

Recruitment Portal RFP Q&A

1. In the Scope of Work it is mentioned up to 2,000 applicants annually. How many users would there be to perform review of applicant information and scheduling interviews or accessing reports?

A: 7 main users that will have administrative privileges to create, edit and distribute materials, etc; about 100 guest users that will have the ability to schedule interviews, review applications, comment on applications, etc.

2. In the last bullet under Technical Expectations, it is mentioned Vendor will provide a domain for the system to live on. Are you looking for the Vendor to actually host the web application on its servers and purchase a domain for the site? Or host the web application and its data on Vendor resources and have a link from the nyc.gov website to the Vendors defined domain to access the web application?
 - a. If the Vendor is hosting the web application and the data, is the monthly hosting and support costs assumed as part of the overall bid or is that a separate cost to be proposed? What is the term of hosting and what happens upon its renewal?

A: Ideally, we want the vendor to be the host and manager of the system.

- b. If the Vendor is not hosting the web application on its resources, can you provide details where and how the web application and its data will reside?

A: If Vendor is unable to host, we can host through our city's information technology department (if absolutely necessary) but the data will reside with a third party cloud system, with vendor providing management support.

3. What is the plan regarding ongoing support and maintenance of the web application? IS this to be included as a cost in the proposal and for what period of time?

A:

- **Ongoing maintenance and support is an expectation, with at least one point of contact for our team to troubleshoot with.**
- **Expectation for maintenance and support will run the calendar year**
- **Anticipated costs of maintenance and support should be laid out in the budget with clear pricing details.**

4. There are application frameworks and platforms that can be used to provide a robust foundation to provide the functionality requested along with other features and capabilities. These platforms usually have a more rapid time to market requiring less ground up development so initial costs would be the licensing of the platform and customization and configuration services to build the specific workflow and functions requested. Is this a solution you would be interested in? If so, the platforms are usually an

annual subscription fee. We can propose the initial 12 month subscription as part of the bid but how would you like to have ongoing renewals for subscriptions and support/maintenance be presented?

A: Our most preferred option would be a SaaS, but we are open to a custom build as a solution. An ongoing renewal can be negotiated near the end of the subscription period.

5. Is the candidate interest form and application the same or different?

a. If different, what's the purpose of each?

A: The interest form is a document that exists constantly to allow prospective candidates to alert us of their interest in our programs so that we may send more information their way.

The application proper is a temporary document that lists all the necessary pieces of documentation needed for a candidate to be considered for our programs.

6. How many pages/fields that are expected to be in these forms?

A:

- **1-2 pages for interest form**
- **8-9 pages of questions**

7. Should corrections be allowed in the forms after submission until it hits the next stage?

A:

- **After the form is submitted, there should be no edits allowed**
- **Until the application is 100%, applicants should be allowed to edit**

8. Is following the desired process? Publish job posting -> Form submission -> Filter for Phone interview (notify the candidate either way) -> Appointment for call -> Phone call -> Filter for interview (notify candidate either way) -> Appointment for interview (who covers the travel cost?) -> Result of the interview (is the end point?)

A: This is mostly accurate. Our entire interview process is set to be virtual though, so there will be no need for physical meeting. We also would like the ability to send batch emails to candidates on whether their application is moving forward or not, but we don't want that to be an automatic alert to the candidate.

9. All of the above will be done interactively w/ the system?

A: Yes, we would like to be able to accomplish all tasks, including email correspondence, through the recruitment system.

10. How is onboarding done once hired?

A: On-boarding is done outside of this system through box.com

11. What functionality do you envision when you integrate w/ salesforce content management system?

A: Data drop and record update

12. What type of contents are stored in CMS?

A:

- **PDFs, images, word docs, etc.**
- **Contact information of partners as well as what teams in our office said partners are interacting with.**

13. What kind of activities do you foresee being done w/ mobile devices?

A:

- **Completing the application, including uploading documents**
- **Account access and updating**

14. Would you allow concurrent editing of the same record (not advisable)?

A: One user editing a record at a time with the ability take over other users off

15. Would it suffice if a link is provided at nyc.com/service to access the website?

A: Depending on where the link is embedded

16. Do you have any preference for domain name to host?

A: We currently have our domain names with GoDaddy

17. Would the vendor manage the domain and all hosting activities for a specified contract term? If yes, are there restrictions if it is hosted on the cloud?

A:

- **Vendor should manage all hosting activities**
- **Domain name should be managed by NYC Service**

18. Do you need continued support for the website or would it be handed over to internal IT department?

A: Continued support is ideal, as we will need someone to reach out to and contact in the event something goes wrong (ie: data is lost, system isn't working, applications aren't being uploaded).

19. Is teaming encouraged?

A: This is a single contract awarded to the vendor

20. Is there any restrictions on where the product is developed (off-site or off-shore work)?

A: There aren't.

21. Do you have any preferences or boundaries on what technologies to use or not?

A: NYC DoITT will advise - widely used and secure languages preferred.

22. Under Design & Technical Guidelines -> #1, there is a point about scheduling function similar to Calendly. Calendly allows integrating with intercom and multiple other 3rd party applications like zoom, etc. Please clarify what exactly is expected here or can we propose with only what we can support?

A: The main objective of this function is to automate the booking and scheduling of meetings between all users.

23. The other one, under the same section, is about customizing reports with various templates. This kind of looks like building a mini reporting module with multiple customizable templates. Pl let me know if my understanding is correct or not.

A: We need to pull reports in order to send email communications, organize data, and run simple data queries.

24. What does it typically mean "vendor will provide a domain for the system to live on"? We will need to host the system? Pl let us know.

A:

- **Vendor will ideally provide server and hosting services, whether through a third party or other.**
- **Domain will be managed by NYC Service**

25. "System should be able to backup to previous versions" - Can you please elaborate more on this, specifically for custom developed website?

A: Similar to daily hosting backups, the entire site should be saved in the event the site breaks or data is disorganized

26. Under Deliverables and Timelines, what is security accreditation collaboration?

A:

- **SSAP outlining all of the security features to protect data**
- **For example, if Amazon is used as a host (AWS) we would need to see and approve all the security features and ensure the information is secure and private.**