EVALUATION CRITERIA FOR P-367

3.1 STEP 1: Written proposals shall be reviewed and evaluated in accordance with the evaluation criteria established below per 3.5.3.1 Section I. through 3.5.3.4 Section IV. CNM reserves the right to reject all offers and issue a new RFP if necessary. An evaluation committee shall evaluate written proposals based on the weighted evaluation criteria. Rankings will be based upon an average tabulation of all individual committee member scores.

If interviews are not conducted, then the score based ranking shall be the basis for awarding the top scored Offeror.

3.2 STEP 2 (optional):
If interviews are to be conducted, then the score based rankings of the written offers shall be used as the basis to create a short list of those top ranked firms. Interviews shall be scored in accordance with the evaluation criteria taking into account the information provided in the written response and any additional questions related to the scope of the RFP. Additional questions related to the scope of this RFP may be submitted to shortlist in advance or during interviews.

Information and/or factors gathered during interviews, negotiations, and any reference checks, in addition to the evaluation criteria rankings, may be utilized in the final award decisions. References may or may not be reviewed at the discretion of CNM. CNM reserves the right to contact references other than, or in addition to, those furnished by a Respondent.

Final rankings will be based upon an average tabulation of all individual committee member scores after interviews and will not be averaged with STEP 1 scores.

3.3 CRITERIA

3.3.1 SECTION I. CAPACITY, CAPABILITY, KNOWLEDGE, BACKGROUND AND EXPERIENCE – 275 POINTS POSSIBLE

3.3.1.1 Provide a brief narrative describing the history of your firm. The Awarded Vendor shall have been in business for a minimum of three (3) years. Identify the number of employees in your firm, the ownership and if the company has ever filed bankruptcy, been in loan default, or if there are any pending liens, claims or lawsuits against the firm.

3.3.1.2 Provide demonstrated experience that supports your firm’s ability to perform the services identified in the goals and intent of this RFP. Provide information about the System being offered including the original release date, current version, number of revisions (major and minor), software release schedule(s), and product roadmap showing all future product developments.

3.3.1.3 Identify all services your firm can supply to fulfill the Services. Elaborate on other functions or tasks not clearly identified in the scope of work that CNM should consider.

3.3.1.4 State the name, title or position, telephone number and e-mail address of the individual who would have primary responsibility for the potential project services resulting from this RFP.

3.3.1.5 Identify names, responsibilities, qualifications, resumes, and location(s) of staff who will be assigned to the project. CNM may at CNM’s sole discretion request removal and replacement of any of the Contractor’s staff not meeting performance requirements. Changes to staff assigned to projects made by the Contractor must be mutually agreed to by the Parties.

3.3.1.6 Identify names, responsibilities, qualifications, resumes, and location(s) of subcontractors and/or consultants who will be assigned to the projects. All changes to personnel assigned to projects must be mutually agreed to by the parties.
EVALUATION CRITERIA FOR P-367

3.3.1.7 Provide an organizational chart of your firm indicating lines of authority for personnel involved in performance of this potential contract and relationships of this staff to other programs or functions of the firm. This chart must also show lines of authority to the next senior level management.

3.3.1.8 Describe the customer/account relationship management team, processes, and exceptions for:
   A. Billing & Administration
   B. Service Delivery and Managed Services
   C. Technical Consulting and Staffing

3.3.1.9 Describe if your firm has had a contract terminated for default in the last five (5) years. Termination for default is defined as notice to stop performance due to the Offeror's non-performance or poor performance or if the issue of performance was either (a) not litigated due to inaction on the part of the Proposer, or (b) litigated and such litigation determined that the proposer was in default. Submit full details of their terms for default including the other parties’ name, address, and telephone number. Present the Offeror’s position on the matter. CNM will evaluate the facts and may, at its sole discretion, reject the proposal on the grounds of the past experience. Indicate if no such termination for default has been experienced by the Offeror in the past five (5) years.

3.3.2 SECTION II. PROPOSED IMPLEMENTATION PLAN – 400 POINTS POSSIBLE

3.3.2.1 Submit a detailed proposal identifying your approach for providing the requirements stated in paragraphs 2 through 2.10.20.2. The information provided must be in sufficient detail to convey to the evaluation committee the Offeror’s knowledge of the subjects and skills necessary to perform the services as described in the RFP. Provide a time frame, breaking the project into tasks, milestones, and deliverables. Include a detailed price breakdown for each deliverable in Section IV below. This paragraph 3.3.2.1 is scored a maximum of up to 20 points. Each Paragraph 3.3.2.2 through 3.3.2.114 is scored as follows: 1-3 points possible or Non-compliant. Responses to MANDATORY requirements that have been deemed non-compliant by CNM may not be considered for award.

RECRUITING AND APPLICANT TRACKING.

3.3.2.2 COMPLIANCE
MANDATORY – Confirm that the proposed System complies with all mandatory state, federal, and local regulations involved in hiring, record maintenance, and employment tracking, including, but not limited to, Background Check and I-9 compliance. Confirm CNM will be able to report & track applicant demographics such as national origin, rate, and gender as required by the Equal Opportunity Employment Commission (EEOC).

3.3.2.3 EMPLOYMENT BRANDING
MANDATORY – Describe how System complies with complete customization by client for public & internally facing websites, including, but not limited to, logo placement, color customization, and font customization.

