

**REQUEST FOR PROPOSALS FOR
Onboarding Software
Rockingham County**

You are hereby invited to submit proposals for Onboarding Software, as specified in the attachments of this Request for Proposal.

The information necessary to complete the proposal is listed below and in the attachment of this invitation.

Questions on the technical specifications of the Request for Proposal should be directed to Alison Kivikoski at (603) 679-9365. Questions on bidding procedures can be directed to the Commissioners Office at (603) 679-9350.

Proposal Instructions: Four (4) copies of the proposal should be submitted in a **sealed envelope** marked “**RFP - Onboarding Software**” to:

Rockingham County Commissioners
119 North Road
Brentwood, NH 03833

Proposals must be submitted to the above address **no later than 3:00 p.m. on Monday, August 31, 2020** to be eligible for consideration.

If proposals are being sent via FedEx, UPS, or other mail carrier, please ensure that the mailing envelope/package is clearly marked “**RFP - Onboarding Software**”. Envelopes/packages not marked with the name of the proposal may be misidentified and will be rejected. Other forms of submission (fax or email) will be rejected. Proposals received after the deadline will be rejected.

An electronic version of your proposal, via CD or flash drive, included inside your sealed bid is welcomed.

Proposal Openings: Proposals will be opened publicly at a regular scheduled meeting of the Board of Rockingham County Commissioners in the Maureen Barrows Conference Room of the Rockingham County Rehabilitation and Nursing Center, 117 North Road, Brentwood, NH, on Wednesday, September 2, 2020 at 8:30 AM. Proposals will be taken under advisement at that time and will be awarded as soon as a complete review and comparison of the proposals received has been made by the Board of Commissioners.

Proposal Award: The proposal(s) will be formally awarded and announced publicly at a regular scheduled meeting of the Board of Rockingham County Commissioners held in the Commissioners' Conference Room located in the Rockingham County Rehabilitation and Nursing Center, 117 North Road, Brentwood, NH. Formal notification of proposal award to all proposers will occur immediately thereafter. Information on the award will also be available on the RFP/Bidding section of the County's website at: www.RockinghamCountyNH.org

RFP Prices: RFP prices are to remain in effect for a period of sixty (60) days from the opening date of the proposal and are to remain firm once proposal is awarded to the successful proposer(s).

Performance Clause: In the event that the successful awarded proposer/Rockingham County should default in the observance of the stipulations set forth in this Request for Proposal and any attachments

thereto and such default is not corrected within 30 days of written notice from either party, the successful awarded proposer/ Rockingham County shall have the option of canceling the proposal.

Contractual Obligations: In the event that contracts for the supply of materials, equipment, or services are required under the bid, the Board of Rockingham County Commissioners reserves the right to review said contracts and amend to comply with county legal requirements prior to signing by the appointed representative of the Board of Rockingham County Commissioners. All contracts entered into by Rockingham County are required to contain Non-Appropriation and Indemnification clauses. Sample language is provided below.

Non-Appropriation

Rockingham County is obligated to pay only such contract amounts that can lawfully be made from funds budgeted and appropriated for that purpose during Rockingham County's then current fiscal year, subject to annual approval by the Rockingham County Delegation. Should Rockingham County fail to budget, appropriate, or otherwise make available funds to make payments under this contract, such contract shall be deemed terminated at the end of the then current term. Rockingham County agrees to deliver prompt notification after any decision to non-appropriation is made, but failure to give such notice will not extend the term beyond such Original or Renewal Term.

Indemnification

To the fullest extent permitted by law, (ORGANIZATION) shall protect, indemnify, save, defend and hold harmless Rockingham County, including its officials, agents, volunteers and employees, ("Indemnified Parties"), from and against any and all liabilities, obligations, claims, damages, penalties, causes of action, costs, interest and expenses, including but not limited to reasonable attorney and paralegal fees, which Indemnified Parties may become obligated or suffer by reason of any accident, bodily injury, personal injury, death of person, or loss of or damage to property, arising indirectly or directly under, out of, in connection with, or as a result of this Contract or the activities of (ORGANIZATION) or its agents, employees, contractors or subcontractors, and even if caused in whole or in part by any negligent or intentional act or omission of Indemnified Parties.

