REQUEST FOR PROPOSAL

Oracle iRecruitment / Human Resource Self-Service Implementation Services Project – #P-1111

November 4, 2011

This Request for Proposal (RFP) is being sent to pre-qualified consulting firms to act as the Consultant in the completion of the Oracle iRecruitment / Human Resource Self Service Implementation Services Project. Proposals for providing these services will be received until the close of business (4:30 p.m.) on November 18, 2011. Late submittals will not be considered. Proposals are to be delivered to:

Humberto Sanchez, Information Technology Director
Northeast Ohio Regional Sewer District
3900 Euclid Avenue
Cleveland, OH 44115-2504

Attn: Donice Bell
Manager of Information Technology Project Management Services

A pre-proposal meeting will be held on November 14, 2011 in the Public Meeting Room at the NEORSD GJM Building, 3900 Euclid Avenue, Cleveland, Ohio 44118. Questions regarding this RFP shall be directed to Donice Bell at the pre-proposal meeting or at other times via email at belld@neorsd.org.

The District will attempt to respond to e-mail within one (1) business day. Questions and responses deemed to be of general interest will be distributed to all consultants.

The RFP is organized as follows:

SECTION I. REQUEST FOR PROPOSAL INFORMATION
SECTION II. SCHEDULE OF SOLICITATION AND CONTRACT AWARD EVENTS
SECTION III. DISTRICT PROJECT OVERVIEW
SECTION IV. SCOPE OF SERVICE AND CONTRACT REQUIREMENTS
SECTION V. SUBMITTAL REQUIREMENTS AND EVALUATION CRITERIA
SECTION VI. DIRECTIONS
Oracle iRecruitment / Human Resource Self Service Implementation Services Project
RFP - Figures and Attachments

The following figures and attachments are included in this RFP.

Figure 1  District “AS IS” Process Workflows
Attachment A  Implementation Partner Profile
Attachment B  Implementation Plan
Attachment C  Training Plan
Attachment D  Client References Worksheet
Attachment E  Cost Proposal Worksheets
Attachment F  Additional Information
Attachment G  Consultant Resume Form
Attachment H  Project Terms and Conditions Exceptions

Appendices

The appendices are provided for information purposes.

Appendix A  District Logical Network Topology
I. REQUEST FOR PROPOSALS INFORMATION

Request for Proposals Title: **Oracle iRecruitment/Human Resource Self Service Implementation Project Services** - Solicitation Number: P-1111

Through this Request for Proposals (“RFP”), the Northeast Ohio Regional Sewer District (“District”), is seeking competitive proposals from qualified and experienced individuals or firms (“Proposers”) for the provision of implementation and deployment of the Oracle iRecruitment, Human Resource Self Service, Workflow and Approval Management Engine (AME) applications. The District intends to award one (1) exclusive contract to the successful Proposer in connection with this RFP.

Proposals are to be delivered to:

Humberto Sanchez, Director of Information Technology  
Northeast Ohio Regional Sewer District  
3900 Euclid Avenue  
Cleveland, OH  44115-2504

Attn:  Donice Bell, Manager of Information Technology Project Management Services

** To be considered for evaluation, proposals must be received by the District at the location listed above no later than the “Proposal Due” date and time listed below

II. SCHEDULE OF SOLICITATION AND CONTRACT AWARD EVENTS

The District reserves the right to change the following schedule for any reason

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Issue RFP to Consultant(s)</td>
<td>November 4, 2011</td>
</tr>
<tr>
<td>Pre-Proposal Meeting (Request for Clarification and Change(s))</td>
<td>November 14, 2011</td>
</tr>
<tr>
<td>Proposal Due Date and Time</td>
<td>November 18, 2011</td>
</tr>
<tr>
<td>Consultant Interviews (Tentative - Exact times to be determined)</td>
<td>November 28, 2011</td>
</tr>
<tr>
<td>Consultant Selected – Notice of Intent to Award</td>
<td>November 30, 2011</td>
</tr>
<tr>
<td>Consultant Contract Award – Notice to Proceed (Meeting of the Board of Trustees)</td>
<td>December 15, 2011</td>
</tr>
<tr>
<td>Perform Scope of Work</td>
<td>January 9, 2012</td>
</tr>
</tbody>
</table>

A pre-proposal meeting will be held on November 14, 2011 at 9am in the Public Meeting Room at the George J. McMonagle Administration Building, 3900 Euclid Avenue, Cleveland, Ohio. Questions regarding this RFP shall be directed to Donice Bell at the pre-proposal meeting or at other times via email at belld@neorsd.org.
A. About the Northeast Ohio Regional Sewer District

The Northeast Ohio Regional Sewer District (District) is a political subdivision of the State of Ohio created and operating under Chapter 6119 of the Ohio Revised Code. Originally named Cleveland Regional Sewer District, it was created in 1972 to assume ownership, operation and management of wastewater collection, treatment and disposal facilities serving the member communities in the Cleveland metropolitan area.

District Administration is located at 3900 Euclid Avenue, Cleveland, Ohio 44115. This location also includes the Engineering & Construction, Operations & Maintenance, Administration, Human Resources, Finance, Legal and Information Technology Departments.

In addition to the District Administration Building, the District owns and operates an Environmental and Maintenance Services Center (EMSC) and three wastewater treatment facilities:

- Westerly Wastewater Treatment Plant, located at 5800 West Memorial Shoreway, Cleveland, 44102 (near Edgewater State Park);
- Southerly Wastewater Treatment Center, located at 6000 Canal Road, Cuyahoga Heights, 44125 (near the Interstate 77/Interstate 480 intersection); and
- Easterly Wastewater Treatment Plant, located at 14021 Lakeshore Boulevard, Cleveland, 44110 (near the Cleveland/Bratenahl border)

The Environmental and Maintenance Services Center (EMSC), located at 4747 East 49th Street (north of the Southerly Wastewater Treatment Center) houses the Sewer Maintenance & Control Department, the Water Quality & Industrial Surveillance Department, Analytical Services, Inventory Control and Vehicle Maintenance.

Additional information about the District, its history and operations is available at the District’s Internet site at www.neorsd.org.

Strategic Plan

The District’s 2009 – 2013 Strategic Plan refined the 2004 – 2008 mission and crafted a new vision statement, reaffirmed the organization’s core values, and developed six strategic goals to guide the organization through the next five years. The plan focuses the organization on greater
service to our customers, stressing accountability, transparency, and environmental stewardship. This project supports the following Strategic Goal and Initiative:

The Program Goal:

- We will align, build upon, and sustain our key assets, resources, people and technology to meet our vision

The Strategic Initiative

- Identify, prioritize, and implement technology and business process improvements to increase efficiency, reduce costs, and provide additional value to our customer

B. About the Project

The District implemented the Oracle E-Business Suite applications in 2004 in which the Oracle iRecruitment module was partially configured but not deployed. The District never completed the configuration of basic functionality and as a result the module has become obsolete without the required patches or maintenance updates. The Human Resources department is currently using some of the basic applicant tracking features in the core HR module, but the use of the application has not evolved with the business need and lacks the efficiencies the District is looking for.