3.3.2.4 INTUITIVE FOR ALL USERS
MANDATORY – Describe how the System is easy to navigate, for all ages and knowledge levels, including those with minimal knowledge of online usage. Describe the process for creating a user profile, and the ability to automatically reset passwords based on a few key pieces of information provided by the user.

3.3.2.5 ANALYTICS – CLICK THROUGH
MANDATORY – Describe the Analytics available for client to determine the point of origin for user access to the System. Describe how the System is able to provide data from any field either through standard reporting or customized reporting.
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3.3.2.6 MANDATORY – Identify where the System provides the ability for applicants to self-identify where they first heard about the available position(s) for which they’ve applied and provide analytics to determine the value of the recruitment resources used for that particular posting.

3.3.2.7 RECRUITMENT/APPLICANT METRICS
MANDATORY – Describe the System’s reporting of recruitment metrics, including, but not limited to, race, gender, age, national origin, veteran status, and others.

3.3.2.8 EDUCATION/CERTIFICATIONS
MANDATORY – Describe how the System allows applicants to load and manage education and certification records. Describe how the System provides automated notifications to the applicant (employee), and Supervisor (if hired), to advise of upcoming certification expirations.

3.3.2.9 DESIRED – Describe whether the System allows for client to track commitments by individuals to obtain specific degrees or certifications within an allotted timeframe and how this is accomplished.

3.3.2.10 SCHEDULING INTERVIEWS
DESIRED – Describe whether the System allows hiring officials and interview committee members to automatically schedule interviews with candidates via the System, with connectivity to the Microsoft Outlook application.

3.3.2.11 JOB FINDER
DESIRED – Describe how the System allows users (potential applicants and applicants) to input various pieces of information (keywords, titles, etc.) related to their desired positions, which then matches those pieces of information with available postings and how the System generates automated alerts which would notify users of new positions that come available matching their desired criteria.

3.3.2.12 COST PER HIRE RATIO
DESIRED – Describe whether and if so how the System allows client to track the entire hiring life-cycle of an employee in terms of financial and economic costs. These costs include, but are not limited to, advertising, training, and other material resources used in the hiring process.

3.3.2.13 AUTOMATED CLIENT CUSTOMIZED POSTING LANGUAGE
MANDATORY – Describe how the System allows hiring officials to automatically incorporate posting specific text based on the title and class of the position. For example, a full-time professional position would automatically incorporate language regarding available benefits, mandatory defined benefit contributions, etc., or a limited term position would automatically incorporate language defining the terms and conditions of employment, including limited term beginning and ending dates. Describe whether and if so how the system integrates with other modules of the system. For example, job description data should pull into the posting and the posting data and job description data should pull into the official Banner HRIS record, etc.

3.3.2.14 AUTOMATED CLIENT CUSTOMIZED APPLICANT COMMUNICATION
MANDATORY – Confirm that the System allows automatic communication with applicants via email at various stages throughout the process. As an applicant’s status changes (interviewed, not interviewed, etc.), an automated message should be generated to the applicant based on pre-defined criteria. Describe all user customizations of these email notifications.

3.3.2.15 INTEGRATE SOCIAL MEDIA (AUTOMATION)
DESIRED – Describe how the System is compatible with social media sites such as Twitter, LinkedIn, and Facebook, how the System allows the client to post relevant information about available positions directly to a social media website to allow users/applicants to share jobs with friends on social media sites. Describe the process on how the System can be integrated into new social media websites and applications as they are created.
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3.3.2.16 INTEGRATE RECRUITING VENDOR/JOB BOARD OPPORTUNITIES (AUTOMATION)
DESIRED – Describe how the System allows hiring officials to request advertising from various sources. Describe whether the System can automatically post to these various websites and locations, and automatically remove the posting from the websites after a specified date has transpired.

3.3.2.16.1 DESIRED – Describe whether the System can automatically post to these various websites and locations, and automatically remove the posting from the websites after a specified date has transpired.

3.3.2.17 AUTOMATED PRESCREENING
MANDATORY – APPLICANT SCREENING (MINIMUM REQUIREMENTS/PREFERRED QUALIFICATIONS). Describe how the System can functionally pre-screen candidates based on minimum qualifications, either through applicant self-identification or through the use of keywords that are cross-referenced between applications and requirements of the position. Confirm whether data is pulled directly from a job description functionality provided by the System.

3.3.2.18 DESIRED – SEARCHING. Describe how the System allows hiring officials to search for active candidates who may not have actually applied for a position in order to match candidates with appropriate positions for which the candidate may be qualified.

3.3.2.19 DESIRED – MATCHING. Describe whether the System allows candidates to have the opportunity to match themselves to open positions based on their current experience and education. Describe whether the System allow for positions to be automatically identified for candidates simply based on these education and experience items located within the application or resume.

3.3.2.20 AUTOMATED CLIENT CUSTOMIZED OFFER LETTERS
MANDATORY – Confirm that the System has a trigger that allows for an automatically generated employment offer letter to be sent to the candidate with key information that is customizable depending on the job employee class criteria. Describe all key Information that is provided such as start date, title, salary information, benefits eligibility, parking requirements, New Employee Orientation date, etc. Describe how Offer letters can be customized by department, employee type, and other factors without a limitation to the quantity of varying offer letters.