In addition, and regardless of respective fault, (ORGANIZATION) shall defend, indemnify and hold harmless the Indemnified Parties for any costs, expenses and liabilities arising out of a claim, charge or determination that (ORGANIZATION) officers, employees, contractors, subcontractors or agents are employees of the Indemnified Parties, including but not limited to claims or charges for benefits, wages, fees, penalties, withholdings, damages or taxes brought in connection with laws governing workers compensation, unemployment compensation, social security, Medicare, state or federal taxation, and/or any other similar obligation associated with an employment relationship.

(ORGANIZATION'S) obligations to defend, indemnify and hold harmless the Indemnified Parties hereunder shall survive the term of this Contract.

Rockingham County shall not be required to defend or indemnify (ORGANIZATION) or its agents, employees, contractors or subcontractors or any professional service provider.

Insurance Requirements

The provider shall maintain at all times during the life of this contract the following insurance coverage. The provider must also require its subcontractors to maintain such coverage. Any request for modification of the coverage requirements must be submitted in writing with the proposal, and will be evaluated accordingly.

Workers Compensation Insurance: The provider shall carry workers compensation insurance as required by the State of New Hampshire.

Comprehensive General Liability Insurance: The provider shall maintain comprehensive general liability insurance policy, which includes coverage for contractual liability, in an amount of no less than \$1,000,000 per occurrence.

Motor Vehicle Insurance: The provider shall carry motor vehicle insurance to include bodily injury, property damage, and uninsured motorist, coverage in an amount of no less than \$1,000,000 combined single limit per accident.

Provider shall provide an insurance certificate confirming the above insurance coverage. The insurance certificate and the underlying insurance coverage shall be issued by a carrier authorized to do business in the State of New Hampshire and having A.M. Best Company rating of "A" or better.

The provider shall have professional insurance/errors and omissions insurance with limits of not less than \$1,000,000 each occurrence.

The provider shall file certificates with Rockingham County showing that the above insurance has been purchased.

A 30-day notice is required for cancellation and /or material change of coverage, sent directly to the Rockingham County Commissioners Office at 119 North Road, Brentwood, N.H. 03833.

NOTE:

The Board of Rockingham County Commissioners reserves the right to accept or reject any and all proposals or parts thereof, to accept the proposal which they deem to be in the best interest of Rockingham County and to waive any bid formality.

Sincerely,



Alison Kivikoski
Director of Human Resources

Enclosed: Attachment A

ATTACHMENT A

I. General Requirements for Proposing and Instructions to Vendors

A. Introduction and Background:

The Rockingham County Complex is located in the Southeastern corner of the State of New Hampshire, and is a public entity composed of general administrative offices, a nursing home, and a correctional facility. There are approximately 113 positions within the County. Currently, the recruiting and hiring process is not automated.

Intent and Purpose of this RFP:

Rockingham County is looking for recruiting software that can support our hiring process across locations, functions and roles, as well as fully integrate into our current Human Resources Information System (HRIS), Kronos. This will allow for improved efficiency, increased strategic impact, enhanced visibility, and customization and branding such that it is transparent to job applicants.

The County is seeking written proposals from qualified vendors to enter into a contract with the purpose of supplying such services as noted below:

B. Scope of Services:

The scope of this request requires the selected vendor to:

Provide a Proposal for an Onboarding System that will satisfy both pre-boarding and off-boarding, training, and data reporting needs of the County. The ideal system will allow the onboarding process to begin prior to the employee's New Hire Orientation date, providing streamlined paperwork, processes, and training opportunities. The system must permit the creation of County-specific forms, set parameters for moving along in the onboarding process, have a professional appearance, be user friendly, and offer social media and other types of integration with ease. The system will also be easily customizable and able to be updated by the County.

1. Provide exceptional customer service and assistance with any problems or changes to the system.
2. Provide implementation and training services.
3. Have a proven track record in producing interfaces between the Onboarding System and Kronos.
4. Provide a firm price proposal to achieve the objectives as outlined.

C. Notice:

Information provided in these specifications is to be used only for the purposes of preparing a proposal cost to be provided to Rockingham County. It is expected that each vendor will read these specifications with care. Failure to meet certain conditions may invalidate proposals.

The information contained herein is believed to be accurate but should not be considered as warranted in any way. Questions or requests for additional information should be directed to:

Alison Kivikoski, Director
Human Resources Department
Rockingham County
111 North Road
Brentwood, NH 03833
akivikoski@co.rockingham.nh.us
Phone (603) 679-9365
Fax (603) 679-9357

D. Preparation of Proposals

Following the review and screening of all proposals, vendors may be invited to participate in a demonstration of the software application and interview. The final selection process may also include the submission of additional information regarding cost or other issues, as requested by Rockingham County.

