



**REQUEST FOR PROPOSAL**

**NWRFP-20-02**

**HR Applicant Tracking System**

**Closing Time:**

Tuesday, February 11, 2020  
3:00 PM, Local Time, Vancouver BC

**Closing Location:**

Main Information Desk  
City of New Westminster  
511 Royal Avenue,  
New Westminster, BC, V3L 1H9

**Further requests for information :**

**Purchasing: Gilbert Matembe, SCMP**  
Intermediate Buyer

Email: [nwpurchasing@newwestcity.ca](mailto:nwpurchasing@newwestcity.ca)

<b>PROPONENT NAME</b>		
Street Address:		
City Province Postal Code		
Contact Name:		
Telephone number:		Fax:
Email		Date:
Signature: by authorized signatory		

By my signature above, it shall be understood that I have read, understood and accept the requirements outlined in the Request for Proposal; we hereby propose to supply the Services in accordance with the Request for Proposal and as outlined in this Form of Proposal.

**CORPORATION OF THE CITY OF NEW WESTMINSTER**

**PART 1 – RFP PROCESS & GENERAL REQUIREMENTS**

1.0 GENERAL INFORMATION ..... 3  
2.0 PROPOSAL INSTRUCTIONS .....3  
3.0 CONTRACT REQUIREMENTS ..... 4  
4.0 OWNERSHIP OF PROPOSALS AND FREEDON OF INFORMATION ..... 4  
5.0 EVALUATION AND SELECTION PROCESS ..... 4  
6.0 NEGOTIATIONS ..... 5  
7.0 SUBMISSION REQUIREMENTS ..... 5  
8.0 PROCUREMENT SCHEDULE ..... 6

**PART 2 – BUSINESS REQUIREMENTS AND SCOPE OF WORK**

1.0 CITY OF NEW WESTMINSTER ..... 8  
2.0 CITY OF PORT MOODY ..... 9

**APPENDIX A - SPECIFIC CITY CONTRACTURAL REQUIREMENTS**

1.0 INSURANCE, PERMITS AND LICENSES ..... 11  
2.0 LIVING WAGE EMPLOYER ..... 11

**APPENDIX B – REFERENCES**

**APPENDIX C – VRCPG MEMBERSHIP LIST**

# CORPORATION OF THE CITY OF NEW WESTMINSTER

## PART 1

### RFP PROCESS & GENERAL REQUIREMENTS

#### **1.0 GENERAL INFORMATION**

- 1.1** The City of New Westminster (CNW), in collaboration with the City of Port Moody, is seeking proposals from qualified suppliers for a Human Resource (HR) applicant tracking system/software. Refer to Part 2 – BUSINESS REQUIREMENTS for an in-depth scope of work.
- 1.2** This Request for Proposal is issued by the City of New Westminster, the Lead Participating Member (LPM), in collaboration with the City of Port Moody, a Participating Member (PM).
- 1.3** In addition to the Participating Member, a list of members who might choose to participate, i.e. the Vancouver Regional Co-operative Purchasing Group (VRCPG), is attached as **Appendix C**. The VRCPG is a group of local government entities. The VRCPG is **not** a legal entity. VRCPG Members who might participate, may do so at any point during the duration of the contract provided they are not currently in contract for the same service. VRCPG Members who might participate reserve the right to compete for the service on their own. The LPM has no authority to bind any other PM.
- 1.4** This is a request for proposals, and not a call for tenders or request for offers and no contractual obligations shall arise between the participating member(s) and a Proponent upon the Proponent's submission of a Proposal.
- 1.5** The participating members, at their discretion, reserve the right to select a Proposal that deviates from the requirements of this RFP.
- 1.6** Proponents will be solely responsible for their own expenses incurred in connection with this RFP, including in preparing and submitting a Proposal and in any subsequent negotiations with the participating member(s).
- 1.7** This RFP shall be governed by and construed in accordance with the laws of the Province of British Columbia.
- 1.8** The City reserve the right to negotiate with the lead Proponent deemed to provide the best overall value and such negotiations may include, but are not limited to:
- a) Changes to the requirements or Scope of Work proposed by the Proponent;
  - b) Price; and
  - c) Specific contract details as deemed reasonable for negotiations by the City.