3.3.2.21 AUTOMATED BACKGROUND CHECK
DESIRED – Describe whether and how the System sends an auto-generated background check authorization request to the applicant when the applicant is selected as one of the final candidates.

3.3.2.21.1 DESIRED – Identify all Background Check Service Providers that the system can integrate with.

3.3.2.22 POSITION MANAGEMENT/POSITION CONTROL
MANDATORY – Describe how the System allow for separate fields for the ability to search for positions based on the position number and cost account string.

3.3.2.22.1 DESIRED – Confirm whether the cost account string is separated by dashes (Fund-Organization-Account-Program-etc.).

3.3.2.22.2 MANDATORY – Describe how the System allows setting up various levels of approval authority for position management.

3.3.2.22.3 MANDATORY – Describe how the System allows creation of position management through the use of drop-down menus or lists where available.

3.3.2.22.4 MANDATORY – Describe how the System allows for candidates to be hired into open (pooled) positions, while still allowing for the posting to remain active and posted online.
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3.3.2.22.5 MANDATORY – Confirm that the System has only one consolidated notes section, where all notes pertaining to positions, candidates, etc. can be viewed internally.

ELECTRONIC SEARCH FILE/STORAGE CAPABILITIES

3.3.2.23 MANDATORY – Describe how the System allows for all relevant hiring documentation (offer letter, application, reference checks, background check information, etc.) to be stored and easily retrieved. Identify all methods for retrieving the stored documentation including keyword searches, etc.

3.3.2.23.1 DESIRED – Describe how the System is capable of exporting relevant hiring documentation into CNM’s Record Management System, Onbase manufactured by Hyland Software.

3.3.2.24 APPLICANT COMMUNICATION
MANDATORY – Describe how the System automatically generates communications with candidates based on the candidate’s status within the hiring process. For example, when a candidate is placed in a “not interviewed” or “not hired” status, an automatically generated message shall go to the candidate, keeping candidates completely informed throughout the application and hiring process.

3.3.2.25 ABILITY TO POST INTERNAL AND EXTERNAL POSTINGS
MANDATORY – Describe how the System allows client to generate postings that can be viewed by the general public, as well as generate postings only to be viewed by internal applicants who are already employed. Confirm that the System allows client to change internal postings to external postings or vice versa when needed.

3.3.2.26 AUTOMATE NON-ELIGIBLE FOR REHIRE PROCESS
DESIRED – Describe whether and how the System will be integrated with Ellucian Company L.P. Banner Software so that if an applicant who is marked as ineligible for rehire in Banner applies for a position, the applicant shall be automatically declined for an interview.

3.3.2.27 KEYWORD SEARCHES
MANDATORY – Confirm that the System allows for searches of applications, postings, and all uploaded documentation based on keywords. Identify any limitation to the System’s keyword searching.

3.3.2.28 AUTOMATED SPELL CHECK
MANDATORY – Confirm that the System provides a built in grammar and spelling check feature on all modules.

ON BOARDING

3.3.2.29 PAPERLESS PROCESSING
DESIRED – Confirm whether the System allows for 100% paperless processing of all components of the hiring lifecycle. This paperless processing shall be seamless and shall not require that the client manually scan documents. Documents that shall have paperless processing include, but are not limited to, the following:

- I-9
- W-4
- Direct deposit forms
- E-Verify (for automated social security number verification)
- Background check authorization forms
- Pre-employment physical authorization forms
- Pre-employment drug screening authorization forms
3.3.2.30 ABILITY TO CALCULATE PROBATIONARY PERIOD AND AUTOMATE NOTIFICATION
DESIRED – Describe whether and how the System automatically calculates appropriate trial
period dates, as well as notify appropriate departmental personnel of upcoming trial period
deadlines based on pre-determined criteria. Describe how this feature is customizable and
identify any limitations to the number of calculated trial periods for any given employee.

3.3.2.31 TRACK DEPARTMENTAL NEW EMPLOYEE ORIENTATION.
DESIRED – Describe whether and how the System tracks, through paperless records, the
completion of client’s second phase of New Employee Orientation. This phase is completed
between the new employee and supervisor, and includes tasks such as providing new employees a
tour of their work areas, location of supplies, how to order equipment, how to contact
departmental support, etc.

EDUCATION LEVELS
3.3.2.32 TRACK EDUCATION AND CERTIFICATION(S)
DESIRED – Describe whether and how the System tracks the employee’s entire educational and
professional history. Confirm whether the Tracking includes records of expiration dates of
required certifications, and that the System notifies the employees and managers when
certifications are going to expire within 90, 60, and 30 days, and once expired. Describe whether
the System is also be able to track licensures, including, but not limited to, driver’s licenses and
other required licenses.

3.3.2.33 TRACK TUITION WAIVERS, TUITION REIMBURSEMENT, & DEPENDENT EDUCATION
EXPENSES
DESIRED – Describe whether and how the System tracks all aspects of employee tuition benefits,
including waivers, reimbursement, and departmental costs incurred for professional development
(conferences, seminars, etc.). Describe whether and how the System is able to incorporate these
costs into a total benefits package that can be calculated at the employee, department, and college
level, and can be combined with compensation, company paid health benefits, and other benefits
provided to employees to show the full picture of compensation that is employees receive.

3.3.2.34 GENERATE REPORTS
MANDATORY – Describe the System’s canned and customizable reports. Identify all
limitations to the reporting tool. Confirm that the System can generate reports that are fully
branded with the client’s name, logo, approved branding standards, etc.

