



REQUEST FOR INFORMATION

DOHR Talent Acquisition and Talent Management Suite
RFI #31907-24001 – State Response to Questions

Tennessee Department of Finance & Administration, Strategic Technology Solutions, Enterprise Resource Planning Division

Cherie Graves | May 24, 2024

RFI #31907-24001 – Amendment #1



REVISION DATES.

Rev #	Description of Change	Author	Effective Date
1.0	Section 4: RFI SCHEDULE OF EVENTS	Cherie Graves	5/24/2024
1.0	Amendment 1 – State Response to Written Questions	Cherie Graves	5/24/2024



DEPARTMENT OF HUMAN RESOURCES

**REQUEST FOR INFORMATION # 31907-24001
AMENDMENT # 1
FOR TALENT ACQUISITION AND TALENT
MANAGEMENT SUITE**

DATE: May 24, 2024

RFI # 31907-24001 IS AMENDED AS FOLLOWS:

1. This RFI Schedule Events is amended to allow additional time to respond.

EVENT		TIME (Central Time Zone)	DATE (all dates are State business days)
1.	RFI Issued		May 10, 2024
2.	Written Questions & Comments Deadline	2:00 p.m.	May 17, 2024
3.	State Response to Written Questions & Comments		May 24, 2024
4.	RFI Response Deadline	2:00 p.m.	May 31, 2024 June 5, 2024
5.	State Completes Review of Responses and Schedules Demonstrations		June 21, 2024 June 28, 2024
6.	Demonstrations for Selected Vendors	8:00 a.m. – 4:30 p.m.	July 11, 2024

2. State responses to questions and comments amend and clarify this RFI. The States Responses to Written Questions and Comments are below.

Any restatement of RFI text in the Question/Comment column shall NOT be construed as a change in the actual wording of the RFI document.

3. In response to question 65, a Word document of the original RFI is attached hereto as **Attachment 1**.

4. **RFI Amendment Effective Date**. The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFI not expressly amended herein shall remain in full force and effect.

QUESTIONS AND ANSWERS

No.	Page #	SOW Section	Vendor Questions	State Response
1	Page 2	<p>DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 6. Technical Information Form, Question 5.b. and Table 3.1: List of Business Needs in Section 2. Proposed Solutions</p>	<p>How would you like us to inform you if our platform cannot accomplish specific requirements laid out on the document?</p>	<p>Vendors may submit responses to the RFI indicating the requirements they are able to address in Table 3.1 List of Business Needs. If the vendor is unable to meet a requirement, please indicate so. Be sure to answer questions regarding vendor partners and standard integrations. It is strongly encouraged to submit a partnered response if the vendor regularly partners with a company that meets the other needs in the RFI.</p>
2	Page 1	<p>DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 6. Technical Information Form, Question 5.b. and Table 3.1: List of Business Needs in Section 2. Proposed Solutions</p>	<p>What types of roles are the most challenging to fill?</p>	<p>Licensed professionals like those in the medical, law enforcement, or maintenance fields. Positions that are high impact and people focused like drivers license and mental health professionals.</p>

3	Page 2	<p>DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 6. Technical Information Form, Question 5.b. and Table 3.1: List of Business Needs in Section 2. Proposed Solutions</p>	<p>What recruiting/sourcing tools do you currently use?</p>	<p>Under Tenn. Code Ann. §10-7-504(i) vendor identity or a description of the goods or services provided by a vendor shall be confidential.</p>
4	Page 1	<p>DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 1.</p>	<p>Any specific challenges with recruiting/sourcing that you're hoping to improve?</p>	<p>Per this RFI, DOHR expects the cloud-based solution to enable seamless job postings across various platforms, source candidates, leverage modern communication tools like artificial intelligence (AI) and text messaging, enhance the candidate experience, streamline candidate screening, automate interview scheduling, analyze data, and forecast trends.</p>
5	Page 1	<p>DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 1.</p>	<p>What is your current ATS?</p>	<p>Under Tenn. Code Ann. §10-7-504(i) vendor identity or a description of the goods or services provided by a vendor shall be confidential.</p>
6	Page 5	<p>DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 6. Technical Information Form, Question 5.b. and Table</p>	<p>What is your current CRM?</p>	<p>Under Tenn. Code Ann. §10-7-504(i) vendor identity or a description of the goods or services provided by a vendor shall be confidential.</p>

		3.1: List of Business Needs in Section 2. Proposed Solutions. Question 66.		
7	Page 1	DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 1.	How many people are on the TA team?	There are 22 employees/contractors on the DOHR recruiting team, 628 agency recruiters, and 2,614 hiring managers.
8	Page 2	DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 6. Technical Information Form, Question 5.b. and Table 3.1: List of Business Needs in Section 2. Proposed Solutions	May we submit only the parts that we can address, or are you looking for a vendor that can meet all needs listed in RFI 31907-24001?	See answer to question 1 above.
9	Page 4	DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 6. Technical Information Form, Question 5.b. and Table 3.1: List of Business Needs in Section 2.	Could you advise the number of candidates or employees each year you would potentially administer an assessment?	The State expects up to 150,000 applicants per year.

		Proposed Solutions		
10	Page 10	DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 5	Does the State plan to make a purchasing decision based on the responses/demo's from this RFI or will you go to RFP?	The RFI process allows the State to learn about products and services on the market to assist us in developing a future procurement strategy.
11	Page 10	DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 5.1	If the State releases an RFP for this project, when will that occur? Will it be an open bid or will it only be sent to those who submitted an RFI response?	Per Section 5.1 of this RFI, responding to this RFI is not a prerequisite to any future solicitations related to this project.
12	Page 16	DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 6, Cost Informational Form	Has the State approved budget approval for this project?	Through this RFI, the State seeks to learn about the estimated cost of a Talent Acquisition and Talent Management Suite
13	Page 1	DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 1.	What is the State's employee count (full-time, part-time, temp, etc.)?	Full Time Total: 41,267 employees Part Time Total: 2,335 employees Seasonal Total: 107 Employees
14	Page 5	DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 1.	What is the State's current enterprise resource planning (ERP) and human capital management (HCM) software?	Under Tenn. Code Ann. §10-7-504(i) vendor identity or a description of the goods or services provided by a vendor shall be confidential.

15	Page 1	DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 1.	What Applicant Tracking System(s) are currently in use by the State?	Under Tenn. Code Ann. §10-7-504(i) vendor identity or a description of the goods or services provided by a vendor shall be confidential.
16	Page 1	DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 6. Technical Information Form, Question 5.b. and Table 3.1: List of Business Needs in Section 2. Proposed Solutions	Does the State use any third-party systems to manage its career sites and job pages?	Yes. Under Tenn. Code Ann. §10-7-504(i) vendor identity or a description of the goods or services provided by a vendor shall be confidential.
17	Page 6	DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 6. Technical Information Form, Question 5.b. and Table 3.1: List of Business Needs in Section 2. Proposed Solutions	What vendor does the State use to run background checks on candidates?	Under Tenn. Code Ann. §10-7-504(i) vendor identity or a description of the goods or services provided by a vendor shall be confidential.