#### **2.0 PROPOSAL INSTRUCTIONS**

- 2.1** One (1) electronic and two (2) hard copies (one to be unbound, electronic to be single PDF) of the Proposal, are to be submitted and clearly marked on the outside envelope or box as follows:

**NWRFP-20-02**  
**HR Applicant Tracking System**  
 Attention: Purchasing Manager

- 2.2** The City will receive Proposals at the location and time indicated on the title page of this Request for Proposal.

## CORPORATION OF THE CITY OF NEW WESTMINSTER

**2.3** It is the Proponent's responsibility to ensure that the City receives its Proposal prior to the stated closing time. The City does not accept facsimile, electronic mail, or other unsealed submissions.

**2.4** Requests for clarification or further information must be made in writing only to the individual identified on the first page of this RFP. The City intends to respond to enquiries that it, in its sole discretion, considers relevant to this RFP. The City intends to respond only to those relevant written enquiries received at least ninety-six (96) hours prior to the closing time. The City will record enquiries and post written responses on its website at <https://www.newwestcity.ca/business-and-economy/doing-business-with-the-city/request-for-bids-and-proposals-open>

### **3.0 CONTRACT REQUIREMENTS**

**3.1** Because this is a joint procurement process, any Agreement/contract negotiated will be between the participating City and the selected Proponent(s). Review Appendix B for each participating member's specific contractual requirements.

### **4.0 OWNERSHIP OF PROPOSALS AND FREEDOM OF INFORMATION**

**4.1** All documents submitted with your Proposal will become the property of the City(s), and as such shall be subject to the disclosure provisions of the *BC Freedom of Information and Protection of Privacy Act (FOIPPA)* and *Community Charter*. A Proponent may stipulate in their Proposal that a portion(s) of their Proposal that contains confidential information and is supplied to the City(s) in confidence. However, under FOIPPA, the City(s) may nevertheless be obligated to disclose all or part of a Proposal in response to a request made under the Act, even if the Proponent has stipulated that part of their Proposal is supplied in confidence. The Proponent should review Section 21 and other provisions of FOIPPA in order to gain a better understanding of the City's disclosure responsibilities under the Act.

### **5.0 EVALUATION AND SELECTION PROCESS**

**5.1** The participating members will evaluate all submitted valid Proposals. The participating members will not necessarily accept any or all Proposals. The object of the evaluation and selection process is to identify the Proposal(s) that, in the participating members' opinion offer the best value for the services requested.

**5.2** The evaluation will be a two (2) stage process;

a) First, the Cities will evaluate, and shortlist proponents based on general criteria listed in **section 5.4**

b) The shortlisted proponents will then be requested to present their Proposal/Solution to the selection committee that may consist of members from some or all participating members of this procurement process. The scores from the presentations may be used to enhance overall general scores.

**5.3** The participating members will evaluate the requirements and only those deemed to have the right experience/capabilities/methodology etc. will have their price evaluated.

**5.4** Proposals will be evaluated based on the following criteria:

<b>Evaluation Criteria</b>	<b>Weighting</b>
Company Profile	10

## CORPORATION OF THE CITY OF NEW WESTMINSTER

Understanding of Assignment & Approach	40
Team Qualifications and Experience	20
Value Add	5
Cost	25
<b>Total</b>	<b>100</b>