LEARNING MANAGEMENT SYSTEM
3.3.2.35 COURSE MANAGEMENT
MANDATORY – Describe how the supports all classroom management activities including
assigning learning to multiple groups, scheduling and tracking of all instructor led and virtual
classrooms, category and catalog system structure, assigning pre and post work to a course, pre-
requisite management, time-based completion requirements, minimum, maximum class capacity
and overfill management, cloning, expiring learning activities and maintaining historical data,
download sign-in sheets and rosters and ADA compliance capability.

3.3.2.36 SURVEYS AND ASSESSMENTS
MANDATORY – Describe how the System can create, send and score pre and post surveys, and
create and score course assessments.

3.3.2.37 REGISTRATION SYSTEM
MANDATORY – Describe how the System supports prescriptive enrollment, enrollment by
learner, manager and or administrator, provides keyword search, launches e-learning with one
click, supports waitlists and sends registration notifications to email and outlook calendars.
3.3.2.38 REPORTING AND ANALYTICS
MANDATORY – Describe how the System enables reporting on all learning activities, provides dashboard reports viewable by multiple users as assigned, provides multi-user access to learner’s transcripts and enables printing reports in Excel, Word and PDF.

3.3.2.39 TRACK PROFESSIONAL DEVELOPMENT TRANSACTIONS
MANDATORY – Describe how the System keeps an accurate record of all professional development that is completed by employees. Describe how Supervisors are able to assign specific training courses (online) to employees with deadlines to complete. Describe how Employees are able to appropriately track completed courses. Confirm that managers can generate a report showing the courses that are assigned, completed, and overdue.

3.3.2.40 TRACK REPORTS OF MANDATORY TRAINING
MANDATORY – Describe how the System tracks and generates reports on the mandatory and optional trainings that are completed by employees. Tracking shall include mandatory trainings, such as Sexual Harassment Training, as well as optional trainings, such as Defensive Driving Training. Describe how Supervisors are able to quickly identify the training completion rates for their teams, preferably on a supervisor dashboard.

3.3.2.41 RECONCILE CNM DEFENSIVE DRIVING RECORDS WITH MOTOR VEHICLE DIVISION REPORTING
DESIRED – Confirm that the System sends email notifications to various departments and individuals advising of driver eligibility.

3.3.2.42 TRACK PROFESSIONAL DEVELOPMENT/MANDATORY TRAINING TRANSCRIPTS
MANDATORY – Describe how employees and supervisors are able to track assigned training courses and be notified automatically by the System when training is due, completed, or past the completion deadline.

3.3.2.43 GENERATE E-MAIL COMMUNICATION
MANDATORY – Describe the System’s email communication of all aspects of training, such as assigned trainings, training completion, training scores, supervisor dashboard reports, etc.

3.3.2.44 JUST-IN-TIME ONLINE TRAINING CAPABILITIES
MANDATORY – CNM currently uses 3rd party tests and exams to meet mandatory training requirements. Some examples of this could be classes such as Preventing Sexual Harassment, Defensive Driving, etc. The current system requires that CNM staff run reports from the different 3rd party vendors and input a Completion Report into Banner. Describe how the System offered integrates information from the 3rd party providers so that there is no need for manual data entry of the Completion Report into Banner.

3.3.2.44.1 MANDATORY – Describe how the System integrate with 3rd party content (e.g., videos and Completion Report).

3.3.2.44.2 MANDATORY – Describe how the System uploads standards based e-learning content and scoring system including support for adding external trainings.

3.3.2.44.3 MANDATORY – Describe how the System provides access to all online supporting resources.

3.3.2.45 MANDATORY – Describe how the System allows Supervisors to assign courses to an individual employee, or group of employees, based on current business needs.
EVALUATION CRITERIA FOR P-367

JOB DESCRIPTIONS

3.3.2.47 JOB DESCRIPTION BUILDER
MANDATORY – Describe how the client is able to generate job descriptions for new or existing positions based on pre-determined criteria (physical demands, skills, knowledge, abilities, etc.). Describe how the client is able to revise existing job descriptions.

3.3.2.48 PAY RANGE
MANDATORY – Describe how the System allows client to set and revise pay ranges that are based on the client’s pay scales.

3.3.2.49 AMERICANS WITH DISABILITIES ACT (ADA) COMPLIANCE
MANDATORY – Describe how the System incorporates standards as required by the Americans with Disabilities Act for job descriptions.

3.3.2.50 FAIR LABOR STANDARDS ACT (FLSA) COMPLIANCE
MANDATORY – Describe how the System complies fully with the Fair Labor Standards Act through appropriate ability to indicate a Full-Time Equivalency (FTE) status, as well as Exempt or Non-Exempt Statuses within the job descriptions.

3.3.2.51 OCCUPATIONAL SAFETY AND HEALTH ACT (OSHA) COMPLIANCE
MANDATORY – Confirm that the System is capable of incorporating Occupational Safety and Health Act language into the job descriptions.

3.3.2.52 UNION AFFILIATION
MANDATORY – Describe how the System allows job descriptions to be built with an indication of union affiliation, including whether or not a position is unionized and to which union the position belongs.

3.3.2.53 DUTIES & RESPONSIBILITIES
MANDATORY – Describe how the System allows for the creation of duties and responsibilities based on the requirements of the position.