The Human Resources department has experienced a number of issues with the existing applicant tracking functionality in the Core HR application. The lack of understanding of the current functionality, module processes and configuration upgrades to accommodate the new goals and direction of the recruiting unit have fueled the overall frustration with Oracle HCM Module. This has led to manual workarounds, paper-driven processes, the use of obsolete functionality and the inability to see the whole population of vacancies, job postings and applicants.

In an effort to put into operation the Oracle iRecruitment module, the District decided to break the project into two separate and distinct phases. The first phase, Oracle iRecruitment Business Process Analysis Project, which completed recently, consisted with the discovery and documentation of the District’s functional and technical requirements and business processes. The requirements listed within the Scope of Work section are the identified requirements discovered during this project. The second phase, the Oracle iRecruitment/ Human Resource Self Service Implementation Services Project, to be accomplished through this RFP, is where the District seeks proposals from Consultants to fully configure, implement and deploy its existing Oracle iRecruitment, Self Service, Workflow and Approval Management Engine modules of the Oracle Human Resource Management System.
The project goals include:

- Improve the District’s time to hire
- Increase the quality of the candidate pool
- Select the best qualified candidates
- Provide verifiable metrics
- Reduce cost
- Streamline the entire recruitment process while providing more consistent and more effective communications with applicants
- Assist with the development of standard reports; this would include the identification of the most effective reporting tool

The Consultants should proven experience in enterprise resource planning (ERP) systems and tools, especially in the public sector area. The selected Consultant will provide consulting and project management services to lead the implementation

C. Current Technical Structure

The District utilizes Novell Netware 6.5 for network services such as authorization, file, print, and desktop management. Windows 2000/2003 servers are used for web/application servers and database servers running Oracle. SuSE SLES10 servers run a few Oracle servers too, and the District is planning to migrate all Oracle database servers and most Netware servers to SuSE SLES10. VMware ESX 2.5/3.5 servers run virtual servers for production, test, and disaster recovery. The majority of physical servers are HP DL380 G3/G4/G5. Some HP ML370 and ML530 servers are still in use, and are being migrated to new platforms.

The District's desktop configuration is typically 512MB to 2GB RAM with a processor speed of 1GHz to 2.8Ghz running Windows XP SP2. Standard applications include the Novell Client, MS Office 2003, Norton Antivirus, GroupWise client and Adobe Reader. The District uses Novell ZenWorks 6.5 for user and workstation policy management, desktop imaging, desktop management, and application deployment.

Generally, the District’s five main locations are connected via gigabit Ethernet links in a ring topology through the use of AT&T’s Gigaman (See Appendix A – NEORSND Logical Network Topology). GJM and EMSC are one hop from each other on the ring, and are used as disaster recovery sites for each other. The core switches at GJM and EMSC have gigabit Ethernet ports, while all other sites have 100Mbit ports.
**Application Versions**

The current Oracle Applications patch level environment is as follows:

<table>
<thead>
<tr>
<th>Application</th>
<th>Patch Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>BEN</td>
<td>11i.BEN.O.5</td>
</tr>
<tr>
<td>HRMS</td>
<td>11i.HRMS.K RUP 6</td>
</tr>
<tr>
<td>OLM</td>
<td>11i.OTA.J.5</td>
</tr>
<tr>
<td>Self Service Web Applications</td>
<td>11i.ICX.I</td>
</tr>
<tr>
<td>iRECRUITMENT</td>
<td>11i.IRC.E.RUP 4</td>
</tr>
</tbody>
</table>

**Platform**

The current Oracle environment is as follows:

<table>
<thead>
<tr>
<th>Platform Type</th>
<th>Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating System Platform</td>
<td>Oracle Enterprise Linux 5</td>
</tr>
<tr>
<td>Database</td>
<td>Oracle 10.2.0.4</td>
</tr>
<tr>
<td>Oracle E-Business Suite</td>
<td>11.5.10.2</td>
</tr>
</tbody>
</table>

**Server Architecture**

The current production Oracle Applications architecture is a standard 3 node configuration Apache/Forms, Concurrent Manager/Reports and Database nodes. Server specifications for these servers are as follows:

Production Database (EBSDB) contains database:

<table>
<thead>
<tr>
<th>Server Name</th>
<th>Virtual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating System</td>
<td>Oracle Linux Enterprise 5</td>
</tr>
<tr>
<td>CPU</td>
<td>2 Dual Core</td>
</tr>
<tr>
<td>Memory</td>
<td>2G RAM</td>
</tr>
<tr>
<td>Total Disk Space</td>
<td>180G (on 2 mounted drives)</td>
</tr>
<tr>
<td>Available Disk Space</td>
<td>55G</td>
</tr>
</tbody>
</table>

Production Web (EBSAPPPROD) contains Apache and Forms:

<table>
<thead>
<tr>
<th>Server Name</th>
<th>Virtual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating System</td>
<td>Oracle Linux Enterprise 5</td>
</tr>
<tr>
<td>CPU</td>
<td>2 Dual Core</td>
</tr>
<tr>
<td>Memory</td>
<td>3G RAM</td>
</tr>
<tr>
<td>Total Disk Space</td>
<td>40G (on one mounted drive)</td>
</tr>
<tr>
<td>Available Disk Space</td>
<td>11G</td>
</tr>
</tbody>
</table>
Production Web (EBSCCPROD) contains Concurrent Manager and Reports:

<table>
<thead>
<tr>
<th>Server Name</th>
<th>Virtual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating System</td>
<td>Oracle Linux Enterprise 5</td>
</tr>
<tr>
<td>CPU</td>
<td>2 Dual Core</td>
</tr>
<tr>
<td>Memory</td>
<td>2G RAM</td>
</tr>
<tr>
<td>Total Disk Space</td>
<td>40G (on one mounted drive)</td>
</tr>
<tr>
<td>Available Disk Space</td>
<td>9G</td>
</tr>
</tbody>
</table>

Test Database (EBSDBTEST3) contains database:

<table>
<thead>
<tr>
<th>Server Name</th>
<th>Virtual Server</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating System</td>
<td>Oracle Linux Enterprise 5</td>
</tr>
<tr>
<td>CPU</td>
<td>2 Dual Core</td>
</tr>
<tr>
<td>Memory</td>
<td>2G RAM</td>
</tr>
<tr>
<td>Total Disk Space</td>
<td>180G (on 2 mounted drives for 2 clones)</td>
</tr>
<tr>
<td>Available Disk Space</td>
<td>60G</td>
</tr>
</tbody>
</table>

Test Apache/Forms Server (EBSAPPTEST3):

<table>
<thead>
<tr>
<th>Server Name</th>
<th>Virtual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating System</td>
<td>Oracle Linux Enterprise 5</td>
</tr>
<tr>
<td>CPU</td>
<td>2 Dual Core</td>
</tr>
<tr>
<td>Memory</td>
<td>3G RAM</td>
</tr>
<tr>
<td>Total Disk Space</td>
<td>140G (on 1 mounted drives split amongst 2 test clones)</td>
</tr>
<tr>
<td>Available Disk Space</td>
<td>88G</td>
</tr>
</tbody>
</table>

Test Concurrent Manager/Reports (EBSEBSCCTEST3):

<table>
<thead>
<tr>
<th>Server Name</th>
<th>Virtual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating System</td>
<td>Oracle Linux Enterprise 5</td>
</tr>
<tr>
<td>CPU</td>
<td>2 Dual Core</td>
</tr>
<tr>
<td>Memory</td>
<td>2G RAM</td>
</tr>
<tr>
<td>Total Disk Space</td>
<td>135G (on 1 mounted drives split amongst 2 test clones)</td>
</tr>
<tr>
<td>Available Disk Space</td>
<td>67G</td>
</tr>
</tbody>
</table>
This section describes **at a minimum** what the District expects of the successful Proposer under a contract awarded from this RFP (the “Selected Consultant”).