18	Page 6	<p>DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 6. Technical Information Form, Question 5.b. and Table 3.1: List of Business Needs in Section 2. Proposed Solutions, Question 89</p>	<p>What additional third party vendors does the State use in the recruitment process (assessments, I9, eVerify, reference checks, etc.)?</p>	<p>The State currently uses third party vendors for career sites and resume parsing, and assessments in the recruitment process. The State also uses vendors for ATS, application maintenance, reporting, etc. We also use vendors for fingerprint/background and drug testing. Under Tenn. Code Ann. §10-7-504(i) vendor identity or a description of the goods or services provided by a vendor shall be confidential.</p>
19	Page 5	<p>DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 6. Technical Information Form, Question 5.b. and Table 3.1: List of Business Needs in Section 2. Proposed Solutions. Question 66.</p>	<p>It is mentioned, “The solution must integrate with the State’s enterprise resource planning (ERP) and human capital management (HCM) software.” I have no doubt we can do this as we’ve done it many times, but what are the state’s current ERP and HCM vendors? Who do we need to integrate with?</p>	<p>Under Tenn. Code Ann. §10-7-504(i) vendor identity or a description of the goods or services provided by a vendor shall be confidential.</p>
20	Page 2	<p>DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 6. Technical Information Form, Question 5.b. and Table</p>	<p>In the requirements table it says, “N” indicates not required.” Does that mean you are not looking for a response to those rows? Or are they more like ‘nice to have’ and you’d still like to know if it’s feasible?</p>	<p>Per the RFI, all items in Table 3.1 are required unless indicated by "N" below. The State is seeking information whether the vendor can fulfill the features not required.</p>

		3.1: List of Business Needs in Section 2. Proposed Solutions		
21	Page 1	DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 1.	Will the Recruiting/Onboarding system be used by all Executive Departments of the State of Tennessee? If not, which Departments are included in this RFP?	Through this RFI, the Tennessee Department of Human Resources seeks an enterprise-wide solution, as they support executive branch agencies in the talent acquisition and talent management process.
22	Page 5	DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 6. Technical Information Form, Question 5.b. and Table 3.1: List of Business Needs in Section 2. Proposed Solutions	The RFI requires that the new system integrate with the State's existing ERP and HCM systems. Is the existing system Oracle Peoplesoft? Is the existing system operating within the State's data center, or is the existing system operating in Oracle's Cloud infrastructure? If within Oracle's Cloud Infrastructure, when does the Oracle contract end?	Under Tenn. Code Ann. §10-7-504(i) vendor identity or a description of the goods or services provided by a vendor shall be confidential.
23	Page 6	DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 6. Technical Information Form, Question 5.b. and Table 3.1: List of	Will the State consider a solution that requires a vendor's core HCM system to also be implemented from which information can be integrated to the State's existing ERP and HCM system?	Yes, vendors may submit responses to the RFI indicating the requirements they are able to address in Table 3.1 List of Business Needs. Please specify integration points.

		Business Needs in Section 2. Proposed Solutions		
24	Page 1	DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 1.	How long does the State plan on retaining and operating the existing ERP and HCM system?	The purpose of this RFI is to evaluate Talent Acquisition and Talent Management Suites currently in production. As such, this RFI does not address the State's ERP and HCM system. Per question 22 above, the vendor may address specific HCM features in their solution and identify recommended integration points.
25	Page 10	DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 5	When does the State anticipate releasing an RFP for a Recruiting/Onboarding system?	The RFI process allows the State to learn about products and services on the market to assist us in developing a future procurement strategy. Thus, a procurement strategy or timeline has not been developed.
26	Page 10	DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 5	When does the State anticipate contracting for a new Recruiting/Onboarding system?	See answer to question 24 above.
27	Page 10	DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 5	How many years will the State contract for a SaaS solution?	The State has not determined the years of a potential contract at this point, but the State is open to different terms of licensing that vendors would like to propose.
28	Page 9	DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 3.1	Should the response to the RFI be submitted physically, via email, or through an upload portal?	Per Section 3.1 of this RFI, responses may be submitted via email or physically to Cherie L. Graves, Contract Manager Tennessee Tower, 17th, Floor 312 Rosa L. Parks Ave, Nashville, TN 37243

				(615) 253-2275 Cherie.L.Graves@tn.gov
29	Page 1	DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 1.	How many annual hires will we be supporting?	Per Section 1 of the RFI, DOHR posts nearly 15,000 jobs annually.
30	Page 2	DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 6. Technical Information Form, Question 5.b. and Table 3.1: List of Business Needs in Section 2. Proposed Solutions	How many different candidate-facing languages do we need to support?	Per Table 3.1 List of Business needs, language translation is not required. However, some executive branch agencies are required to adhere to Title VI of the 1964 Civil Rights Act per 42 U.S.C.§2000d.
31	Page 3	DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 6. Technical Information Form, Question 5.b. and Table 3.1: List of Business Needs in Section 2. Proposed Solutions	For the Career Site, will this be a lift and shift or a new custom site? If so, about how many will need to built out of the gate?	The State is open to recommendations from the vendor whether a lift and shift or new custom site is recommended. The Career Site should include up to 30 total.

32	Page 6	<p>DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 6. Technical Information Form, Question 5.b. and Table 3.1: List of Business Needs in Section 2. Proposed Solutions, Question 89</p>	<p>What systems will the ATS need to integrate with as part of the candidate journey (i.e. background check vendor, ERP, onboarding, payroll, etc.)</p>	<p>See response to question 17 above.</p>
33	Page 1	<p>DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 1</p>	<p>Approximately how many full time and part time employees do you have?</p>	<p>See response to question 12 above.</p>
34	Page 9	<p>DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 3.1</p>	<p>Can we assume we can submit our response via email?</p>	<p>See response to question 27 above.</p>
35	Page 10	<p>DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 4</p>	<p>Will all questions and answers be shared from all vendors?</p>	<p>Yes, per the Schedule of Events, all questions will be answered by the State on May 22, 2024. All questions and answers are posted in one combined document.</p>

36	Page 2	<p>DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 6. Technical Information Form, Question 5.b. and Table 3.1: List of Business Needs in Section 2. Proposed Solutions</p>	<p>Are you considering multiple vendors for specific requirements, such as workforce planning and applicant tracking, or one system?</p>	<p>See response to question 1 above.</p>
37	Page 2	<p>DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 6. Technical Information Form, Question 5.b. and Table 3.1: List of Business Needs in Section 2. Proposed Solutions, Questions 1-69</p>	<p>What does your current hiring process look like?</p>	<p>External or internal candidates apply and for preferred service positions asked first round interview questions within the application process. Candidate lists are routed to agency recruiters who have 30 days to make their selection and code their candidate lists (hired, rejected, failing screening, etc.). Recruiters will schedule and conduct interviews, perform background checks, reference checks, and gather necessary documentation to complete the hiring process. Executive or internship positions do not have first round interview questions.</p>

38	Page 5	<p>DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 6. Technical Information Form, Question 5.b. and Table 3.1: List of Business Needs in Section 2. Proposed Solutions, Questions 70-88</p>	<p>What does your current onboarding process look like?</p>	<p>1. Background checks are requested, if applicable.2. Transaction form is submitted.3. Onboard IT Service Request is initiated, or other agency IT Service Request forms are started.4. Onboarding Request is initiated.5. Background checks come back with desired results, if applicable.6. Transaction form is final approved.7. Manager Pre/Onboarding New Employee Checklist is initiated and assigned to the Reports To supervisor if the employee.8. Employee’s 1st Day9. Employee Onboarding Activity Guide is made available to the employee.</p>
39	Page 5	<p>DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 1.</p>	<p>What is your current HCM System?</p>	<p>See response to question 13 above.</p>
40	Page 5	<p>DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 1.</p>	<p>What is your current ERP System?</p>	<p>See response to question 13 above.</p>
41	Page 1	<p>DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 1.</p>	<p>What is your current Payroll System?</p>	<p>The purpose of this RFI is to evaluate Talent Acquisition and Talent Management Suites currently in production. As such, this RFI does not address the State's payroll system. Additionally, under Tenn. Code Ann. §10-7-504(i) vendor identity or a description of the goods or services provided by a vendor shall be confidential.</p>