3.3.2.54 EDUCATION/CERTIFICATION(S)
MANDATORY – Describe how the Job description builder provides the capability to add educational requirements, as well as any certification requirements.

3.3.2.55 PHYSICAL DEMANDS
MANDATORY – Describe how the Job description builder provides the capability to include physical demands appropriate to the position.

3.3.2.56 CONDITIONS OF EMPLOYMENT
MANDATORY – Describe how the Job description builder includes a section to define conditions of employment. For example, if the position is funded by a grant, the job description builder shall allow for the client to include limited term or grant funded wording.

3.3.2.57 PRE-EMPLOYMENT PHYSICAL
MANDATORY – Describe how the System allows for standard phrasing to be included in the job description if a pre-employment physical is required.

3.3.2.58 BACKGROUND CHECK REQUIREMENT
MANDATORY – Describe how the job description builder allows standard wording to be included in all relevant job descriptions if a background check is required.

3.3.2.59 PRE-EMPLOYMENT DRUG SCREEN REQUIREMENT
MANDATORY – Describe how the job description builder allows standard wording to be included in all relevant job descriptions if a pre-employment drug screen is required.
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BENEFITS ADMINISTRATION

3.3.2.61 CLIENT CUSTOMIZABLE FULL TIME EQUIVALENT (FTE) ELIGIBILITY
DESIRED – Describe whether and how the System calculates and/or determines an employee’s eligibility for benefits, including appropriate premium amounts. Describe whether and how the System tracks benefit eligibility and sends automated notifications to the employee and employee’s supervisor well in advance of the loss of benefits.

3.3.2.62 OPEN ENROLLMENT SELF-SERVICE
DESIRED – Describe whether and how the System allows employees to seamlessly enroll for benefits during client’s open enrollment period, and how employees can make changes or updates to benefit information during eligible periods (such as major life events). Confirm whether all Benefit enrollment self-service is 100% electronic (i.e., paperless).

3.3.2.63 QUALIFYING EVENTS
DESIRED – Describe whether and how an employee who experiences a qualifying event that can make changes or additions to benefits electronically outside of the open enrollment period.

3.3.2.64 TOTAL REWARDS REPORTING
DESIRED – Describe whether and how the System calculates an employee’s total benefit package, including compensation, company paid benefits, company provided leave, etc. Confirm whether and how employees can view this total benefit package at any time, and that supervisors can generate reports for entire teams of employees including this information.

3.3.2.65 CONSOLIDATED OMNIBUS BUDGET RECONCILIATION ACT (COBRA) ADMINISTRATOR
DESIRED – Describe whether and how the System manages continuation of coverage benefits for employees who discontinue employment with the client and how it provides automated notifications, and the ability for client to manage continuation of benefits electronically.

3.3.2.66 HEALTH INSURANCE PORTABILITY & ACCOUNTABILITY ACT (HIPAA) COMPLIANCE
DESIRED – Confirm whether and how the System is fully compliant with all federal, state, and local laws regarding the handling, maintenance, and release of medical information.

3.3.2.67 FAMILY MEDICAL LEAVE ACT (FMLA) COMPLIANCE
DESIRED – Describe whether and how the System allows client to determine an employee’s eligibility for leave under the Family Medical Leave Act through integration with client’s primary employee database of record and how the System allow employees and supervisors to appropriately track one, or many, leave requests, as well as the total time taken based on the client’s chosen method to track leave usage.

3.3.2.68 AFFORDABLE CARE ACT (ACA) TRACKING
DESIRED – Describe whether and how the System ensures compliance with the Affordable Care Act, including the ability to identify potential areas where fees might be assessed, as well as the ability to calculate those fees. Describe whether and how the System tracks an employee’s eligibility under the Affordable Care Act and allows the employer to manage eligibility requirements for part-time employees (including instructors).

PERFORMANCE MANAGEMENT ADMINISTRATION

3.3.2.69 TRACK MULTIPLE EVALUATION PERIODS BY MULTIPLE POSITIONS (PERSON HOLDS MULTIPLE POSITIONS)
MANDATORY – Describe how System tracks evaluation periods for both employees and supervisors. Confirm System allows for an employee with more than one position to have more than one evaluation as the evaluation criteria may be different for various positions. Confirm that the System allows for 100% paperless processing of employee evaluations and allows the management of multiple evaluation cycles.
3.3.2.70 AUTOMATION OF EMAIL NOTIFICATION REGARDING EVALUATION DUE DATES
MANDATORY – When an employee’s annual or trial period evaluation is due, System shall send automated email notifications to the supervisor and employee. The email shall include an evaluation for the employee and supervisor to complete, as well as instructions and deadlines for completion.

3.3.2.71 ABILITY TO TRACK GOALS AND INSTITUTIONAL VALUES
MANDATORY – Confirm that the System allows performance management tracking to include company value statements, integration of company mission, values, and vision in all documentation related to performance and goals created by both the employee and supervisor, as well as percentage of completion of goals during any period of time (not necessarily limited to the annual review period).

3.3.2.72 SELF-RATING/COMMENTS
MANDATORY – Confirm System allows employees to complete self-evaluations at any time, including any comments made by the employee and/or supervisor. These evaluations could be part of the employee’s annual evaluation, but could also include self-evaluations for an employee to self-assess current progress towards goals.