**A. Scope of Work**

The following narratives describe the minimum functionality that the District desires the Proposer to deliver under this RFP. The narratives are broken down by business processes. The purpose of the narrative is to provide the Proposer with adequate information to provide the appropriate staffing and dollar cost in its fixed price proposal.

The Consultant will be required to complete the following tasks:

1. Successfully configure and deploy the Oracle iRecruitment and Self Service modules along with the AME and Workflow processes:
   a. Provide comprehensive expertise and proven methodologies to design, develop and implement iRecruitment, Self Service, Workflow, and Oracle AME workflow
   b. Identify the most effective and efficient solution
   c. Resolution of performance problems after application setup

2. Project planning
   The Proposer must provide a detailed plan for implementing the proposed system. This information MUST include:
   a. Project organization chart (i.e., show District and proposer staff)
   b. Overview of project management methodology
   c. Summary Workplan. The plan must include an estimated time frame for implementation by module. The detail MUST also include an estimate of work effort for the District and proposer in percentages (e.g., 50% District effort; 50% proposer effort)

3. Project Administration
   The Proposer shall provide coordination between the District and any sub consultants selected to carry out project tasks. The Proposer shall be responsible for the overall quality of task work, including tasks performed by sub consultants.
   a. Maintain a strong and responsive local presence to manage consultants and prompt response to District questions and concerns
   b. The Consultant shall develop a communication protocol between the Consultant, sub consultants and the District staff assigned to the project
   c. Develop and maintain a detailed master project schedule
   d. Maintain the project staff as recommended in the proposal
   e. Prepare monthly master invoices
   f. Monitor budget(s)
g. Maintain a complete project library and master files of all consultants and sub consultants actions and reports
h. Prepare and facilitate progress meetings with project team and sponsors

4. Provide written documentation of all business decisions and set-up requirements

5. Assist with data standardization, validation, and modifications to iRecruitment application
6. Support for testing and acceptance of application

7. Provide system and technical training
   The Proposer must provide a detailed plan for project team training, end-user training and technology staff training. This information MUST include:
   a. Overview of proposed training, including options for on-site or off-site training services, for project team, end-users, and technology personnel
   b. Use of third-party training resources. Proposer should identify third party partners that provide training on the use of their application
   c. Availability of on-line training and the degree to which training can be customized to the processes of the District that are developed during implementation
   d. The District is seeking other options for end user training other than “Train-the-Trainer”

8. Complete all required testing

9. Provide District resources with post-implementation support and stabilization
   Specify the nature of any post-implementation and on-going support provided by the proposer including:
   a. Post-implementation support (e.g., one month of on-site support after system goes into live production)
   b. Post-implementation support for key events such as Open Enrollment
   c. Telephone support (include toll-free support hotline, hours of operation, availability of 24 x 7 hotline, etc.)
   d. Other support (e.g., on-site, remote dial-in, Web site access to patches, fixes and knowledge base)

The Proposer will identify the specific consultants proposed to implement each module. The District understands that the Proposers may not be able to commit the identified consultants due to competition with other projects. However, the Proposer should make every practical effort to propose the specific consultants that would be assigned to the District assuming a January 9, 2012 project kickoff.

The District reserves the right to interview and reject any proposed consultant. The District will not finalize the selection of an Implementation Service partners or execute a contract until each consultant has been identified, agreed upon and committed to the project. Consultant substitutions must have equal or greater qualifications than the consultants included in the
Proposal. All functional consultants proposed, with the exception of database administrators and other technical consultants, must have previous HRMS implementation experience; specifically with Oracle Human Resource Management System, preferably with iRecruitment and Self Service. Resumes of proposed consultants shall be included in Attachment G, Consultant Resume Worksheet.

The District is open to more effective and efficient business processes than the processes outlined in this section. The Proposer will identify specifically any other desired functionality that is not included in the proposal, alternative solutions, and reasons for excluding the desired functionality. It is also expected that the Proposer would provide any additional functionality not specified as a desired functionality that could be of added-value to the District.

The District desires to implement the Oracle modules with minimal to no customizations. The Proposer shall identify any customizations required to meet the desired functionality described within. These customizations should be listed separately in Attachment E, Cost Proposal Worksheet, Functionality Worksheet, and alternatives rather than customization should be proposed, if possible. For the purposes of this information, customization is defined as any extension to the Oracle system that would not be supported by Oracle Support Services.

The Proposer will identify specifically any additional functionality, not listed in the narrative, which is included in the proposal that should be considered by the selection team. The following section describes the AS-IS environment as well as the overall business requirements for the Oracle iRecruitment and other Self-Service features required at the District.

**Recruiting – AS/IS**

**Personnel Requisition Submission and Routing**

The District’s Requisition process is completely paper-based and manual. A paper requisition is initiated by the hiring manager and routed for wet signature approval. When the requisition form has obtained all the necessary approvals, it is lastly routed to the recruiting department to be entered into the applicant tracking feature in Oracle core HR.

If the position exists in the system, the recruiting associate will proceed to complete the vacancy information in the application. If the position doesn’t exist in the system, the requisition is routed to the Job Evaluation Team for position evaluation and analysis. Once the position evaluation is completed, a New Position form is filled out and submitted to the HRIS Manager to create the new position and its components in the Oracle application.

**Create a Vacancy**

Once the vacancy is created in Oracle, a job announcement (a modified and shortened version of the full job description) is created and approved by the department Director. A PDF of the job announcement is posted widely on bulletin boards and on our Inter/Intranet sites. Both union and non-union jobs may be posted internally and externally concurrently, however, for union positions,
employees within the union must be considered before candidates from outside of the union.

**Employment application**

The District is currently using a four page paper application, which all applicants are required to fill-out and submit. There are other various inserts attached to the application that requires signatures. This application asked for sensitive information that could become a security issue. The Recruiting/Human Resources department keeps a paper application on file for at least one year, and then it is archived to long term storage. The recruiting associate will enter the applicant in Oracle, associate their record with the vacancy and status them as application on file.

**Application Review (by Human Resource and Hiring Managers)**

The Recruiting unit receives sorts and reviews each application. A candidate pool is created based on the hiring requirements and submitted to the hiring manager. The volume of paper associated with the application process requires many hours of screening, and the paper process reduces the productivity of both departments.

**Interview Process**

Once applications have been reviewed, the Recruiting team phone screens candidates and schedules interviews and job assessments as applicable. The Recruiting unit works with the Compensation Analyst regarding job assessment tests as some positions do require assessments to qualify for an interview.