- 5.5** Note that any information provided by Proponents in their proposals or discussed in presentations/interviews may be incorporated into any Contract with the Proponent.
- 5.6** The City of New Westminster advises all Proponents that the process for evaluation/interview and finalizing the lead/winning proponent may take 2 – 3 months.
- 6.0** **NEGOTIATIONS**
- 6.1** The award of a contract may be subject to negotiations with the lead Proponent(s) deemed to provide the best value to the City. Such negotiations may include, but not limited to, the following:
- a) Changes to the requirements or Scope of Work proposed by the Proponent
  - b) Price; and
  - c) Specific contract details as deemed reasonable for negotiations by the City
- 6.2** If a written contract cannot be negotiated within fourteen (14) days of notification with the lead Proponent, the participating member may, at its discretion at any time thereafter, terminate negotiations with the lead Proponent and either enter into negotiations with the next qualified Proponent or cancel the RFP or negotiate with another supplier.
- 7.0** **SUBMISSION REQUIREMENTS**
- 7.1** Proposals should not exceed ten (10) pages in length excluding attached appendices. Proposals should be provided double-sided on 8 ½” white paper, in a font colour of black and not less than 11 point. All proposals must include and clearly identify:
- a) **Cover Page:** Front page of this RFP with the required Proponent information filled out and signed.
  - b) **Executive Summary:** (1 page) including a brief history of the firm, overview of overall ability and expertise, and experience and competencies in providing deliverables similar in nature to those identified for this project
  - c) **Understanding of assignment and Approach:** A brief outline of the Proponent’s understanding of the project, proposed solution, and a detailed work program and methodology to successfully achieve the objectives, including but not limited to
    - 1) Implementation schedule and timelines including milestones
    - 2) Training
    - 3) Maintenance and Service
    - 4) List of resources required
  - d) **Project Team/Experience:** The proposed project team that will implement the project complete with brief resumes, describing each person’s role in this project and their qualifications and experience to take on successfully the role

## CORPORATION OF THE CITY OF NEW WESTMINSTER

- 1) Project Manager/lead
  - 2) Explain the use of sub-contractors, if any, and what their role will be in the project
- e) **Cost:** Provide a proposed **Fixed Fee** for the solution in Canadian dollars from date of award to final submission. Also provide a labour summary matrix that provides person-hour estimates for each of the work activities including but not limited to
- 1) Proposed Solution
  - 2) Implementation of proposed solution
  - 3) Training of City Staff (HR department)
  - 4) Maintenance of software
- f) **Value Add:** Provide a description of your organization's unique expertise and successes; what sets your firm and proposed team apart from other organizations with respect to this project
- g) **References:** Complete the attached table of references – **Appendix B**

### 8.0 PROCUREMENT SCHEDULE

- 8.1 The anticipated timeline for the RFP is currently as follows; however the participating members reserve the right to modify the actual timing and sequence of events:

Activity	Anticipated Timing
RFP Closes	February 11, 2020
Proponent Selected	March 2020
Work to start	April 2020
Work to be completed	June 2020



Corporation of the City of  
**NEW WESTMINSTER**

**NWRFP-20-02**

**PART 2**

**BUSINESS REQUIREMENTS AND SCOPE OF WORK**

## **CORPORATION OF THE CITY OF NEW WESTMINSTER**

### **9.0 NEW WESTMINSTER**

#### **9.1 BACKGROUND**

- a) The City of New Westminster (CNW) is the first city in Western Canada and is located at the centre of Metro Vancouver. Just 20 km from downtown Vancouver, the City has both major transportation routes and railways running through its boundaries.
- b) The City (CNW), apart from the standard service and facility offerings of a typical municipality, also operates its own Electrical Utility and police force.
- c) The City (CNW) employs personnel in four major categories, i.e. regular (full time & part time), temporary (full time & part time), auxiliary unionized, and exempt positions.
- d) There are four separate unions and collective agreements, plus exempt with their own compensation policy
- e) The City (CNW) currently uses an internal Electronic Document Management System (EDMS) to manage applications emailed to the HR general email inbox. Below are some statistics on jobs posted and positions hired.
  - 1) 2015 – 90 jobs posted, 157 positions filled\*
  - 2) 2016 – 149 jobs posted, 168 positions filled\*
  - 3) 2017 – 175 jobs posted, 232 positions filled\*
  - 4) 2018 – 186 jobs posted, 266 positions filled\*

*\*includes regular, temporary, auxiliary positions*

#### **9.2 BUSINESS REQUIREMENTS & SCOPE OF WORK**

- a) The City (CNW), is seeking a Human Resource (HR) application software that meets, but isn't limited to, the following functions/requirements;
  - 1) Perform recruitment/staffing process
  - 2) Meet FOIPPA requirements, data storage within Canada
  - 3) Cloud based application
  - 4) Integrate with the City's new CRM (TBD)
  - 5) Integrate with JDE (JD Edwards), the City's current **Enterprise resource planning (ERP)** system
- b) A Survey\*\* was conducted with the CNW HR department (10 participants) to determine the items of importance to the hiring managers and HR employees and the level of priority for each item. Some of the recruitment/staffing processes the City is interested in, as a result of this survey, include but are not limited to;
  - 1) Staffing requisition/approvals
  - 2) Posting of jobs
  - 3) Receive applications
  - 4) Nameless applications
  - 5) Screen applications
  - 6) Shortlist applications
  - 7) Automatic interview scheduling
  - 8) Offer employment
  - 9) Accept employment
  - 10) Hire