42	Page 6	<p>DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 6. Technical Information Form, Question 5.b. and Table 3.1: List of Business Needs in Section 2. Proposed Solutions, Question 89</p>	<p>What additional integrations are required? a. Background Check: b. Assessments: c. LMS: d. Reporting: e. Other:</p>	<p>See response to question 17 above.</p>
43	Page 4	<p>DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 6. Technical Information Form, Question 5.b. and Table 3.1: List of Business Needs in Section 2. Proposed Solutions, Question 44</p>	<p>Where are skills being stored today? Does DOHR assign skills based on candidate responses to screening questions?</p>	<p>Skills are not currently tracked within our ATS nor does DOHR assign skills. The purpose of this RFI is to determine how vendors manage candidate certifications, skills, education, etc. in their talent acquisition and applicant tracking systems.</p>
44	Page 2	<p>DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 6. Technical Information Form, Question 5.b. and Table</p>	<p>Would it be possible to get more information on the type of auto-search capability you are looking for in this requirement? Any examples would be helpful.</p>	<p>A solution that predicts the intent of candidates and auto fill information (like job title or skill set) when candidates are searching for opportunities. When candidates search for a job, it would display other similar jobs they could be interested in. The expectation of this solution would be to assist candidates in finding jobs that pertain to their skills or</p>

		3.1: List of Business Needs in Section 2. Proposed Solutions, Question 10		interests. For example, if they are looking for an Accountant job and another job refers to accounting tasks within the knowledge, skills, abilities, competencies, it should return those jobs.
45	Page 5	DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 6. Technical Information Form, Question 5.b. and Table 3.1: List of Business Needs in Section 2. Proposed Solutions, Question 68	What platforms would the ATS need to integrate with for scheduling interviews?	The State is seeking recommendations from vendors regarding existing and/or standard integrations available with the vendor's platform. Under Tenn. Code Ann. §10-7-504(i) vendor identity or a description of the goods or services provided by a vendor shall be confidential.
46	Page 7	DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 6. Technical Information Form, Question 5.b. and Table 3.1: List of Business Needs in Section 2. Proposed Solutions, Question 90	How many years of data would DOHR want to migrate?	The State would like to migrate 5 years of data.

47	Page 8	<p>DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 6. Technical Information Form, Question 5.b. and Table 3.1: List of Business Needs in Section 2. Proposed Solutions, Question 112</p>	<p>There are ~162 RDA'S listed for DOHR. Could you provide more guidance on the specific ones we must comply with? Our primary data collected includes name, date of birth, and address.</p>	<p>1) Recruiting RDA'S from DOHR include Employment Applications - Not Selected Candidates RDA Number SW28 2) Veteran Bypass Letters - RDA Number 11123 3) Executive Service Job Application Records - RDA Number 11122.</p>
48	Page 9	<p>DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 6. Technical Information Form, Question 5.b. and Table 3.1: List of Business Needs in Section 2. Proposed Solutions, Question 131</p>	<p>What systems are included in the "State's suite of tools"?</p>	<p>Under Tenn. Code Ann. §10-7-504(i) vendor identity or a description of the goods or services provided by a vendor shall be confidential. Please provide information regarding reporting and Business Intelligence vendors with which the system integrates.</p>
49	Page 2	<p>DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 6. Technical Information Form, Question 5.b. and Table</p>	<p>Ability to view employee blog stories from public facing career website. Can you provide use case for clarification and expectation?</p>	<p>Use Case: Current employee provides blog story like "A Day in the Life of a Park Ranger". Actors: Employee. Communication/DOHR team. Steps: 1. Employee provides context of what daily activities they do to perform a job. 2. The DOHR communications/recruiting team is able to publish either a blog, video, or highlights reel onto public facing</p>

		3.1: List of Business Needs in Section 2. Proposed Solutions, Question 11		career sites. Expectation: Easy way to publish content from current employees to attract prospective candidates.
50	Page 2	DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 6. Technical Information Form, Question 5.b. and Table 3.1: List of Business Needs in Section 2. Proposed Solutions, Question 12	Ability to display dynamic content based on the candidate's interested agencies. Dynamic content could include but is not limited to career progression, associate spotlight, videos, etc. Can you provide use case for clarification and expectation?	Use Case: Current employee provides content that would be used to attract prospective candidates. Actors: Employee. Communication/DOHR team. Steps: 1. Employee provides content (career progression info, associate spotlight, etc.). 2. The DOHR communications/recruiting team is able to publish either a blog, video, or highlights reel onto public facing career sites. Expectation: Easy way to publish content from current employees to attract prospective candidates.
51	Page 3	DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 6. Technical Information Form, Question 5.b. and Table 3.1: List of Business Needs in Section 2. Proposed Solutions, Question 33	Ability for candidates to utilize single sign on to State ERP system. Can you provide use case for clarification and expectation?	Use Case: Candidate utilizes a login portal to access State ERP system. Actors: Employee. External Candidate. Steps: 1. Candidate navigates to a portal login screen. 2. Candidate is brought to personalized portal page that allows them to view what jobs they have applied for, what correspondence has been sent to them, application status, etc. Expectation: Candidate has an easy way to access and view pertinent information.

52	Page 3	<p>DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 6. Technical Information Form, Question 5.b. and Table 3.1: List of Business Needs in Section 2. Proposed Solutions, Question 37</p>	<p>Ability for candidates to withdraw their application if the job has not been routed to the agency recruiter. Can you provide use case for clarification and expectation?</p>	<p>Use case 1: Candidate withdraws application for job still posted. Actors: Candidate. 1. Candidate logins or access the application submitted. 2. Candidate has the option to withdraw application if job is still actively posted. Use case 2: Recruiter withdraws application on behalf of candidate, once candidate has been routed. Actors: Candidate and Recruiter. 1. Candidate reaches out to recruiter to withdrawn their application. 2. Recruiter locates and withdraws application on behalf of the candidate.</p>
53	Page 5	<p>DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 6. Technical Information Form, Question 5.b. and Table 3.1: List of Business Needs in Section 2. Proposed Solutions, Question 68</p>	<p>Ability to automatically schedule interviews with eligible candidates on a variety of platforms. Can you provide use case for clarification and expectation?</p>	<p>Use case 1: Allows candidates to select the best interview time based off interviewing team availability. Actors: Candidate. Recruiting/interviewing team. 1. Candidate is sent a link to select interview time. 2. Once candidate makes selection it auto generates an calendar invite (Teams meeting, WebEx, Zoom, etc.) to candidate and interviewing team. Use case 2: Recruiter schedules interviews and send to candidate and interviewing team. Actors: Candidate. Recruiting/interviewing team. 1. Recruiter sends interview appointment based off candidate/interviewing team ability and preferred meeting platform.</p>

