**III. SCOPE OF WORK**

**A. Introduction**

The South Carolina Department of Employment and Workforce (SCDEW) Human Resources Department is seeking a functional and sustainable tool to be used internally by Human Resources (HR) and management staff. The desired outcome of this project is to provide a tool that can be used across the agency by both HR staff and managers to provide real-time information for the following HR processes: position postings, hiring, salary adjustments, reclassifications, and separations. This tool should complement the HR Consultant customer service model and aggregate helpful and important information for the manager.

**B. Project Objectives**

SCDEW currently has 95 employees who serve in a management capacity, with 65 employees acting as front line managers. As front line managers typically initiate actions processes, Human Resources often learns managers don’t understand processes and required approvals, which results in frustration that actions don’t take place immediately. Human Resources consistently meet internal service level agreements. However, managers often intimate they have little to no knowledge of what happens after they prepare, sign, and submit a request.

SCDEW seeks to accomplish all of the following objectives with the HR Status Indicator Project:

1. Implement a tool which provides real-time status information to both HR staff and managers (including front line supervisors, managers, and senior leadership) across the agency on the progress of their requested HR actions.

2. Provide the name of the resource in HR who owns the completion of the requested process as well as display the percentage complete.

3. Implement a tool which provides the progress of an action in a tracker or dashboard format.

4. Create static and ad-hoc reports, thus allowing business users flexibility in accessing and interpreting data.

5. Utilize a commercial off-the-shelf (COTS) solution to reduce project implementation time and maximize supportability.

6. Ensure functional security through continued compliance with privacy and security laws, regulations, policies, and standards.

7. Implement a high-quality HR Status Indicator tool meeting requirements set forth in this RFP within budget and on time utilizing project management.

**C. Business Requirements**

1. Workflow:

i) Workflow must be a key feature of the solution.

ii) The software tool should include a simple portal that shows the workflow of assigned items. This tool would show the resource in HR who owns the completion of the requested process and display as a percentage complete.

iii) The software tool must allow licensed users to design and track workflow on all of the following SCDEW processes as well as other SCDEW processes:

• Notice of Resignation

• Request to Announce Vacancy

• Recommendation Form

2. Forms:

i) Form based must be a key feature of the solution.

ii) The software tool must allow licensed users to create customized forms.

iii) The software tool must allow licensed users to design and build all of the following SCDEW forms as well as other forms required by SCDEW:

• Notice of Resignation

• Request to Announce Vacancy

• Recommendation Form

3. Additional Business Requirements

i) The software tool must contain field password protection functionality on a form.

ii) The software tool must contain field hide/show functionality on a form.

iii) The software tool must include simple drag and drop technology.

iv) Status Indicator must be a key feature of the solution.

v) The software tool must allow designated personnel to check the status of an activity or event in a straightforward and easy to use manner.

vi) The software tool must allow designated personnel to check the status of an activity or event through an on demand reporting system and/or a graphical interface. SCDEW’s preference is for a graphical interface; however, this is not mandatory.

vii) The software tool must allow licensed users to design customized reports.

**E. Maintenance and Support Requirements**

The first year of maintenance and support shall be included as part of the software package. SCDEW anticipates purchasing annual licenses which include maintenance and support following the first year; however, provides no guarantee to do so.

1. Service Level - The vendor shall provide technical support for technical support issues and answer questions as required by SCDEW. The minimum service level required for explanatory and advisory services is as follows:

i) Vendor must respond within one business day from the date of the request.

**F. Documentation Requirements**

The vendor shall provide and continually update documentation to reflect the full set of features and updates throughout the life of the contract.

**G. Current Technical Environment**

The system must operate as part of, and be integrated into, the existing agency environment that includes, but is not limited to:

i) VMware virtual server compatibility required

ii) On Premise or cloud possible; if cloud, the cloud provider must be Fed Ramp Certified

iii) Must be compatible with 2016 SQL

iv) Must be compatible with Server OS 2012 R2 or newer

v) Must include Active Directory integration

vi) Must have ACL Based/Roles Based security

vii) Onsite or remote vendor installation is required

**IV. INFORMATION FOR OFFERORS TO SUBMIT**

**INFORMATION FOR OFFERORS TO SUBMIT -- EVALUATION (JAN 2006)**

In addition to information requested elsewhere in this solicitation, offerors should submit the following information for purposes of evaluation:

**A. Technical**

As appropriate, provide the following artifacts, in detail:

1. A concise summary of your proposed solution and state in succinct terms your understanding of SCDEW and the HR Status Indicator Project goals and objectives
2. A solution overview that describes your proposed solution - the solution overview is an opportunity for 2.Offerors to communicate to SCDEW their overall technical proposal for the solution. The solution overview should include architectural diagrams, a sample implementation plan, documentation related to security posturing, sample workflow diagrams, and sample form objects and layouts. The exact format and content is at the Offeror’s discretion
3. A detailed overview of how your proposed solution will allow implementation of each business requirement feature as described in item C. in Section III. Scope of Work, specially detailing workflow, forms, and status indicator features
4. A detailed confirmation of how your proposed solution works within the current technical environment constraints as described in item G. in Section III. Scope of Work
5. A detailed overview of your proposed solution’s self-service features including, but not limited to, user setup and administration, workflow configuration, form design and management
6. A detailed overview of your proposed solution’s ease of use (user experience) features including, but not limited to, ease of navigation, intuitiveness, friendly error messages, onboarding new users after solution implementation
7. A timeline illustrating all major milestones such as installation, training, and go-live.

**B. Training**

Submit a narrative describing the training you propose if awarded a contract as described in item D. Section III. Scope of Work. Be sure to discuss the different types of training you offer such as webinars, WebEx meeting, etc. Include plans for training new employees beyond the initial training cycle.

Describe how you will provide workflow and form development assistance to designated SCDEW staff to include answering questions and providing workflow and form best practices, design instruction, and technical training. Describe the methods the agency can use to contact the trainer assigned to the project.

**C. Maintenance and Support**

1. Describe how you will provide the required level of maintenance and support as described in item E. Section III. Scope of Work if SCDEW awards you the contract. Include information about the escalation process for issues that cannot be addressed immediately as well as the process for submitting a service request.
2. Concisely describe your organization’s communication process for notifying clients of scheduled system maintenance. What communication avenues does your organization utilize to inform clients of maintenance?
3. Describe your organization’s help desk or customer service process for those clients to whom you provide maintenance and support.
4. Describe your organization’s approach for deploying COTS solution upgrades, new releases, etc. How do you communicate and educate your clients during these deployments? What is the frequency of scheduled updates?
5. How do you monitor the system for failures, system recovery, and system performance?

**D. Value added services**

List and describe all value added services offered that are not defined in this solicitation.

**E. Price Proposal**

Submit the price proposal as a separate document. If submitting your offer online, upload the price proposal as a separate file. If submitting by mail, make sure the price proposal is separate from the technical proposal. The price proposal must include the total cost of the Offeror’s proposed solution including the first year of maintenance, and years two through five of software maintenance and support. See **VIII. BIDDING SCHEDULE / PRICE-BUSINESS PROPOSAL - PRICE PROPOSAL (JAN 2006)** on page 37 for additional information of what to submit with your price proposal.

**F. Qualifications**

Submit the following information in enough detail for the agency to evaluate your experience in performing similar projects:

1. A detailed, narrative statement listing the three most recent, comparable contracts which you have performed of similar size scope including a general the general history and experience of your organization while performing the services.
2. The name, phone number, and email address of an individual familiar with the work you performed in the contracts named above (in subsection F1).
3. The names of every state and federal client for who you have provided services within the last three (3) years.