of this Request for Information (RFI) is to solicit information for qualified Human Resources Talent Management System (HRTMS). The College of Western Idaho (CWI) is seeking to improve the quality of its Human Resource services. The HRTMS must be able to manage and track the employee experience from hire to retire including but not limited to: applicant tracking and on-boarding, performance management/evaluation, and learning management. This system must be able to interface with CWI's Enterprise Resource Planning (ERP) application, document management system, and other related business operational applications.

The overriding goal of this RFI is to improve and implement a world class HRTMS solution for higher education with a qualified supplier that will assist CWI in achieving its goals as set forth in the 2019-2023 Strategic Plan and further progress towards the institution's "Vision 2040".

The information gathered in this RFI will assist in identifying vendors to invite in for presentations and demonstrations which will, in turn, facilitate the design and development of a potential Request for Proposal (RFP).

2. AUTHORITY

This RFI is issued under Idaho Code 67-2801 et seq., and Idaho Code Section 33-2107(2). All responses submitted to this inquiry shall be subject to the State of Idaho procurement law. Both state and federal law prohibits bribes, gratuities, and kick-backs.

Response to this RFI is voluntary and does not constitute a commitment, implied or otherwise, for CWI to take procurement action in this matter. Further, CWI will not be responsible for any costs incurred in furnishing this information. CWI requests that no copyrighted information, or personally identifiable information, be submitted in response to this RFI.

Please be advised that information received may become a matter of public record unless exempt under the law. CWI will not publicly disclose proprietary information obtained as a result of this RFI to the full extent that it is protected by law and regulations. If a response to the RFI contains any information that is considered exempt (proprietary or confidential) under Idaho Code 74-101 et seq., such information must be clearly marked as "exempt".

3. INSTRUCTIONS TO RESPONDANTS

3.1 SUBMITTAL DIRECTIONS

All responses should be forwarded by e-mail subject line **RFI 01-2018 HRTMS** and should be directed to the RFP Coordinator, Sue Heathman, at sueheathman@cwidaho.cc Respondents who submit a response will receive an e-mail verification of receipt. If this e-mail verification of receipt

is not received, please call the RFP Coordinator at **(208) 562-3439**. **All submissions must be made by December 5, 2018 by 4:00 P.M. MT.**

3.2 CONTACT WITH COLLEGE PERSONNEL

All communications by respondents shall be made via the below named contact. No other communication with CWI should occur. Any other communication will be considered unofficial and non-binding on CWI. Address all communications in writing or email concerning this RFI to:

Contact Name: Sue Heathman, RFP Coordinator
Address: MS 1000, P.O. Box 3010, Nampa, ID 83653
E-mail Address: sueheathman@cwidaho.cc

The RFI and all subsequent addenda may be found at the CWI website. It will be the responsibility of potential respondents to check for updates/amendments at:

<http://cwidaho.cc/info/procurement-division-contractspurchasing>

4. COLLEGE INFORMATION

CWI is a public, open-access and comprehensive community college, providing higher education programs to residents of Western Idaho, with campuses currently located in Nampa and Boise, Idaho. CWI is committed to providing affordable access to quality teaching and learning. It offers a full range of academic and professional-technical courses leading to an Associate of Arts or Science degree, transfer degrees, professional-technical degrees, continuing education, and certificates. It also offers basic academic skills to help prepare for a GED, dual credit for high school students, and fast-track career training for working professionals.

CWI's current strategic plan outlines the vision and inspiration for the College and its strong passion to enhance the culture and delivery of education through the identified core themes. This plan identifies student enrollment growth driven by significant population growth in the Treasure Valley, expanding CWI's on-line presence as well as launching new programs, degrees, and certificates targeted to meet the expanding workforce demands of businesses and industries in the Treasure Valley. This projected growth is supported by campus expansion plans which will consolidate locations and shift CWI from leased to owned space.

