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## LOUISIANA COMMUNITY & TECHNICAL COLLEGE SYSTEM

### ADDENDUM #2

#### Request for Proposals

Proposal No. 40016-09102019

**Automated Recruitment, Onboarding, Employee Evaluation and  
Development System**

#### RESPONSES TO INQUIRIES

November 1, 2019

#### Updated response to question #10, November 4, 2019

1. Question: Whether companies from Outside USA can apply for this? (like, from India or Canada)

**Clarification: Yes, but please see section 2.4 for further restrictions on the location of servers used to house the software and records for the system.**

2. Question: Whether we need to come over there for meetings?

**Clarification: Yes. In-person meetings may be required at 265 S. Foster Dr., Baton Rouge, LA 70806.**

3. Question: Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

**Clarification: Yes. Tasks can be performed at any location, but in-person meetings may be required at 265 S. Foster Dr., Baton Rouge, LA 70806.**

**Please see section 2.4 for further restrictions on the location of servers used to house the software and records for the system.**

4. Can we submit the proposal via email?

**Clarification: No**

5. What is the total number of LCTCS employees?

**Clarification: Currently 5,425. However, this number does fluctuate.**

6. Are vendors required to include the following attachments in our proposal, or will these attachments only be required of the successful contractor post-award?

- Attachment D: Electronic Vendor Payment Solution
- Attachment E: Insurance Requirements
- Attachment F: Information Security and Acceptable User Policy
- Attachment G: HIPAA Business Associate Addendum

**Clarification: These attachments must be submitted or agreed upon by the winning proposer prior to execution of a contract.**

7. Would LCTCS please confirm that by the following statement (“The system must have recent and proven ability to integrate with a Multi-Entity Processing (MEP’d) Banner environment”), you are looking for a solution that will integrate with your MEP’d Banner instance? Not that the solution itself will need to be MEP’d?

**Clarification: Yes, that is correct. We need the system to integrate with the LCTCS MEP’d Banner instance.**

8. Is there an order of implementations defined? For example, is this expected to be a big-bang approach or a phased approach? If phased, has it been identified what the order or phases of implementation will be?

**Clarification: This will be a phased approach with Recruiting and Onboarding being the first two implemented together. Then Development and then Evaluations.**

9. It is our understanding that SOWELA is already leveraging the Cornerstone Learning Management System independently. Are there other schools that are using various platforms for the defined systems within the RFP? If so, will these systems be retired and consolidated into one platform? Also, if so, will there be a need for a data conversion effort to ensure the data from various systems is consolidated, merged and transformed to be able to be consistently loaded into the new system?

**Clarification: Yes, some of the colleges are using other products, but many are not. Yes, all systems would be retired and we would use one platform going forward. No, we will begin with the new system and no history.**

10. Responses to the questions have to be in the excel document? Or can we respond via a word document?

**Clarification: Responses are preferred in a Word document.**

**If this question is referring to the grid on pages 42-44, the response does not have to be in this format. We will be looking to see that responses to the items listed on pages 42-44 are covered somewhere within in the RFP in your preferred format, but submitted as a hardcopy.**

11. What is driving this initiative?

**Clarification: Current processes for many colleges are manual. Paper submission and reviews, etc. We are also looking to ensure consistency in our processes.**

12. Describe your current recruiting process. Who are the players, what are the touchpoints?

**Clarification: This depends on which of the 13 locations you are referring to. Many are using paper for all processes. For example,**

- 1. Resumes are submitted via email or mail in**
- 2. HR reviews for minimum qualifications**
- 3. Resumes are forwarded to the hiring managers to review and conduct interviews.**
- 4. Once a candidate is selected a hiring request memo is created and provided to HR.**
- 5. HR provides the candidate with a conditional offer and paperwork to be completed for background check process.**
- 6. Once background check is completed, HR provided candidate with official offer.**

13. Will there be business process re-engineering with the project? Describe the areas where you feel you need to change. Will you need assistance with it?

**Clarification: Yes, business process re-engineering will be required. We need to remove most if not all, of the paper in the current process. We will need to ensure consistent hiring practices across all locations. Yes, we will need assistance with this.**

14. Please describe your overall employee base - where are they located? Are they hourly / salaried? How many contingent workers do you typically have? Are there any special groups or business units we should know about? Where are they geographically located?

**Clarification: We have 13 locations (12 colleges and the System Office), each with their own HR office. They are spread throughout the state of Louisiana. Some colleges have multiple locations but HR is managed by each main site. We do have a few remote employees that work out of state. We have salaried employees (approximately 3170) and hourly employees (approximately 2376). The faculty adjunct groups are usually handled a bit differently when hiring due to the nature of work, timing and needs.**

15. Are you open to implementing the functionality in phases? If so, what are the must-have pieces of functionality for a phase I go-live?