## CORPORATION OF THE CITY OF NEW WESTMINSTER

- 11) Documentation
- 12) Transferring data to JDE (JD Edwards)
- 13) Perform on boarding processes
  - \*\*The survey conducted is available upon request.*

- c) Some of the key drivers for acquiring this software/system are;
  - 1) Alignment with City's e-Government Services
  - 2) Establishing credibility for the City based on how applicants perceive the City
  - 3) Creating efficiencies for HR employees and hiring managers
  - 4) Tracking history
  - 5) Obtaining and encouraging nameless applications
  - 6) Removing biases for the purpose of diversity and inclusion
  - 7) Maintaining a library of interview questions and downloading to a device for interviews
    - 9.2..c.7.0. Reduce paper based interview questions
    - 9.2..c.7.1. Allow hiring managers to get to know candidates better by paying attention to non-verbal cues
  - 8) Adapting technology for people with disabilities
  - 9) Being consistent with a recent motion passed by Council to look at policies, procedures, and processes for diversity and inclusion
  - 10) Encouraging information exchange
  - 11) Being consistent with upcoming formal onboarding program
  - 12) Automating the process of query and reporting
  - 13) Better management and use of applicant pool
  - 14) Better future planning

### **10.0 PORT MOODY**

#### **10.1 BACKGROUND**

- a) City of Port Moody (CPM) is a growing community of 34,000 residents located 30 minutes east of downtown Vancouver at the head of the Burrard Inlet.
- b) CPM, apart from the standard service and facility offerings of a typical municipality, also operates its own Police Force.
- c) There are three separate unions encompassing five collective agreements, plus exempt staff and Mayor & Council.
- d) CPM employs personnel in five major categories, i.e. regular (fulltime & part time), temporary (full-time), auxiliary, casual, and exempt positions.
- e) CPM currently uses an applicant tracking system to manage recruitment processes and has done so since 2010. Below is some information on jobs posted and positions hired:
  - 1) 2016 – 106 jobs posted, 216 positions filled
  - 2) 2017 – 94 jobs posted, 150 positions filled
  - 3) 2018 – 107 jobs posted, 215 position filled
  - 4) 2019 – 94 jobs posted, 230 positions filled

**CORPORATION OF THE CITY OF NEW WESTMINSTER****10.2 BUSINESS REQUIREMENTS & SCOPE OF WORK**

- a) CPM is seeking a Human Resource (HR) application software that meets, but is not limited to, the following functions/ requirements:
- 1) Perform recruitment / staffing process
  - 2) Meet FOIPPA requirements, data storage within Canada
  - 3) Cloud based application
  - 4) Integrate with the City's website
  - 5) Dedicated account manager and technical support (prefer local) for HR team (and possibly for candidates)
- b) In addition to the above basic requirements, this system should provide efficiencies around posting, screening / sorting of candidates, and booking interviews, among others. Items of importance, in order of priority, are as follows:
- 1) Be usable across multiple devices and browsers (i.e. mobile, laptop, desktop, etc.) for both HR staff and candidates
  - 2) Efficient sorting and matching of candidate qualifications to position requirements from resume (not based on candidate questionnaires or self-evaluation) possibly utilizing AI technologies
  - 3) Candidate shortlist / ranking
  - 4) Candidate self-serve options (including interview appointment booking tool)
  - 5) Efficient viewing of multiple resumes for hiring managers(easy screen view)
  - 6) Strong reporting (easily customizable reporting tools)
  - 7) Standard and customizable email interactions with candidates across multiple stages of hire
  - 8) Ability to auto post to frequently used professional associations website job boards
  - 9) Ability for pre-screen test taking or assessments, video interview or other enhancements
  - 10) Perform on boarding process
- c) Some of the key drivers for acquiring this new software / system are:
- 1) Alignment with Council's strategic plan and City policies
  - 2) Creating efficiencies for HR employees and hiring managers
  - 3) Improving accessibility and the overall candidate experience
  - 4) Enhancing talent management and planning processes

