Request for Proposals:
NYC Service AmeriCorps Recruitment System Design and Build

Basic Information

RFP Release Date	**October 18, 2019,** by 5PM EST
Proposal Due Date	**October 31, 2019,** by 5PM EST
Proposal Submission Instructions	All proposals must be submitted by the proposal due date via email to **fundrfp@cityhall.nyc.gov**. All proposals must include a Narrative and Budget. [**Attachment A – Doing Business Data Form (as described in below Application Instructions and Evaluation Criteria]** The Mayor's Fund will confirm receipt of all submitted applications. If you do not receive a confirmation email from the Mayor's Fund, please send an email without attachments to fundrfp@cityhall.nyc.gov to request a confirmation.
Anticipated Contract Term	**November 14th, 2019 – February 28th, 2020**
Anticipated Funding	**$99,999**
Anticipated Number of Contracts	1
Questions Regarding this RFP	All questions regarding this RFP should be directed to **fundrfp@cityhall.nyc.gov** by **October 24, 2019 by 12PM EST**. Responses will be made via email.
Required Proposal Documents	• Proposal Narrative • Proposal Budget • Completed Doing Business Data Form

I. Summary

The Mayor's Fund to Advance New York City ("Mayor's Fund"), with the assistance of NYC Service ("NYC Service"), seeks a design and build partner for creating an online recruitment system for the AmeriCorps programs run and managed by NYC Service.

II. Scope

NYC Service, a division of the Office of the Mayor, administers four AmeriCorps programs with approx. 250 members serving 10-12 months with community-based organizations or City agencies, building capacity at those partnerships to increase their ability to engage more New Yorkers and make our City a more equitable place for all of our residents. Members of these programs receive a trifecta of benefits: working on local pressing social issues, building workforce skills and developing civic leadership. In order for these programs to be successful, NYC Service recruits for members from throughout the City, state and country to find the most qualified candidates. Typically, there are 3-4 applicants for each position, which equals 750-1000 applications each year. After an application is received, it is reviewed and then a determination is made if a candidate will move to a phone screen. If a candidate passes a phone screen, the candidate is passed to a host site for an in-person interview and then a determination is made on the candidate with NYC Service.

In order to help streamline the process and allow NYC Service to process candidates more effectively and efficiently, NYC Service is seeking a vendor to design and build an online recruitment system that will carry a candidate from interest to application to interviews and allow staff and host site staff to review and comment on candidates throughout the process. This tech solution will allow the staff at NYC Service to spend more time interacting with individual candidates and less time processing candidates throughout the process.

In terms of specificity, the system should have a candidate facing piece that includes an interest form and the application to participate. The system should then have an admin facing piece that allows staff to review applications, schedule phone screen and interviews with candidates, take notes on interviews and collect preliminary pertinent data on accepted candidates. Ultimately, it would be a positive if the recruitment system could easily be able to speak to the new NYC Service content management system, launching in Fall 2019 on Salesforce.

This system should be web-based and, if possible, have mobile compatibility.

III. Design & Technical Guidelines

1. Content Areas
- Fillable application, including ability to upload requested documents such as a resume, that can be accessed by the roughly 2000 applicants each year – including a save and return feature.
- Ability to organize application submissions by date received, name, position applying for, etc.
- Ability to download the application into a PDF if needed.
- Ability to track status of applicants based on where they are in recruitment process.
- Ability to produce reports on applications received to track demographics for recruitment cycles.
- Ability to customize said reports with various templates for displaying data.
- Review feature for staff to record feedback in/alongside application (i.e. comment boxes accessible to reviewers on each application/file).
- Ability to send acceptance/rejection/next step emails from the system to applicants (i.e. easily accessible/customizable email templates)
- Scheduling function so phone screens and interviews can be scheduled from the system (i.e. functions similar to Calendly scheduling system)
- Ability for the system to have multiple reviewers commenting/reviewing on the same candidates via guest account permissions (guest accounts will have limited accessibility but must be able to have review function as part of permissions).

2. Human-centered & Accessible
- The applicant-facing portion should follow the principles of user-centered design (simplicity, obviousness, fit-for-purpose etc.).
- The System must adhere to Web Content Accessibility Guidelines (WCAG) 2.0 Level AA, per City Local Law.

