DIVISION OF FINANCE – PURCHASING DEPARTMENT

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ADDENDUM #1
RFP #24-0066
TEXT MESSAGE RECRUITING AND SCHEDULING SOLUTION

November 1, 2024

The following is to ensure that vendors have complete information prior to submitting a ***proposal***. Here are some clarifications regarding the proposal for ***Text Message Recruiting and Scheduling Solution*** for the ***Human Resources.***

Questions and/or statements of clarification are in **bold** font, and answers to specific questions are *italicized.*

1. **Will contract redlining/negotiation occur during the evaluation period between November 20, 2024-January 24, 2025? Or will the contract negotiation occur after the award on February 5, 2025?**

   Contract redlining/negotiation does not occur until after the contract award has occurred. The evaluation and award dates are estimations which are subject to change.

2. **When does Sedgwick County aim to have a signed agreement in place?**

   The county aims to proceed through the evaluation process as expeditiously as possible, but it will also take time, so the answer to this isn't certain.

3. **How many vendors have been invited to participate in this RFP?**

   This was sent to 602 bidders. However, anyone can look it up on the county website as well and participate.

4. **In what format would the county like to receive electronic responses?**

   See RFP page four (4) under IV Submittals

5. **I noticed that Sedgwick County implemented SuccessFactors Recruiting and Marketing in 2019. Can you advise how much longer the county anticipates using that software program, because our firm offers an Applicant Tracking System that provides all the services provided by SuccessFactor and Marketing while also providing what is required in the RFP in one simple package? Would the county be open to consideration of this?**

   The county is not considering other systems at this time, only what is in the RFP.

6. **Are you looking for a ready-made or custom solution?**

   Ready-made with possible custom add-on options based on need.

7. **What is the expected volume of messages and users?**

   Since Sedgwick County doesn't currently have a text messaging system in place, we don't have numbers to estimate, however, these are our current stats on visits to our site, applications started and completed, and hires/rehires this year:

   157,144 Visits to our Career Site
   11,056   Applications Started
   6,531 Applications Completed
   536 Hires/Rehires

8. **Is there information on budget for this project?**

   The budgeted amount for this project is $73,000.00.

Scope of Work
   Automated Scheduling
9. **Are there business hours that the scheduling will be restricted to?**

   For interview scheduling, it would be restricted to the business hours of 8:00am – 4:30pm.

10. **Are there any other restrictions, for instance "No interviews on Monday"?**

    No restrictions at this time aside from interviews outside of the business hours established in the previous question.

   Finding Number of Eligible & Qualified Candidates
11. **What is the scope for the AI development towards these items?**

    The goal is for AI to respond with standard/preprogrammed responses and expect to continue to develop that with future innovations.

12. **What current process is being used for evaluating candidates?**

    Currently, we have the candidate pipeline within recruiting, which is part of the SuccessFactors system; some use Interview Central to score candidates. We also have an internal review outside of SuccessFactors, where we use a spreadsheet and score sheet to weigh competencies, evaluate, and score applicants.

13. **What does the general eligibility criteria and qualifications look like? How often do they change, if ever?**

    Each position is linked to a job, which is linked to a job code, and that job code has a job description and that description will define what it takes for a person to be eligible for the job. The job description does not change very often, however, how much criteria is unique to each job and those jobs have their own requirements.

    Number of job descriptions currently in the county: 1132

14. **Where are jobs currently posted, or how do applicants currently apply?**

   The Sedgwick County website, Indeed, QR codes on county vehicles, Handshake, LinkedIn, and KansasWorks.com

Automated Text Messages
15. **Is the pipeline where they are at in the process of applying or what all does the pipeline refer to?**

   Yes, the pipeline is just that; the stages a candidate goes through when applying.

16. **What are the number of different category placements?**

   Currently, we have 17 categories in the pipeline, however, some are only used for specific departments such as Sheriff or 911, and if a candidate is a Veteran or not, so not all candidates move through all 17 categories.

17. **How often, if ever, do additional category placements get created or renamed?**

   Changes have been made before, but it's not something we do, like to do, or plan for on a regular basis.

One-to-One Text Communication
18. **Who is the "user identified" referring to within the use of this document? Does this refer strictly to the Sedgwick employees or someone else?**

   A Sedgwick employee that has been given a role where they have the ability to communicate with applicants via text.

   Also, the identified user is someone that is associated with a specific requisition, not multiple requisitions, as to not cross over communication.

19. **Does there need to be a way to transition from Automated to One-to-One with an operator/real person or vice versa?**

   Yes.

20. **Given that you want to use the short code for text message correspondence, how is a user identified for the One-to-One communication between the applicants?**

   Short code is used to blast advertisements, for applicants to visit our career site, not for communication for singular applicants.

21. **How is a user identified as available/unavailable for text messaging? Are they just assigned and then if they don't respond fast enough it assigns someone else?**

   There is nothing that tells us if they are available or not for texting, there is however a box on the application that identifies if the applicant will accept texting communication.

   The second part of this question is unclear.

Allow for recurring marketing campaigns to be sent through email, text, text campaigns, and bulk messages.