3.3.2.73 MERIT BASED PERFORMANCE
MANDATORY – Confirm that the System includes the capability for CNM leadership to develop and administer evaluations that are merit-based and that the System provides metrics and reporting for merit-based evaluations.

3.3.2.74 TRIAL PERIOD TRACKING INCLUDING EXTENSIONS (ABILITY TO SEND EMAIL COMMUNICATION NOTIFICATION)
MANDATORY – Confirm System allows supervisors to extend a trial period for an employee including a chain of approvals to be executed to approve an extension of a trial period, as well as the ability to include specific, measurable goals for an employee to complete during the extension. Describe how the System tracks and reports all metrics related to these extensions, and provides supervisors and employees with email notifications when trial periods are extended, or when these extensions have expired.

3.3.2.75 SUCCESSION PLANNING
DESIRED – Describe whether the System allows for comprehensive planning and a contingency plan for succession in the event that an employee is no longer with the company. For example, if a Vice President leaves the company, describe how the System can be set up for planning and contingency purposes, named interim replacement, etc.

3.3.2.76 COMPREHENSIVE CAREER LADDER(S)/RECLASSIFICATIONS
DESIRED – Describe whether the System allows employees to create a career path plan and track progress of the planned goal. Plans might include self-assessments, self-assigned training courses, and the ability for an employee to plan for the future by indicating a desired goal. If available, describe whether the System also allows supervisors to view and edit these succession planning programs, including online reporting and dashboard capabilities.

EMPLOYEE RELATIONS

3.3.2.77 DISCIPLINARY ACTIONS
DESIRED – Describe whether the System allows for client to track progressive discipline issued to an employee or group of employees. This could include when the discipline was issued, the specific infractions, and the level of discipline. This could also include expiration dates for infractions if needed.
3.3.2.78 GRIEVANCES – WAGE COMPLAINTS, HUMAN RIGHTS, EQUAL EMPLOYMENT OPPORTUNITY
DESIRED – Describe whether the System allows for client to track any grievances filed by employees, including specific concerns, actions taken, and resolutions. If provided, describe the System’s grievance response building tool so that a grievance panel can create a standard response based on the facts of an investigation or grievance.

3.3.2.79 INVESTIGATIONS
DESIRED – Describe whether the System allows client to track all employee investigations with reporting on specific incidents including date, time, location, affected employees, and resolution.

3.3.2.80 WORKERS COMPENSATION
DESIRED – Describe whether the System allows the Client to track worker’s compensation claims with customizable reports including costs incurred, data about locations of accidents, frequency of injury, and claims filed at the individual, departmental, or college level.

3.3.2.81 UNEMPLOYMENT
DESIRED – Describe whether the System is able to track unemployment claims that are filed. If so, confirm whether the System able to identify the base-period for a claim, whether a claim is contestable or non-contestable, and track and report on costs incurred for unemployment.

TECHNICAL, INTEGRATION AND WORKFORCE DATA ANALYTICS
ENTERPRISE CLASS SOFTWARE

3.3.2.82 HOSTING/SAAS
MANDATORY – Confirm System is a fully hosted solution offered as Software as a Service. Describe whether Primary hosting site for the solution is located within the United States of America. Will all customer data be maintained within the contiguous United States while at rest and while in motion? What minimum bandwidth figures in the initial implementation are required? Is there an upgrade path if bandwidth requirements increase in the future? Are your data centers SSAE 16 audited?

3.3.2.83 DATA STORAGE AND TRANSPORT SECURITY
MANDATORY – Confirm and describe the state-of-the-art secure storage and transport of CNM’s confidential data. Describe your firm’s certification, documentation and attestation to compliance with HIPPA, PCI, ISO 27011, SSAE 16. Describe any encryption controls available to customer’s for data at rest.

3.3.2.84 ACCESS SECURITY
MANDATORY – Confirm System allows permissions to be set by the client for all users and groups of users. Describe how the System incorporates existing security (user credentials) from the database of record and allows client to customize permissions for users.

3.3.2.85 PHYSICAL SECURITY
MANDATORY – Describe the provided state-of-the-art security, compliance and availability measures for hosting Data Center(s). Describe whether Primary hosting site for the solution is located within the United States of America. Will all customer data be maintained within the contiguous United States while at rest and while in motion? What minimum bandwidth figures in the initial implementation are required? Is there an upgrade path if bandwidth requirements increase in the future? Are your data centers SSAE 16 audited? Describe your methodology for conducting vulnerability testing. Include scanning frequency and the methodologies used to remediate such vulnerabilities. If it is determined that the vulnerability is due to a configuration/system supported by customer what expectations does your firm have of customer for remediation?
3.3.2.86  DATA ARCHIVAL AND BACKUP
MANDATORY – Describe the System’s data backups and archival capabilities of restoring and retrieving CNM’s confidential data in events such as disaster or e-Discovery. Can your firm deliver backup and restoration capacity to operate effectively within the organizations Recovery Time Objective (RTO) (e.g. within 12 hours) and Recovery Point Objective (RPO) (e.g. within 24 hours)? Is the target recovery site owned by your firm or provisioned through a third party? Provide details on third party, if necessary. Is the recovery site located at least 75km from the primary site?