54	Page 6	<p>DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 6. Technical Information Form, Question 5.b. and Table 3.1: List of Business Needs in Section 2. Proposed Solutions, Question 76</p>	<p>Must be able to synchronize users from an job/career site source from the State's ERP interface into the vendor's solution. Can you provide use case for clarification and expectation?</p>	<p>Use case 1: Candidate applies for a job from State Career Sites OR 3rd party website (Indeed, Monster, LinkedIn) and is synced into the State ERP system. Actors: Candidate. 1. Candidate applies for job from State career site. 2. Candidate data is captured and synced into State ERP system with information about where that candidate applied from.</p>
55	Page 6	<p>DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 6. Technical Information Form, Question 5.b. and Table 3.1: List of Business Needs in Section 2. Proposed Solutions, Question 81</p>	<p>Provide the option to lock lists and automatically set job expiration dates (30 days from posting the job). Can you provide use case for clarification and expectation?</p>	<p>Use case 1: DOHR Agency Resource Center (ARC) locks list from being editable to the agency recruiters. Actors: DOHR ARC. 1. DOHR audits the documentation attached to a job and locks the job. 2) The lock action disables all functionality except for the Application, Resume, and Print icons/actions. Expectation: DOHR Agency Resource Center (ARC) and System Administrators have a Lock and Unlock button. Use case 2: Once job is routed to agency recruiters, it automatically populates a route date and expiration date (30 days from job routing). Actors: DOHR Recruiters. 1. Job posting cycle has ended and the DOHR recruiters route eligible candidates to agency recruiters. 2. When the job is routed the system automatically displays route date and also displays the expiration date (30 days from when a job was routed).</p>

				<p>Expectation: Once job has been routed, a 30 day expiration time line is automatically set on job that is viewable to the agency recruiters.</p>
56	Page 6	<p>DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 6. Technical Information Form, Question 5.b. and Table 3.1: List of Business Needs in Section 2. Proposed Solutions, Question 82</p>	<p>Configurable approval workflow stages for processing job approvals. Is this approval workflow for FTE approval, requisition approval, compensation approval, posting approval or hiring approval?</p>	<p>The State is seeking information from vendors regarding its workflow capabilities in job posting approval, along with any other workflows the vendor can support during the applicant tracking process.</p>

57	Page 7	<p>DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 6. Technical Information Form, Question 5.b. and Table 3.1: List of Business Needs in Section 2. Proposed Solutions, Question 90</p>	<p>Migration of existing data and files from current solution to the new system(s). What are the file types of existing data and how many years of legacy data would you be migrating? Do you have any estimate of how many data sets that would need to be migrated?</p>	<p>We will need to migrate 50 or more tables and at least 5 years' worth of data.</p>
58	Page 9	<p>DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 6. Technical Information Form, Question 5.b. and Table 3.1: List of Business Needs in Section 2. Proposed Solutions, Question 132</p>	<p>Data retention policies supported via system settings for specific documents and document groups. Can you provide the use cases and type of document groups being referred to in the statement?</p>	<p>See response to question 46 above.</p>

59	Page 9	<p>DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 6. Technical Information Form, Question 5.b. and Table 3.1: List of Business Needs in Section 2. Proposed Solutions, Question 134</p>	<p>Ability to set up automated testing using defined test cases. Can you provide the use case and expectations?</p>	<p>Use case 1: Setting up testing scripts based off changes/actions taken. Actors: Recruiter. System Administrator. 1. Recruiter or system administrator records oneself taking actions within system. 2. Automated test plans/training guides are created from recorded steps. 3. Training guide is published for users. Use case 2: Run automated tests based off testing scripts. Actors: System Administrator. 1. Based off defined testing scripts run testing automatically on behalf of system administrator. or recruiter 2. Summarize testing success and provide details over testing failures.</p>
60	Page 9	<p>DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 6. Technical Information Form, Question 5.b. and Table 3.1: List of Business Needs in Section 2. Proposed Solutions, Question 137</p>	<p>Provides Extract, Transform, Load (ETL) capabilities for data import. Is the expectation for the vendor to extract data from current and historical environments, transform the data into required data sets, load and validate; or will the State complete the data templates for load and validation by the vendor?</p>	<p>The State is seeking information from vendors regarding its current data reporting capabilities, including ETL. Please clarify whether the vendor system has data import abilities and whether the vendor is able to complete these tasks or if the State will be required to complete these tasks.</p>

61	Page 3-4	<p>DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 6. Technical Information Form, Question 5.b. and Table 3.1: List of Business Needs in Section 2. Proposed Solutions, Questions 4-20</p>	<p>Assuming business process improvements be within scope of the contract, what recruiting steps/tasks pose the biggest pain point, manual intervention, and delay in the hiring process?</p>	<ol style="list-style-type: none"> 1. First round interview question integration is not intuitive or user friendly (ease of use, reporting). 2. Lack of qualified candidates/skills tracking. 3. Lack of communication tools to the hiring manager/agency recruiters (currently have to go outside the system to communicate changes). 4. Creating job postings can be time consuming.
62	Page 9	<p>DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 6. Technical Information Form, Question 5.b. and Table 3.1: List of Business Needs in Section 2. Proposed Solutions, Question 132</p>	<p>Will the new recruitment solution serve as the authoritative and record retention solution for all candidate data?</p>	<p>The purpose of this RFI is to evaluate Talent Acquisition and Talent Management Suites currently in production. As such, this RFI does not address the State's ERP and HCM system. Per question 22 above, the vendor may address specific HCM features in their solution and identify recommended integration points and recommended record retention practices.</p>
63	Page 9	<p>DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 6. Technical Information Form, Question 5.b. and Table</p>	<p>Will reporting within the recruitment tool address only hiring reporting needs or is it expected that the tool also integrate (bi-directional) with the States HRIS data?</p>	<p>See response to question 61 above.</p>

		3.1: List of Business Needs in Section 2. Proposed Solutions, Question 131		
64	Page 1	DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 1	Will the recruitment tool also serve as a jobs platform for broader employment opportunities outside of State direct hiring (e.g., commercial entities within the state or other Labor-focused initiatives)?	No. This effort is for the State of Tennessee Department of Human Resources only.
65	Page 4	DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 6. Technical Information Form, Question 5.b. and Table 3.1: List of Business Needs in Section 2. Proposed Solutions, Question 44	Will the recruitment tool serve as the repository for current state employee skills, certifications, etc.?	The purpose of this RFI is to determine how vendors manage candidate certifications, skills, education, etc. in their talent acquisition and applicant tracking systems. The State will evaluate these systems and determine the appropriate course of action.
66	Attachment 1	DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Amendment 1, Attachment 1	Can the RFI be sent in a word format? The data conversion from PDF to Word does not always convert properly.	Yes, the Word document is provided as Attachment 1 to this Amendment.

67	Page 13	DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 6. Technical Information Form	In light of the question above and iCIMS desire to participate in the RFI, there is a signature section at the end of the RFI. Do you need an iCIMS signature line added and signed, or a signed Cover Letter?	A signature is not required in the vendor's response to this RFI.
68	Page 10	DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 5.2	Based on the exchange of proprietary data, is there any issue with having an NDA in place?	Per Section 5.2, the RFI responses will not be available until after the completion of evaluation of any responses, proposals, or bids resulting from a Request for Qualifications, Request for Proposals, Invitation to Bid or other procurement methods.
69	Page 1	DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 1.	Is there anything done outside of the system today you are looking to improve?	See response to question 4 above.
70	Page 6	DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 6. Technical Information Form, Question 5.b. and Table 3.1: List of Business Needs in Section 2. Proposed Solutions, Question 87	What is the process to open, approve and post a new position/requisition? What team members are involved and within what solutions are actions taken?	Agency recruiters requests a job to be posted and creates job requisition. The job is then approved by the agency recruiting team first. Then the next step in the approval workflow is the DOHR recruiting team. Team members involved to open, approve and post new job are hiring managers/agency recruiters and DOHR Recruiting team.

