



ALABAMA DEPARTMENT OF HUMAN RESOURCES REQUEST FOR INFORMATION

PROCUREMENT INFORMATION	
RFI Number: 2021-130-01	RFI Title: Recruitment
RESPONSE Due Date and Time: <i>Monday, October 18, 2021</i> 12:00 p.m., Central Time	Number of Pages: 9
Procurement Officer: Vicki Cooper-Robinson, Procurement Manager Phone: (334) 353-2471 E-mail Address: vicki.robinson@dhr.alabama.gov Website: http://www.dhr.alabama.gov	Issue Date: <i>Wednesday, September 22, 2021</i>
	Issuing Division: <p style="text-align: center;">Personnel</p>

INSTRUCTIONS TO VENDORS	
Submit RESPONSE to: Vicki Cooper-Robinson, Procurement Manager Resource Management Division/Office of Procurement Alabama Department of Human Resources Gordon Persons Building, Second Floor-Room Q3-019 50 Ripley Street Montgomery, AL 36130-4000	Label Envelope/Package: RFI Title/Number: Recruitment/RFI# 2021-130-01 RESPONSE Due Date: : <i>Monday, October 18, 2021</i>
	Special Instructions:

VENDOR INFORMATION	
(Fill in the information fields below and return this form with RFI response)	
Vendor Name/Address: (no P.O. Boxes) DUNS NUMBER: _____	Authorized Vendor Signatory: (Please print name and sign in ink)
Vendor Phone Number: ()	Vendor FAX Number: ()
Vendor Federal I.D. Number:	Vendor E-mail Address:
Indicate whether this response is an original or a copy. <input type="checkbox"/> Original <input type="checkbox"/> Copy	
Total number of response pages: _____	

Trade Secret Declarations: (<u>reference section/page(s) of trade secret declarations</u>)

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SCHEDULE OF EVENTS

The following RFI Schedule of Events represents the Department's best estimate of the schedule that will be followed. Unless otherwise specified, the time of day for the following events shall be between 9:00 a.m. and 12:00 p.m., Central Time. The Department reserves the right, at its sole discretion, to adjust this schedule, as it deems necessary. Notification of any adjustment to the Schedule of Events shall be posted on the Department's website at www.dhr.alabama.gov as detailed in Section 1.5.3 of this RFI. Vendors should refer to the website periodically for changes to the RFI.

EVENT	DATE
RFI Issue Date	<i>September 22, 2021</i>
Deadline for Receipt of Written Questions	<i>September 29, 2021</i>
Deadline for Posting of Written Responses to Questions	<i>October 4, 2021</i>
Response Due Date	<i>October 18, 2021</i>
Selected Vendors Notified Re: Demonstration	<i>November 8, 2021</i>
Selected Vendors Demonstration	<i>December 6, 2021</i>

SECTION 1: PROJECT OVERVIEW AND INSTRUCTIONS**1.0 PROJECT OVERVIEW**

The Alabama Department of Human Resources requests information from qualified vendors regarding the outsourcing of the agency's staff recruitment program for the purpose of recruiting qualified individuals for entry level job vacancies. The vendor must have the ability to interface with multiple private and state entities for the purpose of informing individuals/groups regarding the hiring process, educate on job requirements, and facilitate the application process through the State of Alabama Personnel Department. Additionally, provide strategic solutions to recruit a number of applicants available for hire. See Scope of Project for an additional overview and the requirements of this project.

1.1 ELIGIBLE ENTITIES

Eligible entities may include governmental agencies, faith-based organizations, non-governmental public or private organizations and individuals who: 1) are legally authorized to conduct business within the State of Alabama; 2) possess a high degree of professional skill in the area of service described in this document; 3) possess the skills needed to perform the services described in this RFI; and, 4) meet the terms and conditions of the RFI. In addition, applicants must demonstrate the ability to manage Department funds in accordance with Federal and State regulations and guidelines.

1.2 POINT OF CONTACT

From the date this Request for Information (RFI) is issued, all communication must be directed to the procurement officer in charge of this solicitation. **Vendors must not communicate with any Department staff or officials regarding this procurement with the exception of the procurement officer.** Any unauthorized contact will disqualify the vendor from further consideration. Contact information for the point of contact is as follows:

Vicki Cooper-Robinson, Procurement Manager
Resource Manager/Office of Procurement
Alabama Department of Human Resources
Gordon Persons Building, Room Q3-012
50 Ripley Street
Montgomery, AL 36130-4000
Telephone Number: (334) 353-2471
E-mail Address: vicki.robinson@dhr.alabama.gov

1.3 REQUIRED REVIEW**1.3.1 REVIEW RFI**

Vendors should carefully review the instructions, mandatory and general requirements, project specifications, and the standard terms and conditions in this RFI. After a thorough review of the RFI, if the vendor identifies any ambiguity, inconsistency, unduly restrictive specifications, or error, promptly notify the procurement officer identified above in writing, via e-mail or courier by the deadline for receipt of questions as stated in the Schedule of Events.

