

## Addendum #1

### **Applicant Tracking System- One Year with Two Option years**

**Issue Date: Monday, March 18, 2024**

**Bids Due: Thursday, March 21, 2024 at 1:00 PM**

1. Who is the current vendor (NeoGov?)
  - a. Yes, we use NeoGov currently as our ATS
2. Is the current subscription is based on agent count or ACU (active Current user) or yearly subscription?
  - a. It is on a yearly subscription I believe
3. How many users from school district will use (internally) ?
  - a. Currently, 669. That includes all central office staff (like Human Resources and Finance) as well as hiring managers (principals in schools, etc.)
4. In the current system, do we have any total count of number of registered job applicants (external i.e. nonemployees)?
  - a. 3000 to 4000 unique external applicants
5. Do we have to provide a portal for the job or career site or will use the existing portal?
  - a. Most likely provide a job portal. Our current portal is provided by our ATS and my understanding is that it is their system.
6. There is no mention of Mobile friendly or responsive Web ATS App or chat bot feature. Is there any feature SD is looking as inclusive features or vendor can add these are additional features for pricing?
  - a. No discussion of such features have been had, but it is acceptable to mention those features as capabilities.
7. **Pricing** - Can you please share a rough budget that your team has in mind for the project? We will try to work with your budget, but I need to make sure we're generally aligned ahead of the time commitment for both sides.

- a. In order to generate a quote, can you share the below info?
  - i. Total # of employees - 3800
  - ii. # of corporate business employees (HR, finance, data, marketing, etc) - 665
  - iii. # of full time non-corporate employees (teachers, school staff, etc) - 2600
  - iv. # of part time employees if applicable –535 Substitutes
8. What specific configurations does your system support for requisition approval workflows, particularly for roles requiring multi-departmental or external approvals? Could you detail examples of how the system manages a requisition that traverses multiple approval hierarchies, such as a senior teaching position that requires both department head and administrative approvals, including any automated escalation features for overdue approvals?
  - a. Currently that requisition approval workflow goes through the hiring manager or the department head, and then our Controller provides final approval.
9. What job boards does PPSD prioritize for ATS integration, specifically aiming at specialized educational roles versus broader employment platforms? Could you detail how you plan to evaluate the effectiveness of job postings across these platforms, such as through tracking applications or engagement metrics from niche education-focused job boards compared to generalist sites like Indeed or LinkedIn?
  - a. We definitely have an emphasis on SchoolSpring, as most of our applicants come through that platform. We have been analyzing applications from various platforms and identifying which platforms provide the most traction, and we are looking to expand our reach in this area.
10. How does PPSD anticipate the use of customizable job templates to support varied recruitment needs across different departments and roles? Specifically, could you outline the requirements for template customization, such as mandatory fields for compliance purposes (e.g., Equal Employment Opportunity information, job classification details), or flexibility for department-specific information? Additionally, how crucial is the ability to adapt these templates for roles with unique qualifications or educational requirements, and what level of control do hiring managers have over template alterations?
  - a. Our hiring managers typically don't have direct control of template alterations once jobs are posted, as much of these roles are regulated through the district and through union contracts. We do need information on EEO information, and we are looking to delineate our templates further related to category and what certifications are required for the position.
11. In the context of enhancing the searchable applicant database for PPSD, how critical are advanced search functionalities such as filtering by education level, previous job titles, skills, and

certifications? Additionally, is there interest in implementing AI-driven semantic search capabilities that understand the context of job requirements compared to applicants' experience and qualifications, thereby allowing for more nuanced matches beyond the basic identifiers like ID, name, and email address?