The interview team interviews qualified applicants and the recruiting unit administers post-interview assessments as needed. The hiring manager sends candidate recommendation to the Recruiting unit and the Department Director for approval.

**Checklists**

Currently, the recruiting unit uses a paper-based system of checklists as a quality control process within the department. There are several lengthy checklists that provide step by step tasks to be accomplished. These forms are also stored with each application.

**Offer Letters**

Offer letters are created in MSWord and candidate information is cut and pasted into the document. The document is then signed and mailed to the candidate. When a candidate is made an offer for employment, there are three possible outcomes: 1) the candidate accepts the offer; 2) the candidate declines the offer; and 3) the candidate requests more time to consider the offer.
**Background Check**

Currently the District uses CrimCheck as a background verification service. The background check consists of the review and verification of education history, employment history, licenses or certifications, and criminal history. The process to run a criminal history background check on an applicant entails filling out a paper form and faxing it, along with the applicant release to the company. The company will return the background results to the recruiter.

**Onboarding Process**

When a candidate accepts an offer, the Recruiting unit provides the Employee Services unit of Human Resources with the offer letter and HR Payroll Change form, the Employee Services unit then sends out the new hire/orientation packet. The Employee Services unit creates the employee file and enters the new hire into Oracle.

**iRecruitment Business Requirements**

- Set-up and configure the DMZ to allow external applicants to apply online
- Review District Websites for iRecruitment URL placement
- Ability to assign vacancy number or have it automatically generated
- Ability to handle multiple applications
- Ability to attach documents to applications
- Ability to limit number of attachments uploaded
- Ability to support different resumes for different applicant assignments
- Ability to notify applicant by email that his/her name has been placed on in applicant pool for specific Vacancy
- Ability to not allow applicant to apply after posted deadline
- Ability for all forms to automatically populate with applicant/employee information already in file
- Ability for additional information to be captured on application
- Ability for application to be printed
- Hiring managers should not have the ability see other applications which applicant has submitted
- Ability to attach resume (in Word or PDF format)
- Ability to attach Education including degree earned, year of graduation, school of graduation, program (major), secondary program (minor), coursework hours
- Ability to attach Transcripts, Certificates etc
- Ability to include previous employment information
- Ability to document results of required tests
- Ability to maintain a skills inventory for each position
- Ability to match current employees based upon skills, education, training, etc. to open positions
- Ability for current applicant status to be query-able throughout the hiring process (i.e., interview pending, application being reviewed by department, etc.)
- Ability to track recruitment efforts and results
- Ability to scan or image resumes and attach to the applicant file
- Ability to maintain applicant information for a period of time
- Ability to have applicant information moved to employee record if hired
- Ability to track multiple position opportunities for a single applicant
- Ability to search and query for applicant identification based on any one or combination of user-defined criteria
- Ability to generate Rejection Letters/Notifications
- Ability to provide for a hiring process checklist
- Ability to support EEO and ADA analysis
- Ability to accept applications over the Internet
- Ability to respond to applicants via email within application
- Ability to Add link within Vacancy Description
- Provide the applicant with a job cart
- Allow applicant to submit application without applying for a job
- Distinguish between employees, ex-employees and external applicants
- The system needs to provide visual prompts to the applicant to inform them of completion status
- The system needs to be ADA compliant
- Be able to provide to job seekers, District information on the entry page or a link to the external website
- Allow the ability to send emails and notifications to applicants, managers and approvers
- Allow the recruiter to sort and rank the applicant within the pool and Reject or Refer with comments
- Automatically tie prescreening test scores to the applicant
- Allow pre-screening questions to be saved to a library of questions to be attached to position as applicable
- The ability to search the resume for key words
- Allow the recruiter and hiring manager the ability to view resumes online
- The system must provide HR the most commonly tracked metrics
- The ability to have ad-hoc reporting capability
- Allow job seekers to see a list of jobs which they had previously applied
- Allow job seekers to update their resume and profile online
- Allow Password Maintenance for users – Forgets password and/or User ID the system will email it back
- Add Web-based email links to applicants that do not have an email address
- The ability to generate an electronic offer letter
- Allow the ability to generate notifications at multiple points in hiring process (offer, rejection, withdrawn, etc)
- Email to job seekers when their profiles become inactive after one year (30-day advance notice)
- Ability to recognize and flag applicants that have been terminated and not eligible for rehire
- Allow HR to archive and purge applicants records
- The system must provide for an automated way for a recruiter to communicate to a general applicant in the database about a specific job opportunity
- The system should allow the recruiter to include/document specific notes to the hiring manager regarding the process
- The system must allow the ability to search the general pool to locate talent and communicate opening to applicants who have submitted their profile at the District

**Employee Self Service – AS/IS**

The District hasn’t implemented any of the Oracle Self Service features. Employees do not have any online access to their personal information. Any updates to an employee record are handled through a manual paper process.

**Self Service Business Requirements**

- Allow employees to view and update their basic details
• Add instructional messages to basic detail section
• Allow employee to change martial status
• Allow employee to view and update their phone numbers
• Allow employees to view and update their addresses
• Add a checkbox to indicate “Do not deduct residential tax”
• Allow employees to view and update Emergency Contacts
• Allow approval notification to be sent to HR on all updates to emergency contacts
• Allow ‘For Your Information” only FYI notifications to be sent to other individuals
• Remove Performance Tab and Absences Tab under My employment information
• Allow employees to update their education and qualifications
• Allow employees to attach their resumes in Self Service
• Allow employees to apply for jobs posted in iRecruitment
• Track Tuition Assistance Request
• Administer Workman Compensation, Labor Relations and Safety in Self Service
• Configure approval rules for employee self service transactions
• Create new employee self service menus and responsibilities
• Configure SSHR System profiles
• Define Access Roles for approval
• Personalize Self Service pages
• Review and configure workflow processes
• Review bug and functionality patches
• Determine document attachment rules
• Review Manager Self Service functionality

**Benefits - AS/IS**

**New Hire Benefits Enrollment Process**

The New Hire Benefits enrollment process is completely manual. It requires the new hire to fill out multiple benefits forms. The Benefits/HRIS unit reviews the selections and input the choices into the Oracle Advanced Benefits application. Also, the District is unable to produce a total Compensation Statement for employees.
**Annual Open Enrollment Process**

The Annual Open Enrollment process is also a manual process. Employees can make new benefits choices via benefits forms, which are entered by HR into the Oracle system. The process requires a lot of manual effort.

**Benefits Self-Service Requirements**

- Set-up and Configure Benefits Online Enrollment functionality
- Review all Life event triggers and create new triggers, if applicable
- Define Eligibility profiles
- Map ADP interface file format to Total Compensation Statement layout
- Create your Total Compensation Welcome page Messages
- Create Compensation Items and Compensation Categories
- Create specific notifications
- Allow New Hires to enroll in Benefits on-line
- Allow all employees to view their Total Compensation Statement on-line
- Allow all employees to change their Dependents and Beneficiaries on-line

**Reporting – AS/IS**

In 2005, the District purchased the Noetix platform with Web Query for Oracle Financials, Projects, Human Resources and Advance Benefits, to help facilitate the reporting needs of Finance and Human Resources departments. The reporting strategy was to roll out Noetix to the majority of system users, so they could create their own ad-hoc reports.