1.3.2 VENDOR'S QUESTIONS

Vendors with questions or requiring clarification regarding any section of this RFI must reference the RFI by title and number and submit written questions via e-mail or courier to the procurement officer referenced above by 3:00 p.m. (CST) **September 29, 2021**. Each question must reference the section, page, and item in question. Vendors must submit all questions posed in a single email message to the procurement officer. Questions received after the deadline will not be considered.

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SECTION 1: PROJECT OVERVIEW AND INSTRUCTIONS**1.3.3 DEPARTMENT'S RESPONSES**

The Department will provide an official written answer by **October 4, 2021** to all questions received by the deadline on **September 29, 2021**. The Department's response will either provide clarification of the applicable issue or be in the form of a correction to this RFI. Vendor questions and the Department's responses, as well as any formal written addendum will be posted on the Department's website at www.dhr.alabama.gov by the close of business on the date listed.

1.3.4 DEADLINE FOR RECEIPT OF RESPONSES

Responses must adhere to the format requirements and must be received by the deadline for receipt of responses as specified in the Schedule of Events and Section 1.4.1 *Required Copies and Deadline for Receipt of Responses*.

1.4 SUBMITTING A RESPONSE**1.4.1 REQUIRED COPIES AND DEADLINE FOR RECEIPT OF RESPONSES**

Vendors must submit **one (1)** original response, five **(5)** copies and **one (1)** electronic (PDF preferred) copy on CD, DVD, or thumb drive clearly labeled with the Vendor's name and the RFI title and number to:

**Vicki Cooper Robinson, Program Manager
Resource Management Division
Alabama Department of Human Resources
Gordon Persons Building, Room Q3-019
50 Ripley Street
Montgomery, AL 36130-4000**

Responses must subscribe to the section/subsection headings and numbering format (i.e., **4.2.5.1 Vendor Qualifying Information**) as specified in *Section 3 Response Format and Instructions*. Responses must be sealed and labeled on the outside of the package to clearly indicate that they are in response to the **RFI# 2021-130-01 (Recruitment)**. **Responses must be received at the receptionist's desk of the Resource Development-Office of Procurement by 12:00 p.m., local time, October 18, 2021**. Two business (Monday-Friday) days prior to the due date, responses may be hand delivered between the hours of 9:00 a.m. -12:00 p.m. (with the exception of state and federal holidays). Faxed and electronically submitted responses to requests for responses are NOT accepted.

SECTION 2: SCOPE OF PROJECT**2.0 SCOPE OF PROJECT**

The Alabama Department of Human Resources (DHR) is a State Agency headquartered in Montgomery, Alabama. The major programs administered by DHR include Food Assistance, Child Support, Temporary Assistance to Needy Families (TANF), Welfare-to-Work (JOBS), Adult Protective Services, Child Care Services, and Family and Children Services. The entry level positions filled by the agency are frontline workers in the job classifications of Senior Social Worker I, Social Worker I, Social Service Caseworker I, and Financial Support Worker I, in addition to clerical and laborer type positions, all of which may require targeted recruitment.

DHR is in need of contracting with a full-service vendor having the ability to perform all aspects of employee recruitment tailored to meet the requirements and needs of DHR while remaining within the confines of the State Personnel Department and the State of Alabama's Merit System. Some of the required responsibilities of the vendor will include, but is not limited to, working with DHR's Personnel Division to develop a recruitment plan, financial spreadsheets, applicant tracking mechanisms, marketing materials, employment ads, in addition to developing recruitment training information and a staff recruitment toolkit, etc. The vendor will also be responsible for developing relationships with various entities at in-state and out-of-state colleges/universities, civic and community organizations within the counties, etc., and attend events in-person or virtually to recruit job applicants at career/job fairs at in-state and out-of-state colleges/universities, community career events, conferences/seminars, job fairs hosted by the Alabama Department of Labor, assist and/or attend job fairs hosted by State DHR or DHR County offices, etc. The vendor will partner with representatives from DHR Personnel, Field Administration, State Office and County DHR Offices, etc., as needed to ensure the efficiency and effectiveness of the recruitment process and to ensure that the needs of the agency and targeted offices are being met.

2.1 DHR ORGANIZATION

DHR operates under the purview of the State Board of Human Resources with the Governor serving as Chairman of the Board and appointed board members serving six-year terms. The Board functions to approve major administrative actions including approval of the annual operating budget and the appointment of the DHR Commissioner. DHR is a county-based, State administered agency with each of the 67 county offices having an appointed County Director. Each of these County Directors serve as the Appointing Authority for their respective county. The Commissioner of the Department of Human Resources is the Appointing Authority for the State Office and is responsible for all appointments made by the State Office.

The agency has approximately 4,000 State merit system employees with most employees working in the county offices.

2.2 DESIRED RECRUITMENT PROCESS**2.2.1 BASIC REQUIREMENTS**

DHR is seeking a vendor that can implement a recruitment process that demonstrates an understanding of the Department's hiring needs and offers searches, screenings, assessments, and hiring support resulting in an increased pool of skilled candidates.

