



**HIRING MODERNIZATION PROJECT
REQUEST FOR PROPOSALS (RFP)
APPLICANT TRACKING SYSTEM SOLUTION
EXT HRD | RFP#2019-02
Event ID# 0000002244
CONTACT: Michael Hirai at michael.hirai@sfgov.org**

Questions & Answers

June 4, 2019

This document lists questions submitted by proposers on HRD RFP#2019-02 and received prior to the submission deadline of 2 p.m. on June 14, 2019

Q1. Section 6.3.2. We would like clarification on the definition of a Prime Proposer: Specifically, is the software manufacturer required to be the prime proposer? or can an implementation partner of a software manufacturer be the prime proposer?

A1. Per section 6.3.1.2, "CCSF requires that the Prime Proposer or Lead JV Partner be the ATS provider." An implementation partner can partner with an ATS provider as a subcontractor or by forming a joint venture with the ATS provider to qualify under section 6.3.1.2.

Q2. If the Prime Proposer must be the software manufacturer, is it permissible to have the subcontractor handle all implementation and customization services via a separate contract/SOW?

A2. At this time, CCSF envisions entering into one agreement with the Prime Proposer or Joint Venture. The Prime Proposer will be responsible for the subcontractor's work performance.

Q3. Has the Department allocated funding for the Application Tracking System Solutions? If so, through which source (budget, CIP, state/federal grant etc.)?

A3. The Applicant Tracking System solution will be funded through the City's General Fund.

Q4. How is the Department currently meeting this need? Which vendor provides the incumbent Application Tracking System Solution?

A4. The current Applicant Tracking System for the City and County of San Francisco is JobAps.

Q5. Would it be possible to name the three greatest challenges the Department is having with the current solution?

A5. Refer to sections 1.4. and 1.6. of the RFP for common challenges that are experienced by candidates, hiring managers, and HR professionals/recruiters at CCSF. Additional research about these common challenges can be found on our [Request for Information](#) published in 2018 starting on Page 8 “Challenges.”

Q6. Which other systems will have to integrate or interface with the Application Tracking System Solutions, and can you provide incumbent vendors for each system?

A6. Please find below the key sections of the RFP that speak to the importance of integrations and provide the relevant incumbent information:

- **Section 2.4. PeopleSoft Integration:** The Applicant Tracking System solution will need to integrate with CCSF’s current Human Capital Management system (PeopleSoft 9.2).
- **Section 2.2.2.24 Creating and administering examinations (enhancements to modernize practices):** Ability to integrate with CCSF’s existing exam providers (FastTest, Montage and National Testing Network: Public Safety Careers).
- **Section 2.3. Implementation Design:** CCSF is looking to implement a modular and extensible solution that easily allows products to speak to one another. Therefore, any implemented solution (whether an individual module or a broader platform implementation) must present an Ecosystem-friendly approach. Examples of modules that the Applicant Tracking System solution will need to integrate with in the future include but are not limited to assessments, auditing, and onboarding.

Q7. Which operating platform does the Department currently use? / Is desired for the Application Tracking System Solutions?

A7. CCSF is seeking a cloud-based Applicant Tracking System solution that is functional and accessible across multiple browsers including the latest version of Chrome, Firefox, Safari, and Edge.

Q8. Who is the technical contact and/or project manager for the Application Tracking System Solutions?

A8. Anne Marie Monroe is the project lead for the Hiring Modernization Team, which includes the Applicant Tracking System solution. However, all inquiries or other communications regarding this RFP should be directed to the RFP Contact, Michael Hirai at michael.hirai@sfgov.org. No other employees or officials of CCSF other than the RFP Contact should be contacted with regard to this RFP. Interested proposers can have a chance to meet the full Hiring Modernization Team at the Pre-Proposal conference on June 5th.

Q9. Does the Department anticipate any professional or consulting services may be needed to accomplish this effort? (i.e. project planning/oversight, PM, QA, IV&V, staff augmentation, implementation services etc.)? If so, what services does the Department desire and how do they anticipate procuring?

A9. It is up to each Proposer to indicate their approach to project implementation and/or professional services needed (custom development, custom integrations) to extend their existing solution to meet CCSF's needs.

One of the Minimum Qualifications listed in Section 6.3.2. of the RFP is that the Proposer's Project Manager have experience working with agile development processes and investing in feedback cycles to improve products and processes in an iterative way. CCSF expects the Proposer to work closely with the Hiring Modernization Project team at CCSF. For that work, CCSF expects to adhere to the basic practices of agile software development.

Q10. As part of the Hiring Modernization Project, what other solutions/systems/modules and/or services will be acquired to complete this effort?

A10. As part of CCSF's modular approach, CCSF plans to integrate with additional systems going forward. The implemented product will have integration points with PeopleSoft, and be extensible to appropriately add spokes that address other needs down the road such as handling assessments, auditing, and onboarding.

More broadly speaking, per Section 1.7. Hiring Modernization Project Overview, "though this RFP is specifically focused on seeking a cloud-based ATS solution, CCSF knows that hiring does not happen in isolation, and CCSF is constantly keeping the larger picture in mind. This means recognizing that in order for CCSF to successfully modernize its hiring practices, it needs to be thinking about HR holistically and plan for other areas that touch hiring such as onboarding, succession planning, performance reviews, learning and development, etc."

Q11. How many people do the City and County of San Francisco anticipate hiring in one year?

A11. CCSF makes about 9,000 hires annually.