The users experienced challenges in identifying fields in the Noetix views to construct reports. Although there are Noetix views for Oracle Core Human Resource and Advanced Benefits, there aren’t any available for iRecruitment or Self-Service functionality.

The District also has the Oracle Discoverer tool at their disposal which is currently being used in conjunction with Noetix.

**Reporting Requirements**

- Re-construct the Noetix views for ad-hoc reporting
- Evaluate HR Daily Business Intelligences
- Consider using BI-Publisher to create reports
- Train users in using core HR Views and folders
• Review other Oracle reporting tools and methods listed in the Reporting Statement

In addition to the above outlined business requirements, the District’s desires to put into practice the Oracle Workflow and Approvals Management Engine (AME) application. The District seeks a qualified and knowledgeable resource in implementing the application processes while further defining business requirements while building the approval rules and hierarchy for Core Human Resource, Benefits, iRecruitment and Self Service.

**Workflow Requirements**

• The ability to delegate workflow notifications to another person
• The ability to send comments on a notification
• The ability to have a time-out feature for unanswered approval notifications and reminder notifications previously sent
• The ability to create a vacation rule to handle workflow notifications

**B. Contract Requirements**

Following are the baseline Project Terms and Conditions to be applied by the District, where applicable, in the selection process and in its contract negotiations with the successful Proposer(s).

**PROPOSAL OPENING AND AWARD NOTIFICATION**

Proposal will be examined promptly after opening. Results will be given via e-mail or written correspondence. **Results will not be given over the telephone.**

**TAXES**

The District is exempt from District, State, and Federal sales/excise taxes. Certificates will be issued upon request. Any appropriate taxes shall be shown as a separate item on the proposal.

**PRIME CONSULTANT**

The Proposer is required to provide a comprehensive Services solution to meet the requirements described in Section IV and serve as the Prime Consultant accepting legal and financial responsibility for all products and Services included in its proposal.

The Proposer may propose sub-consultant supplementation, but the Proposer must agree to serve as prime Consultant for the Implementation. The District may request supplemental information on alternative third-party business relationships from those listed by the Proposer.
The Proposer will not be responsible to provide changes to system source code or data tables for the correction of Bugs. These Services will be performed under a separate contract with Oracle support Services. The Proposer will not be allowed to make changes to the system source code or to directly enter or change data tables, or use any other methodology that is not supported by Oracle for the purpose of correcting Bugs.

The District is relying upon the Proposer’s partnership with and experience implementing Oracle systems in environments similar to the District. The District is also relying upon the Proposer’s experience working with Oracle support. Therefore, the District expects that the Proposer will factor necessary contingencies for software Bugs and the response time from Oracle support in its project plan and cost proposal. The District will not be responsible to pay the Proposer for changes to the project plan or timeline caused by software Bugs or the response time of Oracle support.

A single Proposer is expected to handle preparation and development of a unified RFP response detailing all capabilities and costs associated with each Proposer’s Services, assume project management responsibility for Services included in this RFP, and must be the sole point of contact for the District regarding contractual matters.

The District desires that the Prime Consultant assume responsibility for all applicable Services offered in the proposal whether performed by the firm or its business partners. No changes in sub-consultants will be allowed without the approval of the District. Proposers should warrant and agree that if the third party fails to fulfill or meet its obligations and responsibilities under this proposal, the Proposer shall be solely responsible to the District and shall fulfill or meet the required obligation of the third party at no cost to the District. The District also desires that Prime Consultant will be responsible for reimbursing the District for any damages resulting from third party failure.

SERVICES

1. Overview

   The District desires to complete the Implementation of the Oracle iRecruitment, Self Service, Workflow and Approval Management Engine. In accordance with District’s purchasing ordinance, the District will select a Proposer to provide all the Work Product, Documentation, Training, and Services to meet the Specifications necessary to accomplish the Implementation. The Proposer will agree to provide appropriate personnel to perform the Services as set forth in its Proposal for the ERP Oracle iRecruitment/Self Service Implementation Services (“Work Plan”) or in any subsequently approved Work Plan referencing the Statement of Work, in a professional manner and in a manner consistent with the Work Schedule set forth in the Work Plan. The proposal from the Proposer and this RFP will be attached to the Statement of Work between the successful Prime Consultant and the District to provide the details of the Work Plan.

2. Acceptance of Work Product
The District shall be deemed to have accepted the Services and any Work Product only upon the successful completion of all steps of the Acceptance Tests. Acceptance of the Work Product does not waive any warranty rights provided for the Work Product or Services.

3. Inspection of Work Product

Payment for the Work Product or Services provided, or inspection or testing thereof by the District, shall not constitute acceptance or relieve the Prime Consultant of its obligations under the Statement of Work. The District may inspect each element of the Work Product delivered and reject upon notification to Proposer any and all portions of the Work Product which do not conform to the Specifications or the requirements of the Statement of Work. Elements of the Work Product which are rejected shall be promptly corrected, repaired, or replaced by Proposer in accordance with Proposer’s warranty obligations under the Statement of Work such that the Work Product conforms to the Specifications and the requirements of the Statement of Work. If the District receives elements of the Work Product with an Error not reasonably apparent on inspection, then the District reserves the right to require prompt correction, repair, or replacement by Proposer in accordance with Proposer’s warranty obligations under the Statement of Work following the discovery of such Error. Proposer will not be responsible for correcting Errors that are caused by Bugs.

4. Problems

Proposer will be responsible for prompt notification to the District of any factor, occurrence, or event coming to its attention that may affect the Proposer’s ability to meet the requirements of the Statement of Work, or that is likely to cause any material delay in completion of the project. Such notice shall be given in the event of any loss or reassignment of key employees, threat of strike, or major equipment failure.

5. Time of Performance

Time is expressly made of the essence with respect to each and every term and provision of the Statement of Work

6. Project Organization and Management

a. Project Communications - The Consultant shall develop a communications protocol between the Consultant, Sub consultants and the District staff assigned to this project, including but not limited to the District’s Project Manager and Sponsors. This protocol shall include verbal and written communications, including meetings, presentations and communications between the Consultant, Sub consultants and other District staff.

b. Project Schedule - The Consultant shall develop and maintain a detailed master project schedule for the iRecruitment / Self Service Implementation Services Project in a standard project management format identifying milestones, deliverables, and key coordination meetings. The master schedule shall be regularly updated and forwarded to the District’s Project Manager. A preliminary project schedule shall be submitted with the Consultant’s technical proposal.
c. Project Staffing - The Consultant and Sub consultants shall maintain the project staff as recommended in the proposal. Any changes in project staffing shall be notified to the District in advance, and they shall maintain an equivalent level of expertise as with the originally proposed staff. The Consultant shall also identify project staff authorized to incur reimbursable expenses such as travel expenses.

d. Project Billing - The Consultant shall prepare and promptly submit monthly master invoices for the project. The Consultant and all Sub consultants are responsible for assuring and certifying that invoices are correct and meet project invoicing standards for format and allowable costs. A summary of the iRecruitment / Self Service Implementation Services Project Invoicing Standards is provided on Attachment A.