3.3.2.87  AVAILABILITY
MANDATORY – Describe the System availability as a percentage and confirm that the System is fully accessible by CNM on a 7 days a week and 24 hours per day and meets the requirements of a Service Level Agreement (SLA). Describe how availability and uptime of the service is calculated. Include all factors (including maintenance, patching, emergency fixes) that would impact the calculation. What remedies are provided for any extended downtime and non-compliance with SLA terms?

3.3.2.88  SCALABLE
MANDATORY – Describe the scalability of the System, and confirm that the System is capable of supporting in excess of four-thousand (4,000) employees at multiple campus locations.

3.3.2.89  ACCESSIBLE
MANDATORY – Identify optimum and minimum requirements for computers accessing the hosted solution including but not limited to desktop PC’s, laptops, tablets and mobile devices; optimum operating systems, and browsers requirements.

3.3.2.89.1  RESPONSIVE DESIGN
MANDATORY – Describe the System’s responsive design and how the display of the content is automatically sized by the System for viewing on whatever device is used by CNM (e.g., PC, laptop, tablet, smart phone, etc.).

3.3.2.90  SUPPORT
MANDATORY – Describe the 7x365 Technical and Functional (application) support that is provided. Are your firm’s resources available to CNM during both test and recovery operations as a part of the standard offerings (i.e. vendor personnel, physical space, site technology)? Will CNM (and its service vendors) have visibility into your firm’s incident tracking system? Is there any additional planning, implementation, and operational support available?

3.3.2.91  AUTHENTICATION
MANDATORY – Describe how the system is integrated with Active Directory or CAS.

3.3.2.92  DATABASE OF RECORD INTEGRATION
MANDATORY – Describe how the System fully integrates with the client’s employee database of record, Ellucian Company L.P. Banner ERP. Confirm integration includes the capability to easily and seamlessly transfer data from the database of record into the System, as well as provide the capability to transfer information from the System into the client’s database of record. Describe the process for bi-directional data transfer between the CNM’s Banner ERP and the System.

3.3.2.93  BANNER INTEGRATION SUPPORT
MANDATORY – Describe how Banner system integration is fully supported by your firm. Describe how your firm will ensure continued functionality following any release(s) of the Ellucian Banner Suite.

3.3.2.93.1  DESIRED – Confirm whether your firm is a Banner Preferred Partner.
DATA MIGRATION
3.3.2.94  MANDATORY – Describe the System’s ease of migrating data by means of non-complicated procedures. Confirm that if awarded, you shall migrate existing applicant and talent management data from CNM’s current system Banner and People Admin data bases into the System.

3.3.2.94.1  DESIRED – During System implementation and integration, describe whether your firm will extract current registration data from CNM’s Augusoft Lumens application and implement this information into the new System.

SOFTWARE UPGRADES
3.3.2.95  MANDATORY – Describe how the System allows seamless software upgrades with minimal interruption of services to CNM. Confirm all software upgrades shall be coordinated and scheduled with CNM prior to implementation.

REPORTING AND ANALYTIC CAPABILITIES
3.3.2.96  MANDATORY – Describe the System reporting tools including the ability to create ad-hoc reports at any time, based any fields within the System. Reports on applicant or employee demographics, veteran status, and others should be easily accessible and customizable by the client.

HYPERLINKS
3.3.2.97  DESIRED – Confirm whether the System allows the creation of hyperlinks to various websites that the client uses. For example, a link to the Department of Labor website for FMLA, or a link to insurance websites for client’s insurance providers should be accessible and editable hyperlinks through the System.

IMPORT/EXPORT DATA TO MICROSOFT SOFTWARE
3.3.2.98  MANDATORY – Confirm that the System allows data and reports to be exported into current versions of Microsoft Office (2007, 2010, and 2013) as an .xls or .txt file.

REDUCE PAPER PROCESSES (ELECTRONIC FORMS)
3.3.2.99  MANDATORY – Confirm that the System allow for full electronic capabilities in all modules, reducing the need for paper transactions.

ABILITY TO UPLOAD DOCUMENTS
3.3.2.100  MANDATORY – Describe how the System allows client, applicants, and other users to easily upload documents, such as resumes, references, pre-employment authorization forms, etc.

HOVER OVER CAPABILITY FOR ADDITIONAL INFORMATION REGARDING FIELD IDENTIFICATION OR PROCESS
3.3.2.101  MANDATORY – Describe how the System allows users (both client and applicants) to hover over fields (using a computer mouse cursor) within the System and receive additional information about the form or field while the user is hovering over it. For example, if a specific formatted text is required in a field, the hover over feature should allow for a user to quickly identify the required elements of the field.

WORKFORCE LIFE CYCLE MANAGEMENT (INTEGRATION AND AUTOMATION)
3.3.2.102  MANDATORY – Describe how the System allows client to track, review, and report on the life cycle of an employee, including, but not limited to: hiring; onboarding; professional development; separation (termination).

WORKFORCE DATA ANALYTIC CAPABILITIES TO REPORT HR METRICS
3.3.2.103  MANDATORY – Describe the System’s comprehensive reporting of all HR metrics, including cost to hire, attrition (both positive and negative).
EVALUATION CRITERIA FOR P-367

3.3.2.104 SELF-SERVICE FEATURE OPTIONS
MANDATORY – Describe how the System allows users to make changes to their applications, self-evaluations, etc. throughout the process. E.g., update contact information, reset passwords, and make other changes to profiles as needed through an on-line self-service feature.