71	6-7	<p>DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 6. Technical Information Form, Question 5.b. and Table 3.1: List of Business Needs in Section 2. Proposed Solutions, Question 82 and 92</p>	<p>Are there any steps in the recruiting workflow that have to be done in a specific order? If yes, what are they?</p>	<p>Agency recruiters will first create the job then once all the pertinent information is attached the job is submitted for approval to the agency recruiter queue. After the job is approved by the agency recruiter it is then sent to the DOHR Recruiting team for approval.</p>
72	Page 16	<p>DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 6 Cost Informational Form</p>	<p>Can you confirm current solution set request for pricing: ATS, Offer Management, Onboarding, Digital Assistant/Chatbot, Career Site, Candidate Relationship Management, Text Engagement?</p>	<p>The State is seeking solutions that meet the requirements in Table 3.1 List of Business Needs. The State requests the vendors provide cost information for all vendor solutions required to meet the list of business needs.</p>
73	Page 6	<p>DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 6. Technical Information Form, Question 5.b. and Table 3.1: List of Business Needs in Section 2. Proposed</p>	<p>Please confirm number of full time and part time employees?</p>	<p>Full Time Total: 41,267 employees Part Time Total: 2,335 employees Seasonal Total: 107 Employees</p>

		Solutions, Questions 76-88		
74	Page 10	DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 5	Please confirm contract term?	See response to question 26 above.
75	Page 16	DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 6, Cost Informational Form	Are you able to share the total project budget?	See response to question 11 above.
76	10-11	DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 5	Are there any special requirements or terms concerning the software agreements?	The State will review any additional software licensing terms as a part of a future solicitation, but not as part of this RFI.
77	Page 1	DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 1.	"The solution must integrate with the State's enterprise resource planning (ERP) and human capital management (HCM) software." What are the State's current ERP and HCM vendors? Who do we need to integrate with?	Under Tenn. Code Ann. §10-7-504(i) vendor identity or a description of the goods or services provided by a vendor shall be confidential.

78		<p>DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 6. Technical Information Form, Question 5.b. and Table 3.1: List of Business Needs in Section 2. Proposed Solutions</p>	<p>In the requirements table it says "N" indicates not required." Does that mean you are not looking for a response to those rows? Or are they more like 'nice to haves' and you'd still like to know if it's feasible?</p>	<p>See response to question 19 above.</p>
79		<p>DOHR Talent Acquisition and Talent Management Suite RFI 31907-24001, Section 6. Technical Information Form, Question 5.b. and Table 3.1: List of Business Needs in Section 2. Proposed Solutions</p>	<p>1. Is there a Word/Page Limit? 2. Is there a preferred format for RFI response document: PDF or other? 3. Is there a weightage for scoring the Technical and Cost sections? 4. Can we attach additional information files along with the main RFI Response document? 4.a. Is there a limit on the number/size of the attachments?</p>	<p>1. There is no page limit. 2. No format is preferred. 3. An RFI is an informal response, and thus is not scored. 4. Yes, additional files may be attached to the response. Though, a zipped folder or merged document is preferred. 4.a. RFI's are being accepted by email, and there is no drop box available. Our email size limit is 20MB. If multiple emails are being sent for a single reply, please clearly indicate in the subject or body (e.g., Email 1 of 2).</p>



STATE OF TENNESSEE
DEPARTMENT OF HUMAN RESOURCES

REQUEST FOR INFORMATION
FOR
TALENT ACQUISITION AND TALENT MANAGEMENT SUITE

RFI # 31907-24001
May 10, 2024

1. STATEMENT OF PURPOSE:

The State of Tennessee, DEPARTMENT OF HUMAN RESOURCES (DOHR) issues this Request for Information (“RFI”) for the purpose of discovering a robust, all-encompassing talent acquisition and talent management suite. DOHR seeks a single, modern solution to manage the full lifecycle or their business beginning with talent marketing, recruiting, applicant tracking, and through the onboarding process. We appreciate your input and participation in this process.

Through this RFI, DOHR seeks information on software solutions that currently exist in a cloud-based production environment to support an enterprise-wide talent management and talent acquisition process. DOHR will review responses to questions contained within this RFI and intends to observe the functionality of the vendor solutions in up to four (4) demonstrations. In planning its future procurement strategy, DOHR will consider all options available which meet the current and future needs of the fully integrated talent acquisition and talent management suite.

BACKGROUND:

The mission of DOHR is to lead enterprise human capital management for the optimal customer experience. The Recruiting Division’s goal is to match open jobs with candidate skills and experience. The team supports DOHR’s vision of being a top workplace in the Southeast. Recruiting helps build Tennessee State Government one successful hire at a time. The Recruiting Division posts nearly 13,000 jobs and holds over 30 career events annually.

An excellent applicant experience is imperative as DOHR seeks to enhance the enterprise recruiting process, talent acquisition, and retention strategies. DOHR expects the cloud-based solution to enable seamless job postings across various platforms, source candidates, leverage modern communication tools like artificial intelligence (AI) and text messaging, enhance the candidate experience, streamline candidate screening, automate interview scheduling, analyze data, and forecast trends. The solution must integrate with the State’s enterprise resource planning (ERP) and human capital management (HCM) software.

- 2. PROPOSED SOLUTIONS:** DOHR is requesting to review cloud-based software applications available to meet the needs addressed in the Statement of Purpose above and List of Business Needs (Table 3.1) below.

Table 3.1: List of Business Needs

**All items in this table are required unless indicated by "N" below.*

#	REQUIREMENT DESCRIPTION	REQUIRED?*
TALENT ACQUISITION - PLAN		
1	Provide advanced analytics for labor market intelligence on job postings, publicly available resumes or talent profiles, census data, or dynamic skills ontologies. Provide insight on labor (compensation, unemployment, size/composition of available workforce) and skills trends (supply, demand, availability by location and disappearing or emerging skills).	
2	Provide advanced analytics for operational workforce planning to determine the right number and types of workforce resources to hit projected business targets and execute on that plan.	
3	Provides advanced analytics to strategic workforce planning to model impacts of digital transformation, shifts in workforce preferences and skills, automation, demographics, and other macro trends impacting the organization.	
TALENT ACQUISITION - ATTRACT		
4	Ability to support recruitment marketing and employer branding practices.	
5	Ability to search for jobs utilizing a State of Tennessee map.	
6	Ability to search for jobs utilizing search facets like location, employment type, job family, agency, city, remote/work from home.	
7	Ability to candidate source from various job boards/websites.	
8	Ability to candidate source from in-person events.	
9	Provides a solution to attract a diverse network of students through messaging outreach, events, and career fairs.	
10	Provides automated job search capabilities like predict the intent of what candidate is searching for, helps find jobs with spelling errors, etc.	
11	Ability to view employee blog stories from public facing career website.	
12	Ability to display dynamic content based on the candidate's interested agencies. Dynamic content could include but is not limited to career progression, associate spotlight, videos, etc.	
13	Provide military skills translation to assist veterans in finding jobs.	
14	Provide recruiters the ability to match military skills to the minimum qualifications, knowledge, skills, abilities, competencies, etc.	

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15	Provide ability to post resources to assist candidates including but not limited to Frequently Asked Questions, information about State agencies, benefits, the hiring process, etc.	
16	Ability to broadcast jobs to various job boards/websites.	
17	Provides job board aggregation as a one-stop-shop for programmatic advertising to target interested/capable talent.	
18	Ability to automatically find, screen, and engage eligible candidates.	
19	Provide job fair event management tools like advertisement, registration, candidate sourcing, etc.	
20	Candidates should be able to set up job alerts (texts/emails) for jobs they are interested in.	
TALENT ACQUISITION - APPLY		
21	Provides an online mobile experience/plugin so candidates can access their profile from any device.	
22	Ability to accept/receive applications completed by candidates from online career/job sites.	
23	Ability to apply for a job without a resume.	
24	Ability to upload resume with embedded images.	
25	Ability to upload and parse resume data into corresponding application step.	
26	Ability to quickly apply by uploading a resume and submitting.	
27	Could have the ability to text to apply for jobs.	N
28	Could have the ability to auto create a profile in the State ERP system.	N
29	Could have the ability to apply for a job by scanning a QR code.	N
30	If candidates abandoned their application, provides auto-generated emails to remind candidates to complete their application. Delivery/timing of the emails should be configurable by the business.	
31	Provide flexibility to configure different application steps for various posting types.	
32	Ability to apply for a job without having to register for an account.	
33	Ability for candidates to utilize single sign on to State ERP system.	
34	Must be able to integrate first round interview questions (single choice, multiple choice, open ended) within the application process and capture candidates' responses.	
35	Ability to screen candidates automatically based off minimum qualifications.	
36	Ability to post internal jobs that are only available to State of Tennessee employees.	
37	Ability for candidates to withdraw their application if the job has not been routed to the agency recruiter.	