**CORPORATION OF THE CITY OF NEW WESTMINSTER**

**NWRFP-20-02**

**APPENDIX A**

**SPECIFIC CITY CONTRACTURAL REQUIREMENTS**

**CORPORATION OF THE CITY OF NEW WESTMINSTER****11.0 INSURANCE, PERMITS AND LICENSES****11.1 CITY OF NEW WESTMINSTER**

- a) The successful Proponent will, without limiting its obligations or liabilities and at its own expense, provide and maintain throughout the Contract term, the following insurance with insurers licensed in British Columbia in forms acceptable to the City:
  - 1) Professional Liability Insurance of one million dollars (\$1,000,000)
- b) The successful Proponent may be required to obtain a **City of New Westminster or MetroWest Inter-Municipal** Business license prior to commencement of work.

**11.2 CITY OF PORT MOODY**

- a) The successful Proponent will, without limiting its obligations or liabilities and at its own expense, provide and maintain throughout the Contract term, the following insurance with insurers licensed in British Columbia in forms acceptable to the City:
  - 1) Professional Liability Insurance of 2 million dollars (\$2,000,000)
- b) The successful Proponent may be required to obtain a **City of Port Moody** Business License prior to commencement of work.

**12.0 LIVING WAGE EMPLOYER****12.1 CITY OF NEW WESTMINSTER**

- a) Effective January 1, 2011, the City of New Westminster became a “Living Wage Employer”. As such, the City has established a [Living Wage Policy](#) that requires all firms that are contracted by the City to provide services on City premises, to pay their employees, who perform said service on City property, a Living Wage as calculated by the Living Wage for Families Campaign. The current living wage rate for Metro Vancouver is \$19.50 per hour, assuming the employer provides no benefits. Please review the City’s [Living Wage Page](#) for further information.
- b) In order to determine an employee’s hourly rate with benefits the Living Wage for Families has created a Living Wage Calculator to assist with this determination. Please access the following website to determine your compatibility.  
[http://www.livingwageforfamilies.ca/living\\_wage\\_calculator](http://www.livingwageforfamilies.ca/living_wage_calculator)

**12.2 CITY OF PORT MOODY**

- a) The City of Port Moody is not a Living Wage Employer.



**NWRFP-20-02**

**APPENDIX B**

**REFERENCES**

## CORPORATION OF THE CITY OF NEW WESTMINSTER

### REFERENCES

Please provide three (3) references for companies in British Columbia for whom your organization has completed work of a similar magnitude and nature in the past five (5) years. The City of New Westminster may be used as a reference, if work of a similar nature has been provided to the City.

<b>Reference 1</b>	
Company Name and Address	
Contact Name	
Telephone Number	
Email address	
Brief Description of services provided	

<b>Reference 2</b>	
Company Name and Address	
Contact Name	
Telephone Number	
Email address	
Brief Description of services provided	

<b>Reference 3</b>	
Company Name and Address	
Contact Name	
Telephone Number	
Email address	
Brief Description of services provided	

- 1.1** The City reserves the right to contact the references to confirm the nature and performance of the work provided by the Proponent.



Corporation of the City of  
**NEW WESTMINSTER**

**NWRFP-20-02**

**APPENDIX C**

**VANCOUVER REGIONAL CO-OPERATIVE PURCHASING GROUP  
(VRCPG)**

**CORPORATION OF THE CITY OF NEW WESTMINSTER**

<b>VRCPG Membership List – Municipalities that may choose to participate at a later date</b>
Abbotsford
Burnaby
Chilliwack
Coquitlam
Delta
Langley City
Langley Township
Maple Ridge
Metro Vancouver
Mission
North Vancouver City
North Vancouver District
North Vancouver Rec & Culture Commission
Pitt Meadows
Port Coquitlam
Port Moody
Surrey
West Vancouver
Whistler
White Rock