- a. Very critical. Since a majority of our jobs have an education and certification requirement, it would be incredibly helpful to be able to identify candidates that have the matching requirements. We have not explored the idea of using AI for this process yet.
12. Could PPSD elaborate on the expected frequency and scope of updates required for application forms within the ATS, particularly focusing on sections that might necessitate regular revisions such as compliance mandates, diversity inquiries, or role-specific qualifications? Is there a need for dynamic fields that adjust based on the role being applied for, and how does PPSD plan to manage these updates to ensure compliance and inclusivity without compromising the user experience for applicants?
- a. Typically, once our jobs are posted at the start of our hiring season, they do not alter midway through. Most of our application questions are very standardized regardless of which position is being applied for, with some additional questions added specifically for teacher roles.
13. Could PPSD specify the types of automated communications envisioned for the applicant tracking system, particularly focusing on the triggers or stages within the application process that would activate these communications? Examples might include acknowledgment of application receipt, updates on application status, reminders for incomplete applications, or notifications about upcoming interviews. How critical is the customization of these messages to reflect the district's branding and communication tone, and are there specific points in the process where personalized communication is deemed more impactful?
- a. We would like to have more automated communication with candidates, especially when initially applying, when they have been selected for an interview, and if their application has been approved or rejected. It is definitely important to us to have consistent and uniform communication with our candidates.
14. For the document upload capabilities within the ATS, could PPSD detail the variety of documents that applicants are expected to submit throughout the application process, such as resumes, cover letters, certifications, or portfolios? Additionally, are there specific requirements or limitations concerning file sizes or formats (e.g., PDF, DOCX) that applicants should adhere to, and how does the system facilitate the verification or review of these documents by the hiring team?
- a. Primarily at time of application, we ask candidates to upload a resume and a cover letter. Certification is identified by a drop down they select during the application. Typically, we accept standard document types like PDFs and Word Documents.
15. Could PPSD share further details on the technical specifications or APIs for the systems mentioned for integration, such as Frontline, Lawson, and Outlook Calendar? Understanding the specific technical requirements or constraints, including API access, data formats, and any

security protocols, is crucial for ensuring seamless integration. Are there preferred methodologies for integrating these systems with the ATS, particularly to facilitate real-time data exchange and synchronization across platforms?

- a. I unfortunately don't have many specifics on API integration or the technical specifications related.

16. Could you detail the distinctions between your internal and external hiring processes as they pertain to the Applicant Tracking System's functionality? Specifically, what unique requirements or workflows are necessary for internal candidate management compared to external applicants, such as internal mobility tracking, visibility restrictions, or different approval mechanisms? How does the system need to adapt to ensure both processes are supported efficiently while maintaining compliance and transparency?

- a. Currently, our internal and external applicants apply through the same external application process, however it would be helpful to have these separated. Our internal candidates operate slightly differently than external candidates, since they get first priority on job openings to internally transfer into.

17. Could you clarify if there are any specific policies or restrictions in place for applicants applying to multiple job openings simultaneously through the Applicant Tracking System? For instance, are there limits on the number of applications an individual can submit within a certain timeframe or specific criteria that must be met for an applicant to be considered for multiple positions?

- a. There are no limitations on how many jobs an applicant can apply to, but we do wish to limit applicants to apply only once per posting to avoid the same candidate being reviewed for the same job multiple times.

18. Could PPSD provide insight into the specific roles or permissions that are necessary within the Applicant Tracking System to align with your organizational hierarchy and workflow for requisitions and hiring? Are there unique roles within the system that should have customized access or approval capabilities to reflect the distinct responsibilities and authority levels within the district, such as departmental heads, HR staff, or external committee members involved in the hiring process?

- a. Our HR staff has two different levels, HR Admins who should have full access to all parts of our ATS, and HR users who should have access to see all job postings and requisitions, but not have permissions to alter the details in them. After that, we have our Hiring Managers who should only have access to their own departments/schools applications.

19. Could you outline the envisioned levels of data access control within the Applicant Tracking System to comply with privacy laws and internal policies? Specifically, how does the district plan to manage access to sensitive applicant information, such as personal identifiers, employment history, and background check results, across different roles within the organization?

- a. We have these pieces of information locked for only HR Admins to view.

20. Could you specify if there are any social media platforms or job boards that have historically been more successful in attracting quality candidates, necessitating enhanced integration capabilities with the Applicant Tracking System? For example, have platforms like LinkedIn, Indeed, or specialized education career sites proven particularly effective in reaching your target applicant demographics, thereby requiring more sophisticated integration features such as direct posting, application tracking, or engagement analytics?
- a. Primarily SchoolSpring is a job board that is very popular with teachers. We have not explored our impacts from social media just yet in terms of recruitment.
21. Could you detail the specific real-time data analysis and reporting capabilities deemed critical for strategic HR decision-making within the Applicant Tracking System? For instance, are there particular metrics or analytics—like applicant flow, diversity metrics, time-to-fill, or source effectiveness—that are vital for PPSD's strategic planning and performance measurement?
- a. Yes to all listed. We have a variety of stakeholders throughout the state, and as a city agency, we are required to be able to report out on the details of our candidates and our hiring practices, particularly around diverse populations. Internally, we also use these metrics like time-to-fill and source effectiveness to course correct and ensure we are maximizing the time spent recruiting.
22. Could you elaborate on how the ATS can bolster your diversity and inclusion hiring initiatives, particularly through its reporting and analytics features? Are there specific metrics or data points, such as demographic breakdowns of applicants or success rates of diverse candidates through various hiring stages, that you aim to monitor closely?
- a. Identifying a pipeline of how many diverse candidates apply to our jobs, how many are qualified, how many are selected for interviews, and how many are ultimately hired would be incredibly helpful to our efforts to bolster our inclusion efforts.
23. Could PPSD share insights on how artificial intelligence (AI) and automation are envisaged to enhance the hiring process efficiency within the ATS, particularly with respect to initial candidate screening and shortlisting? Are there specific concerns about potential biases introduced by AI algorithms, and how is PPSD planning to address these to ensure fairness and inclusivity in the recruitment process?
- a. We have had no review of AI in regards to our hiring process at this time.
24. Could you specify the essential document management features in the ATS required to uphold compliance with educational employment standards? For example, are digital signature capabilities, secure document storage, and automated compliance checklists for certifications and background checks among the critical functionalities needed?
- a. For our Applicant Tracking System, we do not need document management outside of being able to submit resumes and cover letters. We do need those documents to be securely stored within the system.
25. Could you describe the preferred mechanisms for collecting and implementing feedback on the ATS's functionality and user experience? Are structured feedback sessions, user surveys, or real-