22. **What is the difference between Text Messages, Text Campaigns, and Bulk Messages? What are Text Campaigns generally composed of? What are Bulk Messages generally composed of?**

   - *Text messages are just that, sending a text when an applicant opts in about jobs that they've shown interest in or have signed up to receive updates about.*
   - *Text campaigns are messages advertising jobs that are highlighted or on for mass hiring.*
   - *Bulk messages are messages sent to a large group of applicants that might do things like advertise featured jobs or that Sedgwick County will be at a job fair, etc.*

23. **Are they sent across different numbers or different short codes?**

   They can be sent from both.

Reporting Analytics of the Performance of Campaigns
24. **What reporting tools are currently used if any?**

   SAP SuccessFactors Advanced Analytics, SAP SuccessFactors Source Report from Source Tracker, BI reporting, Sinch reporting tool, and Google Dashboard.

25. **What reporting metrics are used?**

   See answer to previous question.

26. **Would we be expected to interact with those tools, export into, etc.?**

   We expect the vendor to replace Sinch, but if they are unable to, we would expect the vendor to interact with Sinch, as well as BI and all that are listed in question 24 and SuccessFactors.

Text to Apply to Open Requisitions
27. **How long do requisitions typically remain open?**

   Typically 30 days unless a department wants to extend or asks initially for a longer open period.

28. **What is the maximum response time allowed for text message or emails?**

   We would like no longer than five (5) minutes for a response whether by text or email.

Short code compliances
29. **Records for short code assignments, usage, and communications - Are there current limitations on the short code usage?**

   We currently have a minimum flat rate for 30,000 messages and anything over that we pay a small fee per message.

30. **Correctly integrated with systems and platforms (CRM, Marketing Tools) - What systems and platforms are the Short Code currently integrated with?**

   Sinch.

31. **Address Technical Issues Promptly – Includes Support Team as needed - How many Sedgwick County employees use the system?**

    Currently we have one (1) Sedgwick County employee supporting the system for our short code, with one (1) backup.

32. **Will at least Level 1 support be provided by your internal IT and then escalate to our team as needed, or will we handle all support?**

    Sedgwick will make every attempt to provide Level 1 initial support, but will escalate to the vendor if a resolution is not reached.

Ability to automatically screen applicants upon application submission
33. **What does the screening involve? How similar is it to the AI candidate eligibility review?**

    Currently in SuccessFactors we've set up disqualifier questions - if a candidate answers any of the disqualifier questions a certain way, it's an automatic disqualification. We don't know how an AI review will work, but we anticipate that we would, in some way, provide those disqualifiers and AI would recognize those same items to disqualify a candidate.

Allow for FAQ that should be able to be answered or responded to via text communication
34. **Will the AI bot respond or an identified user?**

    The goal is for AI to respond with standard/preprogrammed responses, however, when it comes to scheduling interviews, an identified user will respond and schedule.

SMS Computer Based Texting with Shared Inbox Capabilities
35. **Is there a current shared inbox used or setup?**

    We currently have a general Employment inbox that messages can be routed to, but are considering creating a separate inbox as to not overload Employment.

Operations and Developments
  99.5% Performance Levels or Greater
  36. **How is this measured/will be measured?**

    Interruption of service, how quickly service can be restored in the event of an outage, how quickly issues are resolved – this would apply to service on all devices.

  Auditable Logging and Tracing
  37. **Is there a preferred method of auditing logs?**

    We need to be able to view logs in the system and download as needed - formats such as excel, PDF, CSV, Word, etc.

  Downloaded and deployed at scale on devices (mobile applications, intelligent agents, etc.)
  38. **Download what exactly and where and for who?**

    The information as shown in the parenthesis above.

39. **What MDM (Mobile Device Management) software do you use?**

Currently, we are using SuccessFactors mobile.

40. **Are you looking to deploy native apps, or would a link to a mobile friendly web application be acceptable?**

We would be open to hearing suggestions regarding the best solution for either.

System Management
Ability to purge information after three (3) years?
41. **Automatically or only by an authorized person?**

We would like this to be automatic.

Text Message Stats
42. **Text recruitment to hires - Potential hires or new hires?**

Potential hires that have registered their email address with the county from our county website.
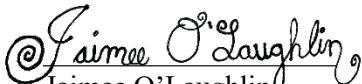
Reporting
Be able to export and share in dashboard
43. **What reporting tools are currently used: Power BI, Tableau, Excel, etc.?**

SAP SuccessFactors Advanced Analytics, SAP SuccessFactors Source Report from Source Tracker, BI reporting, Sinch reporting tool, and Google Dashboard.

Firms interested in submitting a *proposal*, must respond with complete information and **deliver on or before 1:45 pm *CST, TUESDAY, November 19, 2024*.** Late *proposals* will not be accepted and will not receive consideration for final award.

"PLEASE ACKNOWLEDGE RECEIPT OF THIS ADDENDUM ON THE *PROPOSAL* RESPONSE PAGE."

Jaimee O'Laughlin
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Purchasing Agent

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