4.1 ESTIMATED SOLUTION SIZING

Total Employees (duplicated from below)	1850
Full Time Employees	561
Part Timer Employees	1289
Administrative Staff	472
President, VPs & AVPs	9
Exempt Staff	92
Non-Exempt Staff	279
Student Worker & Work Study	92
Instructional Staff	1378
Credit Instructors/FT and PT	181
9 months paid over 12	126
10 months paid over 12	43
11 months paid over 12	12
Adjuncts	349
Dual Credit Instructors	326
Dual Credit Mentors	85
Law Enforcement	62
Non-Credit Instructors	375
Basic Skills Teachers	274
Workforce Dev. Teachers	101

New Hires in FY18	645
Full Time	184
Part Time	167
Work Study Students	202
Non-Work Study Students	33
Dual Credit Teachers	59
Total applicants in FY18	4514

4.2 RELEVANT COLLEGE LINKS

- [4.2.1 Public Plans and Reports](#)
- [4.2.2 Strategic Plan Summary and Execution Roadmap FY2018-2022](#)
- [4.2.3 New Comprehensive Strategic Plan FY2018-2022](#)
- [4.2.4 General Facts](#)
- [4.2.5 Programs/Catalog](#)

5. SCOPE OF INFORMATION

CWI would like information regarding your company’s enterprise HRTMS solution. Provided below are CWI’s objectives, the functional domains, and a series of informational requests/questions it needs answered in order to evaluate the RFI response. Please provide the following comprehensive information for your company regarding your practices, strategies, and technologies it can deliver:

- To streamline our transactional and manual processes using appropriate technology.

- To provide seamless functionality among the HRTMS and the current ERP, business operations, and document management systems.
- To enable reporting for compliance in HR areas including but not limited to: Americans with Disabilities Act and Affirmative Action, state and local stakeholders, and HR analytics to predict trends.
- To improve the applicant and employee experience from hiring until separation.
- To improve the employee learning management experience to ensure that employees are engaged in and responsive to training.
- To empower supervisors and employees to track and improve employee performance metrics to assist all employees in achieving their highest ability.
- To increase and sustain security for Personally Protected Information (PPI) for all employees.
- To assist in building a culture of engagement, accountability, and collaborative work in a high-performance team setting.
- To assist in reducing the imprint and cost of use of paper-based processes.

5.1 ON-BOARDING DOMAINS

Hiring process beginning with extending an offer to an applicant through the applicant's successful completion of mandatory paperwork into our ERP.

- E-Verify (Domain 5.1.1)
 - Applicants' ability to launch E-Verify per Self Service
- Self-Service Portal (Domain 5.1.2)
 - Applicants' ability to access their mandatory paperwork through the use of a self-service portal
- Signature Authentication (Domain 5.1.3)
 - Applicants' ability to provide required signatures on documents that are considered legally binding

5.2 SELF-SERVICE DOMAIN

- Supervisor Self-Service (Domain 5.2.1)
 - Managers' ability to initiate an Employee Action Change that will integrate with our ERP
- Employee Self-Service (Domain 5.2.2)
 - Employees' ability to initiate a person record change (name, address, W4, etc.) that will integrate with our ERP
- Stipends (Domain 5.2.3)
 - Managers' ability to request an employee's additional pay above normal salary
- Reclassification (Domain 5.2.4)
 - Managers' ability to initiate a job position change that will integrate with our ERP