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38	Ability for candidates to apply using a screen reader.	
39	Allow candidates to save application in process and return to it at a later point if job is still available.	
40	Provides summary view to candidates so they can view what applications or correspondence they have either submitted or sent.	
41	Provides automated notification for selected activities (application submitted, withdrawn, etc.).	
42	Provide applicants the ability to scroll through what jobs are available when they are reviewing the contents of the job postings (i.e., qualifications, skills, abilities, etc.).	
43	Provides ability to track what application step candidates abandoned in the application process.	
TALENT ACQUISITION - ENGAGE		
44	Ability to manually tag candidates based on certifications, skills, education, etc. and send tailored communications via lists	
45	Provide auto-tagging on candidate profiles based on certifications, skills, education, etc.	
46	Provide the ability to send and receive text messages from candidates.	
47	Provide the ability to text candidates on an individual basis.	
48	Provide the ability to text candidates in a group but it hides other recipients contact information.	
49	Ability to see what correspondence is being sent via a recruiter vs. automated messages.	
50	Ability to see historical correspondence sent to candidates in candidate's profile.	
51	Provides candidates the option to opt in/out of receiving/sending text messages.	
52	Ability to set up configurable texting templates.	
53	Ability to configure notifications to the agency and DOHR recruiter, within 5 days of a job posting closing, to alert users if the list has not reached the minimum of 3 candidates with options to alter the posting (Extend, Cancel, Create a Recruiting Plan, etc.)	
54	Ability to personalize texting templates with relevant candidate or job information.	
55	Ability to text candidates from a team number or an individualized number.	
56	Provides auto alerts when there are new candidates and provide predictive analysis on the next action to take for that candidate.	
57	Ability to auto send email and/or text when candidates are found via auto-search.	

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58	Ability to sequence auto generated messages to candidates. For example, if candidates attend a recruitment event it auto generates messages like "Thanks for attending our event, would you like to learn more?" If no action is taken by candidate, it auto-remind the candidate to act. Example: 5 days later send a message like: "We know you're busy, would you like to learn more?" If candidates no longer want to be notified, they should be able to opt out.	
59	Provides a chatbot that candidates interact with when they text the general recruitment team number.	
60	Ability for the chatbot to provide solutions to frequently asked questions and learn new responses from the questions posed by candidates.	
61	Provide automated updates to candidate information so recruiters can actively talent pool for targeted recruiting.	
62	Ability to capture Talent Network interests (who are not ready to apply) and add them to Customer Relationship Manager/ERP site.	
63	Ability to delineate between external and internal candidates.	
64	Has a UI designed to quickly view and send communications to both external and internal users on an individual basis and in bulk.	
TALENT ACQUISITION - SELECT		
65	Ability to automate matching candidates to eligible jobs.	
66	Ability for recruiters to directly hire candidates and it synchronize to the State ERP system.	
67	Provides talent assessments of candidates based off knowledge, skills, abilities, competencies, behavior, technical abilities, etc.	
68	Ability to automatically schedule interviews with eligible candidates on a variety of platforms.	
69	Ability to code candidate lists (hired, rejected, failed screening, etc.)	
TALENT ACQUISITION - PREBOARD		
70	Provide a variety of background checks for various types of positions (depending on what position candidates apply for determine what type of background check is conducted).	
71	Ability to create an offer letter that the candidates can either accept or deny.	
72	Provide automation to streamline the reference checking process by automating the collection and analysis of feedback, eliminating the need for time-consuming manual outreach.	
TALENT ACQUISITION - TRANSITION MANAGEMENT/MOBILIZE		
73	Provide automated onboarding solution personalized to the agency/user.	

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74	Could have one-on-one personalized video content specific to new hires.	N
75	Provide checklists and workflows for HR administrators to onboard a new employee.	N
HUMAN CAPTIAL MANAGEMENT/APPLICANT TRACKING SYSTEM (ATS)		
76	Must be able to synchronize users from any job/career site source from the State's ERP interface into the vendor's solution.	
77	Ability to search for candidates based off skills, location/geographical preferences, weighting/candidate ranking, qualifications.	
78	Ability to quickly analyze data so recruiters know what actions are needed for jobs.	
79	Provides data visualizations and data visualization configuration options for jobs, candidates, and demographics.	
80	Must be able to delineate between non-veterans, veterans, and verified veterans.	
81	Provide the option to lock lists and automatically set job expiration dates (30 days from posting the job).	
82	Configurable approval workflow stages for processing of job approvals.	
83	Ability to configure/send auto reminders to agency recruiters and hiring managers to fill vacant positions within expiration date (30 days from posting job).	
84	Provides a different interface based on various user roles.	
85	Ability to configure intuitive user-friendly low code activity dashboards for varying user roles (e.g., DOHR recruiter dashboard with number of jobs posted, number of applicants by agency, etc.).	
86	Automatically pulls data from online applications into the core applicant tracking system.	
87	Ability for recruiters to set the open/remove date of jobs and it automatically post/remove jobs once date is reached.	
88	Must be able to automatically route eligible candidates when a job posting closes. The job type determines the routing workflow (executive, non-competitive, preferred service). Agency recruiters should only see candidates when they are routed to them.	
SOFTWARE - INTERFACING/INTEROPERABILITY		
89	Please specify all out-of-the-box integrations currently available, including but not limited to, with and between ERP systems, reporting software, electronic signature, email, and other applications.	
MIGRATION AND SYSTEM CONFIGURATION		

Attachment 1

90	Migration of existing data and files from current solution to the new system(s).	
91	Secure cloud document storage and document migration from secured file transfer protocol (SFTP) database.	
92	System configuration and customization of existing application templates, workflows, and user roles.	
USER TRAINING, MAINTENANCE, AND SUPPORT		
93	Provides online and in person training of solution.	
94	Provides detailed error messages with suggested solutions via online help.	
95	Allows administrators to update a help system to enter cases on behalf of customers/candidates.	
96	Ongoing maintenance and support of the system throughout the contract cycle, including established Service Level Agreements (SLA's) requiring response times, status reporting, and target resolution times. SLA's should consider impact, urgency, and priority.	
VENDOR DOCUMENTATION/ASSISTANCE		
97	Full project management support during migration, initial configuration, and implementation of the system.	
98	Support via phone and email during defined business hours.	
99	System specific documentation in an electronic format.	
AUDIT AND SECURITY		
100	Security that meets all the requirements listed at the following location: https://www.tn.gov/finance/strategic-technology-solutions/strategic-technology-solutions/sts-security-policies.html .	
101	Backup and recovery of the system that adheres to State regulations.	
102	Audit trail, for changes in the system, including timestamp and user associated with the change.	
103	Online tool designed to view audit trails.	
104	History tables that maintain change information related to application/job/recruiter activity.	
105	Date and time synchronization, which supports multiple time zones.	
106	Confidential data encrypted at rest and in transit, using the current version of Federal Information Process Standard ("FIPS") 140-3 or higher, specifically designed to safeguard FTI and PII.	
107	Provide the ability of security role to manage external user accounts (<i>i.e.</i> , log out users, reset passwords, disable log-on).	
108	Provides the ability to interface with State ERP system for internal/external user authentication (single sign on).	