time reporting tools among the methods you consider effective for gathering insights from both HR staff and applicants?

- a. We would definitely like user surveys to be incorporated as part of the ATS so that external surveys (ex. Google Forms) are not needed.

26. Could you elaborate on the anticipated requirements for the ATS to remain flexible and adaptable in response to emerging HR trends and technological advancements over the next 5-10 years? Specifically, what capabilities are considered essential for ensuring the system can evolve with new hiring practices, integrate with future technologies, and adapt to changing legal and regulatory landscapes?

- a. I am unsure how to answer this question since I am not in IT nor our legal departments.

27. Question: Could you detail the importance of integrating the ATS with educational and certification verification services to enhance the hiring process's efficiency? How will such integrations impact the speed and accuracy of verifying candidate qualifications, and are there specific verification services or standards that you require compatibility with?

- a. Connecting into our state's teacher certification database would be helpful to reduce the amount of self-reporting needed on the candidate.

28. Could you outline the key performance metrics and success criteria planned for evaluating the successful implementation and ongoing effectiveness of the ATS? Are there specific benchmarks related to user adoption rates, candidate satisfaction scores, reduction in time-to-hire, or improvements in the quality of hires that you aim to achieve?

- a. We have been looking at reducing our time-to-hire, and although we don't have a metric for it currently, we do find hiring manager buy-in key to our success in hiring.

29. While the RFP provides a comprehensive outline of current requirements, it does not specifically mention the exploration of some features that are covered in our existing "Intelligent Application Management System". Given the potential of these futuristic features to transform experiences, would Providence Public Schools be interested in reviewing the capabilities of our system? If yes, may we include them in our proposal by adding an additional/optional section in the proposal submission?

- a. I would recommend avoiding diving too deep into features outside of the RFP. Our review process is quite specific since we need to be mindful of our budget. However, if all other parts of the RFP are addressed, it would not be a detriment to highlight some future-planning features of your system.

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

- a. One improvement we are looking for is more delineation of our jobs to identify them by category, certification requirements, and internal vs. external candidates. We would also like more flexibility to pivot candidates between hiring managers, so that candidates that may not be chosen by one school may be reviewed by another, while still giving priority to the school they applied to on reviewing their application.
31. What is the average number of hires per year?
- a. We hire around 300-350 people on average yearly
32. How many applications does the District typically receive on an annual basis?
- a. Around 18,000 applications annually (this is not de-duplicated if a candidate applies to different positions)
33. What is the average number of job postings per year?
- a. Around 1800 job postings per year
34. What is your current onboarding process?
- a. Currently we have an online form management program that we can send onboarding paperwork directly to new hires for them to fill out electronically. We also host in-person HR Welcome Sessions with new hires.
35. How many onboarding workflows do you currently have?
- a. We have about 5. One that all new hires go through, and then four that are specific to the job type the person is hired into.
36. On average, how many onboarding documents are included in a new hire onboarding workflow?
- a. Around 15
37. Who is the current provider / applicant tracking system / onboarding service?
- a. Currently our ATS is through NeoGov, and our onboarding is through Frontline
38. What is the current spend on the existing solution?
- a. At this time we are not privy to information regarding budget or price. Gina and myself are not the final decision makers on this RFP.
39. Is there an anticipated budget for this project?
- a. At this time we are not privy to information regarding budget or price. Gina and myself are not the final decision makers on this RFP.