Office of Human Resources Management (OHRM)
Request for Information

Talent Acquisition Software

Questions and Answers

1. Q: It asks that the vendor "provide example of cost range that can be expected for use of the system where approximately 700 resources are hired annually at the agency."

    We price by the number of full-time employees. Would you be able to provide that number?

    A: Approximately 2,600 FTE, 3,200 souls, including part-time resources.

2. Q: What are the key focus areas you are hoping to improve with a new solution?

    A: Outreach to candidates for hard-to-fill positions. Ease in application, link to social media for postings. Document control, application process contained within software system. Metrics collection on candidates (including for DEI purposes). Ability to collect, review and approve candidates for hire within system. Onboarding.

3. Q: How many applications does the NYSED typically receive on an annual basis?

    A: Our estimate is between 80,000 and 100,000 applications per year, which includes canvass responses for any open State Ed Agency positions. The variation of applicants for positions can range from 5-150 depending on the position and whether there are canvass requests and responses.

4. Q: What is the average number of job postings per year?

    A: Approximately 700-900 annually.

5. Q: Is electronic onboarding required for the RFI? If yes, please see below questions:
    - What is your current onboarding process?
    - How many onboarding workflows do you currently have?
    - On average, how many onboarding documents are included in a new hire onboarding workflow?

    A: We are open to suggestions/ideas for modernization from vendors related to onboarding and what can be accomplished.

- Our current onboarding is a paper process managed by multiple different internal groups, which needs to be simplified/modernized.
- There could be between 3-5 different workflows with different scenarios within each.
- There are approximately 15-20 forms/documents involved in a new hire onboarding process.

We would like vendors to define "workflows" according to their system.

6. Q: Who is the current provider / applicant tracking system / onboarding service?

   A: There is no current system. This is a modernization from a largely paper process.

7. Q: What is the current spend on the existing solution?

   A: N/A

8. Q: Is there an anticipated budget for this project?

   A: Yes.

9. Q: Should the RFI submission be emailed to this same address?

   A: Yes, email the RFI to nysedtechresponse@nysed.gov.

10. Q: What is your preferred number of years required for the Pricing Solution, e.g., 1 Year, 3 Years, 5 Years?

    A: Three year and five-year pricing would be ideal.

11. Q: When does NYSED envision the proposed start and completion dates of the implementation?

    A: We would like to start implementation this fall or winter with a 6–12-month implementation.

12. Q: Will NYSED make a decision from this RFI or plan to issue an RFP? If so, what is the timeline for the RFP issuance?

    A: An RFP or an RFQ will be issued.

13. Q: To clarify, is NYSED looking for the Talent Acquisition Software to be only for the State Agency use or does NYSED wish to make it available to both the State Agency and for your Schools and Districts to opt in?

    A: This is not related to NYS schools. State Education Agency (SAE) only.

14. Q: How many employees does NYSED currently have?

    A: Approximately 2,600 FTE, 3,200 souls, including part-time resources.

15. Q: In the Overview of Request section there are references to the entire hiring life cycle and complete talent life cycle. Does this include making an offer to a candidate and the entire employee onboarding process once the offer is accepted?

    A: Yes.

16. Q: Does "simultaneous use on single cases" refer to the capability of the software to allow multiple users to work on the same hiring case at the same time?

    A: Yes

17. Q: What are the requirements for in-system escalations within the platform?

    A: At a basic level, escalations should be a configurable feature.

18. Q: Need more clarity on this requirement: "Does your system allow for candidate offer management activities?"
    - "Candidate offer management activities" in HR software include features for creating, customizing, approving, presenting, negotiating, and tracking job offers, as well as transitioning accepted offers into onboarding processes, making the hiring process smoother and improving the experience for both HR and candidates.

    A: We appreciate your description, which would meet our needs as they relate to candidate offer management activities. We need to create, customize, approve, present, negotiate (in some cases), and track job offers. And then, transition job offers to onboarding.

19. Q: Is the NYS DOE seeking to purchase a new Applicant Tracking System (ATS)?

    A: Yes. Please note this RFI is related to the New York State Education Department (NYSED) located in Albany, NY, and not related to New York City Department of Education, located in NYC.

20. Q: Where is the ideal location for PII, hosted by the provider or under the NYS DOE custody?

    A: PII for applicants can be hosted in the Cloud given that NYS security requirements for Cloud applications are met.

21. Q: Expected system availability time?

    A: 24/7

22. Q: Expected system support availability time?

    A: During business hours: 8:00 am to 6:00 pm EST.