All invoices must be submitted within two (2) months of the effort being billed unless the District authorizes an extension.

The Consultant shall be responsible for identifying and addressing potential project budget, management and schedule issues. If District action is required, the Consultant shall recommend a suggested course of action.

e. Project Cost Management - Consultants and Sub consultants shall monitor their budgets closely. The Consultant shall be responsible for identifying and resolving all budget and invoicing issues, including sub consultant billing summaries affected by the issues, as soon as possible, before inclusion of costs in the project master invoice. Consultant and sub consultant budget issues shall be described in detail, and the Consultant shall recommend corrective actions before these issues affect invoicing.

In order to control project costs, any expected cost overruns within a task shall be justified in advance by the Consultant and approved by the District’s Project Manager.

Any additional work proposed by the firm awarded this engagement must be first presented in writing to the iRecruitment / Self Service Implementation Services Project Manager, Donice Bell. If there is an agreement that the additional work should be performed, it must be approved by the Board of Trustees before being actually performed. Any requests for additional fees and/or expenses not so approved will be rejected by the District.

f. Project Management Documentation - The Consultant shall be responsible for maintaining a complete project library and master files of all contract and subcontract actions and reports. The Consultant shall develop a District-approved, PC-based master spreadsheet on which all contract and subcontract budgets, billings, contract modifications and invoice actions will be tracked through the project. A hard copy of the most current spreadsheet is to be submitted with proposals for budget revisions or contract modifications.
7. Progress Meetings and Reports

a. Progress meetings between the District and the Consultant shall be held, in general, on a weekly basis. The Consultant shall prepare weekly status reports to be submitted to the District Project Manager.

In addition to the aforementioned weekly progress meetings, the Consultant shall conduct periodic coordination meetings with District staff and Sub consultants. The Consultant shall conduct up to three (3) presentations for District staff to explain and receive input on project issues. Up to three (3) progress reports/presentations shall be prepared for presentation to District Management, Project Teams, Senior Staff or the District's Board of Trustees.

Prior to payment of the final invoice, the Consultant shall deliver to the District all plans, sketches, drawings, documents, reports, memoranda and reproducible related to the project and as required by the District's representative, as well as all non-expendable personal property purchased and approved by the District.

REQUIREMENT CHANGES, ADDITIONS, AND DELETIONS

All changes in the RFP document shall be through written addendum and furnished to all known Proposers and sub-Consultants.

PROPOSAL CHANGES

Proposal changes shall be provided through written addenda or will not otherwise be considered. Proposals, amendments, or withdrawal requests received after the deadline for proposal submission will be void, regardless of when they were mailed. The District shall have the authority to request amendments, changes or clarification to proposals after the submission deadline.

PROPOSAL REJECTION OR PARTIAL ACCEPTANCE

The District reserves the right to reject any or all proposals. It further reserves the right to waive technicalities and formalities in proposals, as well as to accept in whole or in part such proposal(s) where District staff deems it advisable in protection of the best interests of the District. The District further reserves the right to cancel the award of a contract at any time should the firm in question fail to comply with the terms and conditions of this Request for Proposal. The District shall be the sole judge of cancellation criteria and vendor compliance.

All bidders waive the right to claim damages of any nature, whatsoever, based upon the selection process.

The District is not liable for any costs incurred by Proposers prior to execution of any agreement or issuance of any purchase order.
PAYMENTS

The District will negotiate payment terms and schedules with the successful Prime Consultant as part of the contract negotiations. Typical payment terms used by the Prime Consultant should be indicated in its response.

The Services will be charged to the District on a fixed fee, not to exceed basis, subject to the maximum cost as set forth in the Proposer’s Proposal and Work Plan. As used in this Section, “fixed fee” means that Proposer will perform its obligations under the Resulting Agreement even if it is required to expend more than the number of hours used to determine the cost set forth in the Work Plans and will not charge the District for such excess hours or associated reimbursable expenses. In no event will the cost to the District of the work effort in the Work Plans exceed the cost as set forth in the Work Plans, unless agreed upon in advance in writing signed by authorized representatives of both parties through the Change Order process outlined in this RFP. If material changes in the timing of the Services to be provided by Proposer are agreed upon in a Change Order, the parties will also amend the payment schedule set forth in Work Plans to reflect the change in the timing of the Services.

CHANGE ORDERS

The District may at any time, by Proposer request or otherwise, make changes (“Change Orders”) to the Services to be performed under the Work Plan(s) by written notice. With respect to proposed Change Orders that do not materially impact the scope of either party's work effort required under the Resulting Agreement, the parties will cooperate in good faith to agree upon such Change Orders and will not unreasonably withhold approval of such Change Orders that are proposed by the other party. If either party causes or requests a change that materially impacts the scope of the parties' work effort required under the Resulting Agreement, the other party may propose a Change Order to cover the additional work effort required of it. A material impact to the scope of this project shall be defined as any change that increases or decreases the cost or specification of the project as set forth in the Resulting Agreement or one that requires the substantial movement of the date for delivery of any major milestones or the date for placing software modules into production.

All Change Orders shall be subject to the following terms:

i. Each Change Order relating to any Services and referencing the Resulting Agreement shall be deemed a separate Agreement incorporating all of the terms and conditions of the Resulting Agreement;

ii. The District has the right to request additional Services under the terms and conditions of the Resulting Agreement, including hourly rates charged by consultants for a period of 24 months subsequent to the completion of the Implementation.
iii. In the event of a conflict between the terms and conditions of the Resulting Agreement and the terms and conditions of any Change Order, the terms and conditions of the Resulting Agreement shall control.

iv. Both parties must approve change orders before additional work may begin. Performance of work implies that work is included in the scope of an executed Agreement between Proposer and the District. Consideration will not be given to Change Order Requests after the work has been completed.

**SUBCONTRACTING**

Once an agreement is executed, no element of a Proposer’s proposal beyond what is specifically contained in the proposal and approved by the District may be subcontracted without prior written approval of the District. The District maintains a right of refusal for any additional work not specifically included in the proposal.

The Small Business Enterprise Program monitors first and second tier participation on all Northeast Ohio Regional Sewer District (NEORSD) contracts with established subcontracting goals. In order to assist the Office of Contract Compliance in our monitoring process, your firm will have an account created after the contract has been awarded to the selected Consultant. If you are awarded the contract, you must login to the established account in NEORSD’s Contract Compliance Management System and provide the requested sub consultants payment information for all NEORSD certified* sub consultant(s) working on the contract.

* To become an eligible certified sub consultant, you must first register with NEORSD and receive certification from our Contract Compliance Department. Go to [https://www.neorsd.org/vendor_registration.php](https://www.neorsd.org/vendor_registration.php) to register your firm.

