



NEW WESTMINSTER

May 5, 2021

**ENQUIRIES AND RESPONSES #1
NWRFP-21-15
HR Applicant Tracking System
New Westminster, BC**

ANSWERS TO SUBMITTED QUESTIONS

- Q1 Would the city consider a whole HRIS/Payroll platform, or are you limited to only evaluating Applicant Tracking at this time?
- A1 The City has a budget of ~\$48k for this project so all submissions must fit within this amount.
- Q2 Are you only considering a SaaS/Cloud license option?
- A2 Yes.
- Q3 Must all the functionalities be present in the solution at the time of the RFP reply or if a functionality can be developed later?
- A3 All functions must be available when submitting a response to the RFP or fully operational within 2 months of the closing of the RFP.
- Q4 Can you elaborate on where the hiring process will take place? Is the City expecting to do all the hiring process in the new ATS?
- A4 The Applicant Tracking System is expected to manage the end-to-end process of hiring the applicant with outputs to secondary systems as noted in the RFP.
- Q5 Does it mean that two interfaces will be required to transfer the newly hired employee record to: 1) the MS Dynamics CRM system and 2) one in the JDE (ERP) system?
- A5 Because the ATS is expected to be implemented before the MS Dynamics CRM system, it would be a standalone system with potential interface to JDE. Once the CRM is ready, additional work will be needed to change the workflow to have the applicant use the eGov single sign on, which creates a record in the CRM and passes the information to the ATS. Updates to the ATS (as HR work on a file) would update the CRM so an applicant can track their progress. The ATS should confirm they have the ability to work with a CRM system and be able to use the city's single sign on as well as have an interface with JDE.
- Q6 This is the second RFP the City has issued for the same service, what was the outcome of the last decision?
- A6 The City did not proceed with the last RFP as it was cancelled due to the pandemic.

- Q7 For Internal Candidates, were you wanting to provide an internal web page for your employees?
- A7 There is currently an internal job postings page on the City's intranet. Providing an internal web page would be a nice-to-have and not required.
- Q8 Do you have an internal referral program? If not are you interested in setting one up?
- A8 There is no internal referral program. We are open to exploring one but it's not required.
- Q9 Will the City provide an extension for the responses to May 20th?
- A9 No – there will be no extension provided.

END of Enquiries and Responses

Yours truly,

A handwritten signature in blue ink, appearing to read 'Patrick Shannon', with a stylized flourish extending to the right.

Patrick Shannon, SCMP
Purchasing Manager