**Clarification: Yes, we are looking to phase in the functions. Recruiting and Onboarding are Phase I, then Development and then Evaluations.**

16. What is the desired start and end dates for the implementation? Is there reason/driving factors behind that date?

**Clarification: We would prefer to begin at either the beginning of a fiscal year (July 1<sup>st</sup>) or the beginning of a calendar year (January 1<sup>st</sup>). Yes, these are manageable project times for those involved in the process.**

17. How much post-go-live support do you require? Should ongoing managed services be quoted as well?

**Clarification: Depends on what kind of support you're talking about. We would expect any solution to have standard software support to help users understand functionality or help IT staff when we're experiencing a technical issue with the system.**

18. Do you have a preferred project methodology? Agile, Waterfall or a hybrid of the two?

**Clarification: Agile**

19. What documentation is required during the implementation?

**Clarification: Project plans, staffing plans, LCTCS task assignments, system technical and end user manuals, etc.**

20. What languages do you anticipate needing?

**Clarification: At this point in time we have only considered English.**

21. Please highlight any Country/Region/Location specific requirements (exceptions by certain countries) we should know about.

**Clarification: There are none.**

22. What kind of training approach do you typically do for software implementations? For the implementation partner, should we quote a train the trainer approach or having trainers develop training materials and deliver to the end user population.

**Clarification: Train the trainer approach.**

23. How much historical data would need to be converted? Please describe anticipated volume by functional area.

**Clarification: We do not anticipate using the historical data in the new system.**

24. What kind of engagement are you looking for? A comprehensive implementation, a combined partnership where both parties participate, more of a staff aug approach where the SI provides only functional/technical system expertise?

**Clarification: We will expect the successful bidder to the majority of the project management, system setup, and training. However, through this effort we need LCTCS technical and functional staff to learn how to use and support the platform.**

25. Please specify who you anticipate being responsible for the following deliverables/activities. This helps us understand what roles you need the vendor to provide.

**Clarification:**

- Project Management – Vendor
- Planning: Project Charter and Vision – Vendor
- Planning: Project Plan – Vendor
- Planning: Project Kick-Off Presentation and Delivery – Shared
- Planning: Change Management Plan and Execution – Vendor
- Planning: Communication Plan and Execution – Shared
- Analysis: Requirements Gathering and Documentation (functional and technical) – Vendor
- Analysis: Fit/Gap Analysis and Presentation – Vendor
- Analysis: Business Process Flows – Vendor
- Design: Functional Design – Vendor
- Design: Detailed Technical Designs – Vendor
- Build: Configuring the application - Vendor
- Build: Developing customizations – Vendor
- Build: Developing custom integrations – Vendor
- Build: Building Reports / Dashboards – Vendor
- Data Conversion: Getting the data out of the existing system - NA
- Data Conversion: Prepping/cleansing/transforming the data - NA
- Data Conversion: Loading data into each environment - NA
- Testing: Test Planning and Prep – Vendor
- Testing: Building System Test Scripts – Vendor
- Testing: Executing System Test Scripts – Vendor
- Testing: Fixing testing bugs found SIT – Vendor

- Testing: Building User Acceptance Test Scripts – Vendor
- Testing: Facilitating UAT – Vendor
- Testing: Executing UAT scripts – Vendor
- Testing: Fixing testing bugs found in UAT – Vendor
- Training: Developing the Training Plan – Shared
- Training: Coordinating Training Activities – Shared
- Training: Developing Training Materials – Shared
- Training: Delivering the Training – Shared
- Develop a Support Plan – Vendor
- Develop a Deployment/Cut-Over Checklist – Vendor

26. Is this an approved and budgeted initiative - both on the software and implementation side?

**Clarification: Management has committed the financial resources for this initiative for both the software and implementation.**

27. Do you have an anticipated implementation budget range allotted that we should target?

**Clarification: Not at this time. The project will be awarded to the lowest qualified bidder.**

28. How many contacts do you anticipate sending messages to from a marketing standpoint?

**Clarification: Unknown**

29. How many messages (both email and text) do you send on a monthly/yearly average?

**Clarification: Unknown**

30. How many users will need access to a marketing platform to create automated journeys and emails?

**Clarification: No less than twelve (13) and as much as twenty-six (26).**

31. What channels would you like to communicate to applicants/employees through (i.e. email, text, social media)?

**Clarification: All**

32. Will there be any international sending for SMS/texting?

**Clarification: No**

33. Is there a need to store results of background checks in this system?

**Clarification: Yes**

34. How many applicants do you anticipate on a monthly or annual basis?

**Clarification: Do not know**

35. How many new employees do you anticipate hiring over the next year?

**Clarification: Do not know**

36. What is the total number of both full time and part time employees you expect to have at the end of next year? Will all employees require access to ongoing development? If not, please identify number needing access.

**Clarification: Same as this year. Yes.**

37. How many of those employees will be managing job postings, applications, onboarding and ongoing employee development? Please break down by area and identify any overlapping groups.

**Clarification: Approximately 40**

38. On page 67, you reference “Account activity will be logged and monitored.” Please elaborate on the type of monitoring you are looking to do, and how you define account.

**Clarification: Need to know who last “touched” the process. Where is it stuck? Or where did it go wrong?**