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109	Records unsuccessful logon attempts and allows for automatic lockout of account upon specified number of attempts.	
110	Ability to generate security reports reflecting authorized use, account changes, security breaches or attempts.	
111	Ability to segment user access/roles by agency.	
112	Vendor must meet the state's defined RDA (Records Disposition Authorization).	
113	All state data must remain in the United States, regardless of whether the data is processed, stored, in transit or at rest.	
114	Meets all the requirements of the Tennessee Information Protection Act as provided in T.C.A. § 47-18-3201, <i>et seq.</i>	
115	Does not allow state data to be consumed by a vendor large language model and all inputs and outputs will be reviewed by a human to verify accuracy.	
116	Meets all provisions in the Generative Artificial Intelligence ISC Policy: https://www.tn.gov/lawsandpolicies/policies/information-systems-council--isc--policies/information-systems-council--isc--policies-main-redirect/isc-information-resources-policies/isc-policy-3-00--generative-artificial-intelligence--ai-.html	
COMPATIBILITY		
117	Works with all major internet browsers running the latest version (<i>i.e.</i> , Edge, Chrome, Firefox, Safari).	
118	Mobile friendly and responsive interface with no degradation of features or capabilities.	
119	Ability to add new customizable job/application templates and requirements as agency needs change.	
120	Allows integration of State Branding.	
121	Provides integration with Microsoft Office applications, supporting 'cut and paste' functionality between Office application and system applications/modules.	
REPORTING		
122	Describe reporting solutions you have implemented to integrate and report aggregate data from your systems. Include the tools, software, etc. used to implement the reporting solution and types of State resources that would be needed.	
123	Provides the ability to dynamically create and save reports.	
124	Provides users the ability to search, sort, filter, and view data and/or reports.	
125	Ability to auto generate reports and send to designated user/groups.	
126	Allows reports to be saved in various formats (<i>i.e.</i> , word, xlsx, txt, pdf, html, xml, etc.).	

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127	Allows date comparisons on reports (year-to-year, month-to-month, period-to-period, year to date, etc.).	
128	Includes pre-packaged reports, report modification query capability.	
129	Retains history of all generated reports.	
130	Data management system that is designed to enable and support business intelligence (BI), dashboards, and data analytics without negatively affecting the transaction system (s).	
131	Reporting which integrates with the State's suite of tools that can query and conduct analysis on the data contained in the system, including real-time or near real-time reporting.	
132	Data retention policies supported via system settings for specific documents and document groups.	
GENERAL SYSTEM REQUIREMENTS		
133	Cloud hosting capabilities that ensure the system is available 99.99% of the time except for scheduled maintenance.	
134	Ability to set up automated testing using defined test cases.	N
135	Provides accessibility for persons with disabilities consistently as reflected in Web Content Accessibility Guidelines WCAG 2.2. Level AA.	
136	Allows concurrent use of no less than 2,000 users without negatively impacting system performance.	
137	Provides Extract, Transform, Load (ETL) capabilities for data import.	
138	Administration, which allows users with administration rights to configure system security, roles, data sources, profiles, data elements, workflows, manage user accounts, and perform other necessary configurations.	
139	Provides ability to open multiple screens/windows.	
140	Automated features must be controlled by system administrators. For example, the State must be able to opt out of using specific automated features.	
141	Provides spell checking for text-based fields.	

3. COMMUNICATIONS:

3.1. Please submit your response to this RFI to:

Cherie L. Graves, Contract Manager
 Tennessee Tower, 17th, Floor
 312 Rosa L. Parks Ave, Nashville, TN 37243
 (615) 253-2275
Cherie.L.Graves@tn.gov

3.2. Please feel free to contact DOHR with any questions regarding this RFI. The main point of contact will be:

Cherie L. Graves, Contract Manager
Tennessee Tower, 17th, Floor
312 Rosa L. Parks Ave, Nashville, TN 37243
(615) 253-2275
Cherie.L.Graves@tn.gov

3.3. Please reference RFI # 31907-24001 with all communications to this RFI.

4. RFI SCHEDULE OF EVENTS:

EVENT		TIME (Central Time Zone)	DATE (all dates are State business days)
1.	RFI Issued		May 10, 2024
2.	Written Questions & Comments Deadline	2:00 p.m.	May 17, 2024
3.	State Response to Written Questions & Comments		May 24, 2024
4.	RFI Response Deadline	2:00 p.m.	May 31, 2024
5.	State Completes Review of Responses and Schedules Demonstrations		June 21, 2024
6.	Demonstrations for Selected Vendors	8:00 a.m. – 4:30 p.m.	July 11, 2024

5. GENERAL INFORMATION:

5.1. Please note that responding to this RFI is not a prerequisite for responding to any future solicitations related to this project and a response to this RFI will not create any contract rights. Responses to this RFI will become property of the State.

5.2. The information gathered during this RFI is part of an ongoing procurement. In order to prevent an unfair advantage among potential respondents, the RFI responses will not be available until after the completion of evaluation of any responses, proposals, or bids resulting from a Request for Qualifications, Request for Proposals, Invitation to Bid or other procurement method. In the event that the state chooses not to go further in the procurement process and responses are never evaluated, the responses to the procurement including the responses to the RFI, will be considered confidential by the State.

Attachment 1

- 5.3. The RFI Coordinator will invite up to four (4) Respondents, who are apparently responsive and responsible, to provide a demonstration of relevant functionality. Presentations will be held according to the Schedule of Events in Section 5 above at the following location:

TENNESSEE DEPARTMENT OF HUMAN RESOURCES
 WILLIAM R. SNODGRASS TENNESSEE TOWER, CONFERENCE ROOM TBD
 312 ROSA L. PARKS AVENUE
 NASHVILLE, TN 37243-1102

- 5.4. Demonstrations provide an opportunity for Respondents to explain and clarify their responses. Respondent pricing shall not be discussed during demonstration presentations.
- 5.5. RFI Responses become property of DOHR and shall remain confidential unless a formal solicitation is completed. If a formal solicitation is completed, all RFI response materials will become part of the procurement file and will be available for public inspection.
- 5.6. The RFI Coordinator will schedule Respondent presentations during the period indicated by the RFI Schedule of Events in Section 5 above. When the Respondent presentation schedule has been determined, the RFI Coordinator will contact Respondents with the relevant information during the period indicated by the RFI Schedule of Events in Section 5 above.
- 5.7. DOHR intends to invite up to four (4) vendors for demonstration. Demonstrations will be limited to three 1 hour 50 minutes and will follow the agenda outlined below:

ITEM	TIME
Presentation set-up	5 minutes
<p>Introduction:</p> <p>Respondent background information, including description of projects completed in similar scope and size.</p>	10 minutes
<p>List of Business Needs:</p> <p>Tailor a demonstration to DOHR business practices showing how the Respondent meets the most significant business needs described in Table 3.1. Ensure this demonstration follows the entire talent acquisition and talent management process.</p>	40 Minutes
Break	10 minutes

<p>Best-in-class Solutions, Product Roadmap, & Product Support:</p> <p>Demonstrate new and upcoming features that the Respondent's solution offers, which sets the software application apart from others in the industry. Discuss product support method and strategy.</p>	<p>25 minutes</p>
<p>Questions & Answers:</p> <p>DOHR and Strategic Technology Solutions ("STS") will present any questions based on the demonstration.</p>	<p>20 minutes</p>

