

ANGÉLICA INFANTE-GREEN
Commissioner



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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 internal staff 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 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 Substitues

8. What specific configurations does your system support for requisition approval workflows, particularly for roles requiring multi-departmental or external approvals? Could you detail

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

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.

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

- 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.