**V. SUBMITTAL REQUIREMENTS & EVALUATION CRITERIA**

**A. Submittal Requirements**

Proposers are required to submit seven (7) hard copies of the proposal. The cost portion of the proposal (see Attachment E) should be packaged, sealed and labeled separately from the main proposal response. The Cost section of the proposal should be labeled: “Cost Proposal for The Northeast Ohio Regional Sewer District Oracle IRecruitment Implementation Services Project. In addition to the responses in hard copy format, an electronic Microsoft Word/Excel (version 2007 or later) copy of the proposal must be submitted on CD-ROM. The cost section should be a separate electronic file on the same CD-ROM. Proposals must be received no later than 4:30 PM (Eastern Standard Time), November 18, 2011. To be considered, all copies of the proposal must be received by the deadline date and time. Responses should be addressed as follows:
Hard copies of the proposal may be mailed or hand-delivered to Mrs. Bell at the address listed above. If the proposal is sent by mail, the Proposer shall be responsible for actual delivery of the proposal to the District’s Office, as designated above, by the submission deadline. Any proposals received after the deadline will be returned unopened.

All proposals delivered by the submission deadline become the property of the District upon receipt. Proposals may be withdrawn or modified in writing prior to the proposal submission deadline. Proposals that are re-submitted or modified shall be sealed and submitted prior to the proposal submission deadline.

A Pre-proposal Conference will be held from 9:00 – 11:00 AM (Eastern Standard Time) on November 14, 2010, in the Public Meeting Room, George J. McMonagle Administration Building, 3900 Euclid Avenue, Cleveland, Ohio (see Section VI for a map and driving instructions). Attendance at the Pre-proposal Conference is not mandatory.

Questions may be submitted in writing prior to the Pre-proposal Conference via electronic mail to:

Donice Bell, Manager of IT Project Management Services
e-mail address: belld@neorsd.org

Mrs. Bell will be the sole point of contact for questions related to this RFP. Contact with any District employee or team member regarding this RFP during the proposal submission and selection process, other than the party specifically designated above, will be grounds for disqualification from consideration. Questions will not be answered over the phone.

Questions raised at the Pre-proposal Conference will be answered during the conference or in writing subsequent to the conference. Proposers must submit final questions via electronic mail to Mrs. Bell no later than 4:30 PM (Eastern Standard Time) on November 11, 2011. Every effort will be made to post answers to questions received before, during and after the Pre-proposal Conference (and adhering to the format and timing requirements listed herein) on the District’s web page (http://neorsd.org/neorsd_bids.php) within one (1) working day of receipt.

PROPOSAL RESPONSE FORMAT

In order to facilitate the analysis of responses to this RFP, Proposers are required to prepare their proposals in accordance with the instructions outlined in this section. Each Proposer is required to submit the proposal in a sealed package. Proposers whose proposals deviate from these
instructions may be considered non-responsive and may be disqualified at the discretion of the District. Proposers are encouraged to submit clear, concise, and complete responses to the RFP. Responses of excessive length are discouraged. Proposers are cautioned against submitting excessive and extraneous materials not directly responsive to the issues raised in the RFP. All parts, pages, figures, and tables should be numbered and clearly labeled.

The responses must follow the additional format requirements defined below. Proposals that do not conform to these requirements are subject to disqualification. Any additional information such as brochures and data sheets must be directly referenced as described in Attachment G. The Selection Committee will not consider the submission of brochures and/or other marketing material as a substitute for written responses to the response worksheets.

The proposal should be organized into the following major sections. Proposers must ensure that their completed proposal packages use the Response Section Number references listed below in organizing their responses.

<table>
<thead>
<tr>
<th>Response Section Number</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Executive Summary</td>
</tr>
<tr>
<td>2</td>
<td>Implementation Partner Profile – Statement of Interest and Qualifications (Attachment A)</td>
</tr>
<tr>
<td>3</td>
<td>Implementation Plan (Attachment B)</td>
</tr>
<tr>
<td>4</td>
<td>Training Plan (Attachment C)</td>
</tr>
<tr>
<td>5</td>
<td>Client References Worksheet (Attachment D)</td>
</tr>
<tr>
<td>6</td>
<td>Cost Proposal Worksheets (Attachment E) (To be submitted under separate, sealed and labeled cover)</td>
</tr>
<tr>
<td>7</td>
<td>Additional Information (Attachment F) (Note: Brochures or other marketing material should be included in this Response Section.)</td>
</tr>
<tr>
<td>8</td>
<td>Consultant Resume Form (Attachment G)</td>
</tr>
<tr>
<td>9</td>
<td>Project Terms and Conditions Exceptions (Attachment H)</td>
</tr>
<tr>
<td>10</td>
<td>Documentation Samples (No Attachment Reference - To be submitted under separate, sealed and labeled cover)</td>
</tr>
</tbody>
</table>

**EXECUTIVE SUMMARY (Response Section 1)**

This element of the response to the RFP should be limited to a brief narrative summarizing the key aspects of the Proposer's proposal and a statement of the Proposer’s understanding of the system needs of the District. This section should contain as little technical jargon as possible, and should be oriented toward non-technical personnel. The Executive Summary should
designate the individual authorized to represent the Proposer with respect to the proposal. This section should not include cost proposals.

IMPLEMENTATION PARTNER PROFILE (Response Section 2)

Attachment A worksheet will provide information about the Respondent’s company and third-party business partners so that the District may evaluate the Respondent’s stability and its ability to support the commitments set forth in the proposal. The District, at its option, may require a Respondent to provide additional documentation to support and/or clarify requested information. Responses in this section are critical to determine the viability of a future relationship with the Respondent. Please provide as much detail as possible to ensure the Selection Committee has enough information to conduct a thorough analysis.

IMPLEMENTATION PLAN (Response Section 3)

Attachment B solicits the complete Implementation plan recommendation of the Proposer based on the materials included in this RFP. Guidelines and recommended issues to be addressed in the proposed plan are outlined in this Attachment. The Implementation Plan must be authored in a manner that can be easily documented. The detail and thoughtfulness of this proposed plan will weigh heavily in the selection.

TRAINING PLAN (Response Section 4)

In Attachment C, the District presents its general guidelines for the development of an overall training strategy.

The District has provided questions at the end of the attachment for use in formulating the response. Clearly designate which Services can be provided directly by the Proposer, or where the Proposer would assign a third-party Implementation firm. In addition, please focus on the specific training needs of public sector clients like the District.

Costs associated with Training Plan should be included in Attachment E – Cost Proposal Worksheets.

CLIENT REFERENCES WORKSHEET (Response Section 5)

This worksheet (template included in Attachment D) will provide information about the Proposer’s client references, as well as those of third-party business partners.