5.8. The State will not pay for any costs associated with responding to this RFI.

6. INFORMATIONAL FORMS:

The State is requesting the following information from all interested parties. Please fill out the following forms:

RFI #31907-24001	
TECHNICAL INFORMATIONAL FORM	
1.	RESPONDENT LEGAL ENTITY NAME:
2.	RESPONDENT CONTACT PERSON: Name, Title: Address: Phone Number: Email:
3.	BRIEF DESCRIPTION OF EXPERIENCE PROVIDING SIMILAR SCOPE OF SERVICES/PRODUCTS
4.	<p>Vendor background experience and implementation of similar projects:</p> <p>Describe three (3) projects in which your company has implemented, maintained, and hosted a talent acquisition and talent management suite solution:</p> <p>For each project, please describe:</p> <ul style="list-style-type: none"> a) Client Name and Industry. b) Name of the project. c) Brief description of the project. d) Size of the project in terms of: # of external users, # jobs posted annually, candidate to job ratio, # agency recruiters, <i>etc.</i> e) Technology platform and architecture. f) Interfaces/interoperability with other applications or organizations. g) Length of the project and implementation date. h) The services and activities that your company performed for the project and the activities that the customer performed. i) Is the system still in use today? If yes, who is providing maintenance, support, and hosting services? j) Can DOHR contact this entity for reference? If yes, please provide the contact information. k) What standards or best practices are met by the implemented solution(s)?
5.	<p>Business needs assessment:</p> <ul style="list-style-type: none"> a) Provide a detailed analysis of the critical business needs identified by this RFI. b) Clearly outline how the proposed solution addresses each identified business need in Table 3.1 above.
6.	<p>Solution impact on business operations</p> <ul style="list-style-type: none"> a) Describe how the proposed solution will impact various aspects of business operations, including application abandonment and completion rates, time to fill, candidate sourcing, and customer satisfaction.

<p>b) Provide specific examples or case studies demonstrating how this your solution has positively impacted businesses in similar contexts.</p>
<p>7. Alignment with strategic objectives:</p> <p>a) Explain how the proposed solution aligns with DOHR’s strategic objectives to improve the enterprise recruiting process and enhance the enterprise talent acquisition and retention strategies.</p> <p>b) Highlight any synergies between the solution and DOHR’s strategic objectives.</p>
<p>8. Scalability and flexibility:</p> <p>a) Assess the scalability and flexibility of the proposed solution to adapt to changing business needs and growth opportunities.</p> <p>b) Discuss any customization or configuration options available to tailor the solution to specific business requirements.</p>
<p>9. Risk mitigation:</p> <p>a) Identify potential risks or challenges associated with implementing the proposed solution.</p> <p>b) Present strategies or measures to mitigate these risks and ensure successful deployment and adoption.</p>
<p>10. Infrastructure and Technology:</p> <p>a) Describe the recommended cloud computing service for your technology.</p> <p>b) Does the cloud computing service meet the International Standards Organization (ISO) 27001 or Federal Risk and Authorization Management Program (FedRAMP)? If yes, please detail requirements.</p> <p>c) Does the vendor engage in an annual System and Organization Controls (SOC) Type II audit?</p> <p>d) Describe how your system(s) meets security requirements listed at the following location: https://www.tn.gov/finance/strategic-technology-solutions/strategic-technology-solutions/sts-security-policies.html</p> <p>e) Describe the process for Penetration Tests and Vulnerability Assessments against its Processing Environment.</p> <p>f) Describe the audit process within the product, including disaster recovery testing.</p> <p>g) Describe how Personally Identifiable Information (PII) is secured.</p> <p>h) Is the data encrypted at rest and in transit?</p> <p>i) What is the encryption level?</p>
<p>11. Provide promotional and other materials, which include details on the software, including, but not limited to, key features, screenshots, workflows, and information flow diagrams.</p>
<p>12. Describe your project management methodology, including resources necessary for an implementation of this scope and size. Will you use business partners and/or subcontractors</p>

<p>during implementation? Provide an example of an implementation plan. Describe how milestones will be established and typical timeframes for each.</p>
<p>13. Data conversion and file migration: Describe your company's approach to data conversion and file migration. Explain how your company will address the following:</p> <ul style="list-style-type: none">a) Scope definition – explain how your company will identify the scope of data conversion and file migration, including the types of data (structured, and unstructured).b) Data and file inventory, including their types, sizes, and locations.c) Data mappingd) Data cleansinge) Conversion Tools and Techniquesf) Data Security and Privacy – adhere to all regulatory requirements including encryption in transit and at rest.j) Data Validation and Testingk) Error Handling and Rollback Proceduresl) Documentation and Training of the data and file migration process for future reference.m) Timeline and Milestones – establish clear timeline for each phase of data and file migration processn) Post-Migration Supporto) Compliance and Governancep) Feedback and Continuous Improvement:
<p>14. Describe your User Acceptance Testing (UAT) and training approach, including resources necessary for an implementation of this scope and size. What are the recommended State resources needed to assist in UAT and training?</p>
<p>15. How do you make sure business operations are not impacted during roll-out of the solution?</p>
<p>16. Describe your methods and strategy in providing maintenance and support of the solution.</p>
<p>17. Describe your release management process for updates, current releases, maintenance, and customizations required for compliance with federal and state law. What are your communication methods for maintenance, support, and system updates? Will you use business partners for maintenance and support?</p>

Attachment 1

18. Describe your approach to the sustainability and ongoing maintenance of your solution.
19. Describe how you approach organizational change management for a solution of this type.
20. Describe any resources, capabilities, or features not included in Table 3.1 that differentiate you from others who provide a similar service.
21. Do you have a partnership with a public sector cooperative purchasing organization (e.g., NASPO, GSA, etc.)?

COST INFORMATIONAL FORM
1. Describe what pricing units you typically utilize for similar services or goods (e.g., per hour, each, etc.):
2. Describe the typical price range for similar services or goods
3. Describe the typical price range for implementation.
4. Describe the typical price range for annual maintenance and support.
5. Describe the typical price range for SaaS cloud hosting.
6. Describe the typical price range for hourly/daily services outside the scope of implementation, maintenance, and support, i) Describe which services are billed hourly/daily (e.g., project change requests, customizations, configuration management) ii) Describe the typical range for hourly/daily rates by resource (e.g., database administrator, business analyst, project manager).
7. Outline your tiered pricing for services and support, including specific information provided in each tier.
8. Describe any alternate payment methodology for the solution.

ADDITIONAL CONSIDERATIONS
1. Please provide input on alternative approaches or additional things to consider that might benefit the State:

GLOSSARY

TERM	DEFINITION
AI	Artificial Intelligence of machines or software which use robust datasets to enable problem-solving
BI	Business intelligence
ETL	The import of data or Extract, Transform, Load
FedRAMP	Security standards by the Federal Risk and Authorization Management Program
FIPS	Federal Information Processing Standard, validated encryption technologies for data at rest and in transit
ISO	Security standards by the International Standards Organization (ISO) 27001
PII	Personal Identifying Information data used to confirm a specific person's identify
RFI	Request for Information
RFP	Request for Proposals
SaaS	Software as a service, a web-based centrally hosted software
SLA	Service Level Agreement
SFTP	Secure File Transfer Protocol
SOC	System and Organization Controls for service organizations Type II audit

Attachment 1

State	State of Tennessee, including all agencies involved with this RFI and RFP
STS	Strategic Technology Solutions, a division of F&A