E. Delivery of Proposals

Your written proposal must be received by Rockingham County no later than 3:00 p.m., Monday, August 31, 2020 addressed to the **attention of:**

<p>Board of Rockingham County Commissioners 119 North Road Brentwood, NH 03833</p> <p>“RFP- Onboarding Software System”</p>
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F. Opening, Award and Completion Time Frame

Proposals will be opened publicly at a regularly scheduled meeting of the Board of Rockingham County Commissioners in the Maureen Barrows Conference Room of the Rockingham County Rehabilitation and Nursing Center, 117 North

Road, Brentwood, NH 03833. The County is prepared to award the contract for the project immediately after the evaluation of the proposals. The Consultant shall be prepared to agree to begin work five (5) days after the award of the contract. Any deviation from this expected schedule must be clearly indicated in the Consultant's proposal.

G. Additional Terms And Conditions

1. Rockingham County may award the contract to multiple providers.
2. Any changes to the above Specifications shall meet with the approval of the Board of Rockingham County Commissioners.
3. Should you have any variations (discounts and/or penalty clauses) that may affect the price, please specify same in your proposal. Upon satisfactory completion of the above noted work, payment is subject to the County's standard accounts payable process.

II. Proposal Contents and Evaluation

A. Technical and Cost Proposal

The proposal must include, at a minimum, the information required to describe execution of the Scope of Services given above.

The proposal shall also include:

- 1) A letter of introduction.
- 2) Identity of offeror, central address and telephone number.
- 3) Narrative of the history of the vendor, including date of inception, and any experience with New Hampshire and/or other public sector clients.
- 4) Qualifications and resumes of the team members proposed to work with the County for the implementation and maintenance services.
- 5) A list of at least four (4) current references (particularly governmental; most importantly, County) for whom systems have been successfully implemented. This list shall include firm name, person to contact, address and telephone number.
- 6) List of any pending, settled, tried, or other litigation the vendor has been

involved in for the past five (5) years, with a brief description of the case(s) and their current status.

- 7) State whether the vendor has ever been disqualified or terminated by any public agency or private organization. If so, please explain under what circumstances this disqualification or termination occurred.
- 8) A statement that if awarded this contract, the Contractor will obtain professional liability insurance in the amount of at least \$1,000,000.00 coverage.
- 9) A certificate of Workers' Compensation Insurance for all employees while on County premises.
- 10) A statement that the proposal is effective for 60 days from proposal due date.
- 11) A statement that the offeror will comply with all terms and conditions as stated in this RFP, or identify any exceptions taken to any of the requirements.
- 12) The vendor should provide detailed pricing information for services requested in the scope of work. All travel and related expenses associated with the project shall be included in the lump sum price proposal. The vendor should provide payment terms, including the resolution process for billing discrepancies.

B. Evaluation of Proposals

The proposals will be reviewed by the Board of Commissioners and the Director of Human Resources.

C. Clarification of Offer

The County may, in the evaluation of offers, request clarification from offerors regarding their offers, obtain additional material or literature, and pursue other avenues of research as necessary to ensure that a thorough evaluation is conducted.

D. Modifications to Offer

Offers may be modified or withdrawn by written notice provided such notice is received prior to the hour and the date specified for receipt of offers.

E. Proposal Preparation Expenses

Offerors shall prepare and develop proposals at the sole cost and expense of the offeror.

III. Questions

Please answer all questions included in this document. We would like simple but comprehensive answers that tell us all we need to know about each aspect of your system. Feel free to provide a link to further resources if possible.

A. Information about your company

Question	Your answer
Company information	
What's your company's full name, address and phone number?	
What's your company's tax ID number?	
Where do you have offices?	
Who completed this RFP, and what are their contact details?	
Please give us a general summary of the services you offer.	
How many customers do you currently have and in which locations?	
Has your system been implemented to other companies of our industry and/or size? Please provide examples.	
Can you put us in contact with three of these customers?	
What service-level agreement do you	

offer?	
Can we review your Terms & Conditions? (provide link or document)	
Product and services	
Is your system cloud-based?	
How is your system different than other similar solutions?	
What are your pricing plans?	
Which features are plan-dependent?	
What pricing plan would you suggest for us?	
How would new releases or updates to your software affect any customization we may have in place? What is the cost associated with accommodating our customization?	
What are your own service providers that support/ deploy your system?	
Growth and Vision	
Describe your company's growth in the last few years.	
What's your approach toward the future of pre-boarding onboarding, and offboarding?	
How do you plan to improve your product or services in the next year (high-level)?	