COST PROPOSAL WORKSHEETS (Response Section 6 - Include Under Separate, Sealed and Labeled Cover)

The Proposer must provide detailed costs for the scope of work as defined in the RFP. The Proposer’s cost proposal must be itemized and include all costs (e.g. Implementation and training) associated with the scope of this project.
Complete all applicable cost components as detailed in Attachment E. (Note: Tab #1 is used to summarize all other cost worksheets and must not be modified by the Proposer.) Following is an explanation of each of the Cost Proposal Worksheet elements:

<table>
<thead>
<tr>
<th>Worksheet Tab Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tab #2</td>
<td>Project Management</td>
</tr>
<tr>
<td>Tab #3</td>
<td>iRecruitment</td>
</tr>
<tr>
<td>Tab #4</td>
<td>Self Service</td>
</tr>
<tr>
<td>Tab #5</td>
<td>Approval Management Engine</td>
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<tr>
<td>Tab #6</td>
<td>Workflow</td>
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<tr>
<td>Tab #7</td>
<td>Backup and Recovery</td>
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<tr>
<td>Tab #8</td>
<td>Technical Support</td>
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<tr>
<td>Tab #9</td>
<td>Post Implementation Services</td>
</tr>
<tr>
<td>Tab #10</td>
<td>Customizations</td>
</tr>
<tr>
<td>Tab #11</td>
<td>Training Plan</td>
</tr>
</tbody>
</table>

Again, the Cost Proposal must be submitted under separate, sealed and labeled cover.

**ADDITIONAL INFORMATION (Response Section 7)**

This is a free-form section (see Attachment F) in which Respondents may provide any additional information that might distinguish their proposal from other Respondents with respect to service to the District. If there are any assumptions a Respondent has made in the preparation of its response not indicated previously, any contingencies on which a Respondent has based the response, or any additional constraints on a Respondents ability to meet the Specifications set forth in this RFP, please indicate the complete list of any such assumptions, contingencies, or constraints in Attachment F.

**PROPOSED CONSULTANT RESUME FORM (Response Section 8)**

The Respondent will identify the specific consultants proposed to implement each module. The District understands that the Respondents may not be able to commit the identified consultants due to competition with other projects. However, the Respondent should make every practical effort to propose the specific consultants that would be assigned to District assuming a November 30, 2009 project kickoff.

The District reserves the right to interview and reject any proposed consultant. The District will not finalize the selection of Implementation service partners or execute a contract until each consultant has been identified, agreed upon and committed to the project. Consultant substitutions must have equal or greater qualifications than the consultants included in the
proposal. All consultants proposed, with the exception of database administrators and other technical consultants must have previous Implementation experience. Resumes of proposed consultants shall be included in Attachment G.

PROJECT TERMS AND CONDITIONS EXCEPTIONS (Response Section 9)

As noted in Attachment H, the Respondent is asked to state any exceptions to the conditions listed in Section IV – Contract Requirements of this RFP that are deemed important by the Respondent. The Respondent’s standard contract boilerplate and samples of all agreements (including those of sub-consultants/business partners) should also be provided in this section. This element of the proposal is intended to assist in forming the basis for the development of an agreement with the selected Respondent. It is unacceptable for Respondents to simply note exception to all terms and conditions proposed by the District in this RFP. Respondents must note exceptions specifically, explain the basis for the exception and propose an alternative approach.

DOCUMENTATION SAMPLES (Response Section 10 - Include Under Separate, Sealed and Labeled Cover)

Proposals should contain one (1) copy of current Documentation samples for Implementations surrounding the services proposed. If desired, Documentation samples shall be returned no later than the date a contract is awarded.

District Responsibility

The District has provided several documents for the candidates' use in preparing proposals. Any other readily available documents may be examined by making an appointment with Donice Bell at the contacting information provided.

The District shall, at the Proposer’s request, provide any information and material on file that is pertinent to the completion of the project. This may include project reports, project data documentation, established database standards, and other pertinent information that is not already included in the iRecruitment / Self Service Implementation Services Project RFP Appendix.
B. Evaluation Criteria

Proposals submitted to the NEORSD for the iRecruitment / Self Service Implementation Services Project shall be evaluated by the Consultant Selection Committee utilizing the following criteria.

Minimum Qualifications

Proposals not in compliance with the following pass/fail criteria will not receive additional consideration:

1. Compliance with the Equal Employment Opportunity Policy of the District
2. Avoidance of personal and organizational conflicts of interest as prohibited by State and local law
3. Required information as specified in the RFP. **The District will reject incomplete proposals.**
4. Proposal conforms to Section V

Although all elements of Request for Proposal submissions are important, certain aspects of the proposal may be more heavily considered than others. Fees and compensation are important factors in making the final selection; however, they will not be the only factors considered in determining the best proposal for the District. The District will select the Proposer that, in the District’s sole discretion, best serves the overall needs of the District and whose philosophy best matches that of the District’s. The District shall apply the same criteria to all Proposers. The following general weighting of criteria are planned for use in determining the Proposers that will be selected as finalists

**Scoring Criterion I**  
Experience and Qualifications of Implementation Firm  
30% of total score

Scoring will be based on consideration of the following:

a) Depth of knowledge and experience implementing Oracle system  
b) Depth of knowledge and experience in applicable business processes  
c) Depth of knowledge and experience in the operations of a municipal government and/or utility  
d) Track record of on-time and on-budget implementations under firm, fixed contracts

**Scoring Criterion II**  
Approach and Ability to meet Project Objectives  
30% of the total score
This score will be based on:

a) Applicability of project structure and management methodology  
b) Training plan  
c) Change management plan for team members  
d) Ability to provide knowledge transfer to District staff  
e) Demonstrated understanding of desired functionality and the ability to deliver

**Scoring Criterion III**  
*Method of accomplishing the Scope of Work*  
20% of the total score

Scoring will be based on consideration of the following:

a) Proposed organization of the work effort, including:
   • collection, organization and display of data,
   • allocation of project staff to the different tasks and subtasks,
   • project communications,
   • problem definition, alternative development and alternative ranking.

b) Innovations, alternatives, and enhancements to the Scope of Work as presented in the proposal.

c) Unique capabilities with likely high-impact applicability to the project.

d) Understanding of the appropriate levels of effort (hours) for various task areas. This evaluation will be based upon the estimated hours of effort for task areas as presented in the proposal.

e) Appropriate project financial and management controls, including:
   • level of effort tracking,
   • quality assurance,
   • project financial controls and invoicing systems

**Scoring Criterion IV**  
*Written quality of the proposal*  
10% of the total score

Scoring will consider the responsiveness of the proposal to the requests and requirements of the RFP. Additionally, proposals are expected to be organized, concise, and well written.

**Scoring Criterion V**  
*Quality of the oral presentation of the proposal*  
10% of the total score

The primary basis for the score will be
a) presentation of the selected approach and of the qualifications of key project personnel,
b) answers to questions that may arise from the Oracle iRecruitment / SSHR Implementation Project Selection Committee during the interviews,
c) questions arising from the presentation team, and,
d) demonstration of the project team’s understanding of the District’s goals for the project

VI. DIRECTIONS

DIRECTIONS TO GEORGE J. MCMONAGLE ADMINISTRATION BUILDING

The George J. McMonagle (GJM) Administration Building is located at the intersection of East 40th Street and Euclid Avenue (RT. 6).

From Cleveland-Hopkins International Airport:
- Take OH-237N towards I-71/Cleveland/I-480
- Merge onto I-71N
- I-71N become I-90E
- Exit 173B Chester Avenue
- Turn right onto Chester Avenue/US-322E
- Turn right onto E.36th Street
- Turn left onto Euclid Avenue/US-20
- 3900 Euclid Avenue is on the right.

A map is provided below.