3.3.2.105 EASY SEARCHABLE FUNCTION CAPABILITY
MANDATORY – Describe the System’s search functionality, similar to Google search and confirm that client is able to find all documents within the System based on keywords, name, address, position title, etc.

3.3.2.106 ABILITY TO ADD, REMOVE AND/OR MODIFY ADDITIONAL FORMS (EXPANDABLE CAPABILITIES)
MANDATORY – Describe how the System can be modified by the client to add, remove and/or modify fields, forms, or other data as determined by business needs.

3.3.2.107 IMPLEMENTATION
MANDATORY – The awarded vendor shall provide all necessary tools and services to implement and support the System.

TRAINING

3.3.2.108 MANDATORY – Training shall be provided in a “Best Practices” approach. Offerors shall clearly describe how this is achieved, what training materials are provided, what classes are recommended to be performed onsite at CNM’s facilities, and what classes are available online or as part of a webinar.

3.3.2.109 MANDATORY – Confirm training to CNM’s Implementation Team, System Administrators, and End Users is provided and include all costs in your Not-to-Exceed price proposal response to Section 3.3.4.2.

3.3.2.110 MANDATORY – The System will be accessed by multiple end-users across several CNM departments ranging from Human Resources, Student Services, etc. The awarded vendor shall describe their approach for managing training so accommodate CNM’s different end users.

OTHER

3.3.2.111 DESIRED – Offerors should provide a brief description of other products or services not specifically detailed in this document that you feel are relevant for CNM’s consideration.

3.3.2.112 DESIRED – Offerors should provide a brief overview of the general direction of your product’s development focus over the next three (3) years and how you feel that will impact capabilities to provide the Services.

3.3.2.113 Describe the types of services that would be provided during the project. Explain how your services will enhance the service of performing projects.

3.3.2.114 Discuss the information and support that would be required from CNM. What are your firm’s transition practices before, during, and after implementation?

3.3.3 SECTION III. REFERENCES - 100 POINTS POSSIBLE
List up to five (5) contracts the Offeror may have had with institutes of higher education or organizations of similar size and complexity during the last three (3) years that relate to the Offeror’s ability to perform the service(s) as requested in this RFP. List by company contract reference numbers, project name/title, contract amount, contract period of performance, date of completion, contact person’s name, title, address, E-mail address and web address. Identify whether the reference is either a personal or professional reference. By responding to this RFP, the Offeror grants permission to CNM to contact the references. NOTE: ALL REFERENCES WILL BE CONTACTED BY EMAIL, SO PLEASE BE SURE TO INCLUDE THE CONTACT’S EMAIL ADDRESS. Do not include CNM as a reference.
3.3.4  SECTION IV. ECONOMY & PRICE – 225 POINTS POSSIBLE

3.3.4.1 Proposals should include all charges associated for services requested to perform the Scope of Work identified in paragraphs 2. through 2.10.20.2. Provide a detailed price breakdown including all hourly labor rates of all individuals who may work on the Project, hours required to perform the work with breakdown described in paragraph 3.3.2.1.

3.3.4.2 The proposal to provide the System described above shall be offered with Not-to-Exceed (NTE) pricing for each phase of the project plan, broken down into specific hours at fixed hourly rates for each milestone event, and shall identify all costs including, if required, travel and associated travel expenses (per CNM’s Travel Policy – see Exhibit C) to perform the services to accomplish the work as described in the scope of work.

3.3.4.3 In addition to this, the Contractor shall include pricing for the following:
   3.3.4.3.1 Proposed Software License(s). Identify ALL software licenses and types needed (e.g., Enterprise SW license, Workstation license, etc.
   3.3.4.3.2 Yearly software maintenance fee expressed in dollars and as a percentage of the software price. Confirm whether yearly maintenance is based on the total software price or if this is determined in some other fashion.

3.3.4.4 Minimum percent discount from list pricing on the above software, licensing for future purchases.

3.3.4.5 Cost (if applicable) for test system for CNM to perform load testing prior to Go Live or Systems Upgrades.

3.3.4.6 If the price or hourly rates are to change in subsequent yearly contract renewals, indicate the maximum annual increase per year, expressed as a percentage. Cost increase/adjustments will only be reviewed once a year at time of renewal. If contractor requests a price adjustment/increase supporting documentation must accompany the request.

3.3.4.7 During the term of the resultant price agreement, CNM may require the successful vendor to perform services related to the project other than those described in the scope of work, or to perform future similar digital asset production projects. For services(s) required by CNM other than those described, the successful respondent shall be required to submit a detailed written proposal for performing such service with a “not to exceed” fee proposal to CNM for its review and written approval. The “not to exceed” proposal shall be broken down into specific hours and shall identify all costs to perform service(s) and accomplish work. CNM’s approval of such a proposal shall be in writing and communicates through the issuance of an approved purchase order revision issued through CNM’s Purchasing Department. The rate schedule for this work shall be the same as the rate schedule provided by the Offeror in response to 3.3.4.1. for this project.

3.3.4.8 The quoted hourly rates offered in response to this RFP may be decreased for future projects on a project-by-project basis upon written mutual agreement between the awarded Price Agreement holder and CNM.

3.3.4.9 Costs for Services required for which the successful Offeror does not identify shall be borne by the Offeror and will shall not be charged to CNM. Indicate for what period of time these costs will be effective.