B: Onboarding process and integrations

Question	Your answer
General	
Do you offer the ability for us to easily customize and update the verbiage on the new hire platform?	

What are your system's features for pre-boarding, onboarding and offboarding?	
How does your system help us structure our onboarding and orientation process?	
How does your system help us communicate with new hires?	
How does your system help us manage new hire documentation, training, and information requirements?	
Is there an automated response email sent to new hires during the onboarding process and applicable trainings to notify them of their progress?	
Does your system support an automated checklist system?	
Please describe the process of creation and modification of County specific forms.	
Do you offer templates?	
Is this a mobile friendly software system?	
Can we connect your system with our County website?	
How does your system help us set up our onboarding page?	
Are there additional costs related to customization?	
What types of training platforms does your system offer or support?	
Does your system allow for electronic signature capabilities?	
Integrations	
Does your system integrate with Kronos?	
Are there extra costs for us to use your integrations?	
What are the costs associated with the	

integration with our Kronos HRIS?	
Do you integrate with employee/ background checking services?	
Can this system integrate with NeoGov Insight?	
What other solutions/ software does your system integrate with?	
Do you offer custom integrations with different systems?	
How much do custom integrations generally cost?	

C: User experience

Question	Your answer
User experience	
How can Human Resources or a manager check the status of their new employee's progress through the onboarding process?	
How does your system track email communication with candidates?	
Does your system allow for remote training? If yes, what is the cost associated with that?	
Can we have multiple new hires/users in the system simultaneously?	
Does your system offer email templates? Can we create our own templates inside your system?	
Does your system work on mobile devices (Android, iOS) and how?	
Which countries and languages is your product available in?	
Are there provisions in your system for	

people with disabilities?	
How do you encourage users to fully adopt your system?	
Candidate experience	
What does the employee portal look like from the new hire's perspective?	
Are your forms optimized for mobile?	
Does your system sync with new hires' calendars to add progress reminders?	
Is the new hire's process stored in your system, or do they have to re-do portions if interrupted?	
Do you offer an electronic signature service for candidates?	

D: Implementation and sustainability

Question	Your answer
Implementing your system	
What is your usual implementation procedure and who takes part in it?	
How long does it typically take to fully implement your system?	
What actions do you take to migrate data from existing systems?	
What training do you provide during the implementation period?	
Is there an extra cost for implementation/training support?	
Are there extra costs to implementing your system apart from your pricing plan?	
After implementation	
What level of support services do you offer after implementation?	

What training material or resources do you offer that are always accessible?	
How and when could we reach your support services?	
What's your support services' average response time?	
Describe your issue escalation procedure.	
How do you resolve issues (e.g. crashes, slow loading, email malfunctions)?	
How are your services billed (annual, monthly, etc)?	
Sustainability	
How often do you upgrade / maintain your system?	
How much downtime is expected when you're upgrading / maintaining your system?	
How do you notify users when you're upgrading / maintaining your system?	
What kind of training do you provide when you add features or change something in your system?	
Where can we view your service status?	
What actions do you take to prevent problems with your system?	
Describe how your system scales along with us.	

E: Security and Data Protection

Question	Your answer
What are your security standards/certifications? Please provide evidence.	
What are your system's built-in security provisions?	

What security audits do you do, and how often?	
Where do you keep personal data of new hires and users?	
How do you protect personal data stored in your system from breaches, losses, etc.?	
Who has access to data we store in your system?	
Are people with access to data in your system properly trained in data protection?	
Can we have different levels of access for different internal team members?	
How do you ensure your system complies with GDPR?	
How does your system help us comply with GDPR?	
How does your system help us grant employee requests about accessing, rectifying or deleting data?	
How do you help us be EEO-compliant?	
How do you manage crises related to your system (e.g. data breaches, data deletion)?	

F: Reporting

What reports and analytics does your system offer?	
In what ways can we classify our reports (e.g. by role, department, position)?	
How would your system's reports help us improve our retention?	
Does your system support custom reporting?	

Is there an extra cost for custom reports?	
How does your system help us survey new hires and report on their experiences with our onboarding process?	
Unique Value Proposition	