3. Technical Expectations:
- Website Location: The interest form and application should live on, or be linked from, the NYC Service website (nyc.gov/service)
- Content Management System Connection: The Recruitment System must be able to speak to and download/export selected applicant information into the NYC Service Content Management System which will launch in Fall 2019. This system is being developed within Salesforce.
- Strict Adherence to City Security Standards: Protecting client and end-user information. More information available at: https://www1.nyc.gov/site/doitt/business/it-security-requirements-vendors-contractors.page
- Code Storage and Version Control: Recruitment System should be able to backup to previous versions in the event of data being deleted or otherwise lost from current version.
- Website Hosting: Vendor will provide a domain for the Recruitment System to live on.

IV. Deliverables and Timeline
The selected development partner will produce:
1. Suggested approach and technical strategy.
2. Build and implementation of the Application and staff review system.
3. Participation in user testing as development progresses.
4. System and performance testing for all features.
5. Security accreditation collaboration for all features.
6. Knowledge transfer and training for the NYC Service team managing the product.

Deliverables will include:

1. An interactive and user-friendly system used to capture application and review information on candidates applying for NYC Service's AmeriCorps programs.

2. Functionality to allow the online portal to communicate with the NYC Service's content management system hosted on a Salesforce platform.

3. Technical documentation and knowledge transfer for NYC Service staff on how to maintain and update the application, fields and system overall.

4. Performance and user testing of recruitment system.

5. Shareable training deck that exists as an accessible document for NYC Service to use post contract period.

The expected timeline and milestones include:

Date	Milestone
November 7th, 2019	Initial meeting with selected vendor partner
November 14th, 2019	Expectations and contracts are formalized and signed
November 28th, 2019	Development partner shares work plan for product to NYC Service
December 19th, 2019	First version of online portal is submitted to NYC Service to review and test
December 26th, 2019	First review period concludes and feedback is submitted to vendor
January 16th, 2020	Second version of online portal is submitted for review and feedback
January 23rd, 2020	Second review period concludes and final feedback is sent to development partner
February 6th, 2020	Development partner shares final version of online portal
February 13th, 2020	Final version is delivered to NYC Service and staff training sessions begin

Application Instructions and Evaluation Criteria

Interested organizations should submit a Narrative and Budget as described below and the attached Doing Business Data Form ("Attachment A"). The Q&A for the Doing Business Data Form is Attachment B to this RFP.

I. Evaluation Procedures and Basis for Contract Award
All applications accepted by NYC Service will be reviewed to determine whether they are responsive or nonresponsive to the requirements of this RFP.

All applications will be reviewed and evaluated based on the criteria set forth in this RFP. Awards will be based on the quality of the proposed project as set forth in the application. Awards will be made to the highest rated vendors whose applications are technically viable and whose prices do not exceed the conditions set forth in the RFP. However, NYC Opportunity reserves the right to conduct site visits and/or interviews and/or to request that applicants make presentations and/or demonstrations, as is deemed applicable and appropriate.

NYC Service reserves the right to award less than the full amount of funding requested in the best interests of the City. NYC Service reserves the right, once applications have been submitted, to suggest possible collaborations between vendors and/or engage in negotiations with potential vendors before making final contract awards.

II. Scoring
NYC Service Evaluation Committees will evaluate and rate all remaining applications based on the evaluation criteria and scoring guidelines prescribed below:

1. Organizational experience and capacity (20 points)
Describe your organization's relevant experience and capacity to complete the above-listed deliverables. Please include a list of relevant staff and corresponding qualifications, concurrent projects (if any) and plans for implementation, examples of completed projects and outcomes, and other information that demonstrates successful relevant experience and capacity to meet the goals outlined in this RFP.

2. Proposed Approach (70 points)
Describe your organization's proposed approach to meet the milestones outlined in this RFP. Please include detailed information on your proposed implementation plan and rationale for why it will be effective in meeting the goals outlined in this RFP:
- Online Recruitment System Design (25 points)
- Online Recruitment System Build (25 points)
- Backend Development for System Communication with NYC Service's CMS (10 points)
- Design and Technical Documentation (10 points)

3. Budget Management (10 points)
Provide an itemized budget, including breakdowns by component, for how the funding will be allocated to complete the deliverables outlined in this RFP.