5.3 RECRUITING DOMAIN

- Applicant Management (Domain 5.3.1)
 - Recruiter's ability to post to job boards: LinkedIn, Indeed, CareerBuilder, Monster, and the Idaho Department of Labor
 - Recruiter's ability to customize career pages to create a great candidate experience and brand CWI
 - Applicants' ability to use mobile devices to apply
 - Recruiter's ability to perform advanced candidate and job posting search
 - Recruiter's ability to design and implement advanced workflows to help track a candidate from applicant stage, to screen, interview, hire, or disposition
 - Recruiter's ability to track hiring completion to include gathering New Hire Paperwork, E-Verify, background check, Personnel Action Form
 - Recruiter's ability to create Job Offer Letters Templates: ability to create, send, and receive electronic signatures
 - Recruiter's ability to assign accessibility levels (manager, administrative assistant, and recruiting team)
 - Recruiter's ability to create Correspondence Templates: Manager's ability to select a template so that they may correspond with applicants. Also, have the option to communicate in batches
 - Recruiter and Employee ability to use MS Outlook for invite/interview scheduling
 - Recruiter's ability to create Job Descriptions Templates: if changes need to be made manager may use the Recruiter email to submit request
 - Recruiter's ability to create a listing on hold
 - Recruiter's ability to create dashboards: number of active positions, positions getting close to holding date
 - Recruiter's ability to create analytics and reporting: i.e. capture hires (Part-Time, Full-Time, faculty, teachers), declined offers, time to fill, affirmative action reports, offer amounts, etc.
 - Equal Employment Opportunity Compliance
 - Sourcing Tools
- New Position Request (Domain 5.3.2)
 - Managers' ability to create approval workflows: allowing hiring managers to initiate the process, gather approvals (e-signatures) including the Business Office and landing in the HR Recruiter folder
 - Managers' ability to create templates to select from based on job title that can auto populate the pay ranges
 - Managers' ability to create Temporary Staff Request Form and create the Non-Employee Hiring Packet with the ability to create, send, and gather signatures electronically

5.4 PERFORMANCE MANAGEMENT DOMAIN

- Employee Relations (Domain 5.4.1)
 - HR ability to create fillable/printable Forms (Performance Management documents)
 - HR ability to create and store Information/Instructions for Performance Management with criteria
 - HR ability to create and access permissions driven, retrievable storage for complaints and investigations

- HR ability to create rehire and non-rehire eligibility notices with reasons
- HR ability to create automatic notification to employee when something has been added to their employment file
- HR/Manager ability to create and view a timeline of Performance Management actions for each employee
- Eligibility for promotion or transfer
- Tracking rewards & recognitions
- Performance Evaluation/Appraisals (Domain 5.4.2)
 - Ability to perform annual, as needed check-in, 360 reviews, and create goals with or without scoring

5.5 LEARNING MANAGEMENT DOMAIN

- Supervisor Training (Domain 5.5.1)
 - HR ability to auto enroll “supervisor” to required manager training
 - Ability to track attendance
 - Invite and RSVP capabilities for supervisors to sign up for training attendance
 - Ability to load plug and play training into the system for supervisors to use as reference
- Employee Training (Domain 5.5.2)
 - HR ability to auto enroll in compliance/mandatory training (FERPA, Title IX, New Employee Orientation for part-time employees, etc.)
 - Invite and RSVP capabilities for employees, allowing employees to self-enroll and tie back to outlook
 - Ability to track attendance and reporting metrics
- All Training (Domain 5.5.3)
 - Ability to add CWI developed training in a variety of formats (self-directed, video clips, PowerPoint)
 - Badging or recognition of training completion
 - Quiz, testing or retention tracking
 - Ability to load pre-work or handouts for participants to download or access during face-to-face training to avoid paper handouts
 - Allow employees to self-enroll in training

5.6 REPORTING AND ANALYTICS DOMAIN

- Audits (Domain 5.6.1)
 - Time records, I-9 form errors, number of unfilled positions, time to fill a new position, employee satisfaction, internal grievances, legal complaints, absenteeism rates, federal and state regulations, benefit audits, etc.
- Dashboard (Domain 5.6.2)
 - Ability to provide a picture of where Human Resources is at a point in time, to include employee types, trends over time, historical information, salary breakdowns, percent range of salaries, etc.
- Leave Tracking (Domain 5.6.3)
 - Ability to manage continuous and intermittent leave, paid administrative leave, and leave without pay
- ADA/FMLA (Domain 5.6.4)

- Ability to determine federal and state leave reasons, employee eligibility, entitlement of leave, certification requirements, administrative information such as health insurance coverage, status of the leave, receive notifications
- Affirmative Action (Domain 5.6.5)
 - Ability to pull and audit data associated with the applicant, employee, and position information
- Grant Funding (Domain 5.6.6)
 - Ability to audit and manage data specific to multiple federal and state grant statuses that integrate with business operations systems

5.7 COMPENSATION DOMAIN

- Faculty Contracts (full-time and part time) (Domain 5.7.1)
 - Ability to create faculty contracts from annual pay increases, includes the ability to send to faculty for electronic signature
- Pay Increases (Domain 5.7.2)
 - Ability to generate annual employee merit and market increases, including manager ability to make pay increase recommendations and approvals from different general ledger accounts and budget funds

5.8 BENEFITS DOMAIN

- Health (Domain 5.8.1)
 - Ability to allow employees to review and enroll through website as well as electronic enrollment
 - Ability to communicate changes to employees through auto communications
- Retirement (Domain 5.8.2)
 - Ability to enroll electronically for communication to all Optional Retirement Program employees
 - Ability for web-based enrollment

5.9 BUSINESS CONTINUITY DOMAIN

- Succession Planning (Domain 5.9.1)
 - Ability to allow for career profiling and assessment that is integrated with performance management tools, development tools and assessment
- Policy and Standard Operating Procedure management (Domain 5.9.2)
 - Ability to allow versioning and archiving of policies and procedures
- Position Request (Domain 5.9.3)
 - Electronic integrated request and approval for new positions with business processes and operations

5.10 LEGAL DOMAIN

- General (Domain 5.10.1)
 - Describe contract terms, limitation of liability, payment terms, estimated fees, etc.
- Accessibility (Domain 5.10.2)
 - Compliance with Section 508 of the Rehabilitation Act of 1973, as amended in 1998
 - Describe how you keep your product current with changing ADA legal requirements and accessibility best practices
- Service Level Agreement (SLA) (Domain 5.10.3)

- Describe proposed service level agreement terms (e.g. System availability, remediation, maintenance, support escalation, etc.)
- Data, Security, and Privacy (Domain 5.10.4)
 - Describe your company's approach to security patches and updates, backup and disaster recovery, data confidentiality, and data protection (e.g. PII, FERPA, HIPPA, access controls, etc.)
 - Describe how your company reports/coordinates breach response activities

6. TECHNICAL DOMAINS

CWI supports a comprehensive portfolio of enterprise software applications that provide data to students, faculty, and staff. This portfolio is architected on the Microsoft Stack and includes Ellucian Colleague, Perceptive Content, Microsoft SharePoint, SAP Business Objects, and Blackboard software applications.

6.1 TECHNICAL RESPONSES

Responders are expected to provide descriptions how they approach the following:

- Knowledge transfer process from vendor to customer.
- The expected level of resources necessary to maintain and operate your solutions based upon previous implementations.
- The architectural and integration approaches best suited for your solutions based upon previous implementations.
- Future roadmaps that clarify ongoing integrations, operation, and maintenance of your solution.
- Information regarding the security practices of your organization, as well as the offered solution/application, including but not limited to: Standard SLA's, compliance and certifications (e.g. NIST, ISO, SOC, SAS, etc.), protection of sensitive and confidential information, publicly available policies, procedures, and audit reports (must extend to data centers if hosted solution).
- How you approach, facilitate, and help define the integration points between your solution and other business area processes and systems.
- How you approach the integration of your subject matter experts and technical; resources with customer resources during and after implementation.

7. RESPONDER INFORMATION

Please provide the following information regarding your company:

- Company overview and history
- Annual Revenue
- Ownership and any subsidiaries
- Size and composition of customer base
- Size and composition of technical support and professional services teams
- Primary and Team Contact Information
- Provide at least five references of clients of similar high education institutions in which you have partnered with to provide services described above
- Any other supplemental information for consideration

APPENDIX A - SIGNATURE BLOCK

Please return this page with each copy of your submittal.

The undersigned, an authorized agent of his/her company, hereby certifies:

() They have reviewed and understand all terms, conditions, and specifications herein stated.

() The respondent is qualified to perform work and services as included.

() The pricing contained in the proposal is valid for 120 days from submittal.

Company Name

Address - City, State, Zip Code

Federal Tax ID Number

Printed Name of Person Submitting Proposal

Title

Authorized Signature

Phone Number

E Mail

Date of Proposal Submission