- Selected vendor will be required to have a full understanding of the State of Alabama's Merit System.
- All applicant information must be maintained as confidential.
- Assist the Alabama Department of Human Resources Personnel Division in the development of a recruitment plan, applicant tracking mechanisms, and provide updates as required.
- Develop and implement plan for ongoing follow-up with recruits from application through hiring including, but not limited to, in-person, electronic, and phone communication. Plan should include providing guidance through the application process, knowledge of State Personnel merit system and hiring

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SECTION 2: SCOPE OF PROJECT

process, communicating with SDHR Personnel, partnering with other SDHR divisions, and partnering with DHR county staff in counties with staffing needs as identified by SDHR, to coordinate communication with recruits.

- May be responsible for receiving and reviewing employment applications received from potential applicants for completeness and submission to the State of Alabama Personnel Department.
- Develop recruitment marketing materials in partnership with Department of Human Resources Personnel Division. Procure and responsibly manage recruitment material.
- Develop and monitor employment ads on appropriate job search sites/apps, print ads, on-line job resources, and school/university websites.
- Coordinate and/or attend job fairs hosted by the County Department of Human Resources, Alabama Department of Labor, and other Job Fairs throughout the state hosted by entities outside of colleges/universities.
- Identify and represent the department as a vendor at appropriate conferences and seminars for the purpose of staff recruitment.
- Create a partnership and work with career centers within the colleges and universities within the state of Alabama and those in bordering states and actively recruit at college/university career fairs and make classroom visits; in-person and/or virtually.
- Develop partnerships with college and university staff at in-state and out-of-state Schools of Social Work and with Social and Behavioral Science programs or other degreed areas as deemed appropriate to help students find jobs with the agency. Additionally, work in partnership with other departmental divisions and county offices to maximize recruitment efforts.
- Establish tracking tool for potential employees to monitor effectiveness of recruitment techniques.
- Develop recruitment training and a staff recruitment toolkit for use in the county office. Assist counties with specific staffing needs in identifying recruiters in their office to assist with speaking to local events and classes.
- Based on findings and assessment of statewide recruitment efforts, develop and implement target recruitment efforts for specified regions and/or counties.
- Create and maintain financial spreadsheets regarding the cost of recruitment by activity type, staffing, travel, marketing materials, advertisements, registration fees, etc. to be reported on a monthly basis, upon request, and/or in intervals as determined.
- All monies paid for by the provider for the purpose of recruitment (i.e. salaries, advertisements, Resources within the terms of the contract.

SECTION 3: RESPONSE FORMAT AND INSTRUCTIONS**3.0 RESPONSE FORMAT**

Responses must not exceed **fifty (50) pages**, including attachments and must be single-spaced, incorporating 1-inch margins, typed using Times New Roman (font), size 12, black print. *Paragraphs must be double-spaced.* All responses must follow the layout in this RFI and correspond with the bolded sections and subsections (titles and numbers) to which the information pertains as specified in Section 2 of this document **Responses that do not adhere to the specified format may be deemed non-responsive.**

3.1 COVER SHEET

The first page of each response must be the completed **Cover Sheet** (RFI cover sheet) with an original ink signature of the person(s) legally authorized to bind the vendor to the response. **Responses without signatures of persons legally authorized to bind the vendor to the RESPONSE will be rejected.** The cover sheet must also include the name of the contact person and contact information of the person authorized to act on behalf of the vendor (do not number this page). Vendors must also provide their federal employer identification number and DUNS number.

3.1.1. TABLE OF CONTENTS

The Cover Sheet should be followed by the “**Table of Contents**”, which should list all sections, subsections and page numbers. Numbering of the Response pages should begin with page 1 of the Table of Contents. Page numbers should be placed in the right corner of the bottom margin.

3.2 VENDOR QUALIFYING INFORMATION

Vendors are asked to specify how long it has been in the business of providing services similar to those requested in this RFI and under what company name. Vendors should also list all names it has used when conducting business. Vendors are asked to explain their expertise or history in the provision of such services or identify a nationally recognized model that has proven to be successful that will be used in the provision of services under this RFI. Vendors should include an organizational profile including the number of employees.

3.3 SERVICE DELIVERY APPROACH

Vendors are asked to include a detailed description of the work plan and the methods to be used that will convincingly demonstrate to the Department what the vendor intends to do, the timeframes necessary to accomplish the work, and how the work will be accomplished. In your description, please describe what the program would look like and any barriers to providing this service. *All services as specified in Section 2: Scope of Project must be addressed in the Service Delivery Approach.*

3.4 PRODUCT DEMONSTRATION

Select vendors may be asked to provide a demonstration of the recruitment process, to include resources and software they propose to use to meet the Department’s requirements described in this RFI. Each vendor selected for a demonstration will be limited to two (2) hours for any presentation and demonstration. Vendors are encouraged to focus the majority of their allotted time demonstrating the capabilities of their solution in addressing the specific requirements identified in this RFI and leave at least 30 minutes for questions. Vendors selected for a demonstration may conduct it via webinar or in-person at DHR offices in Montgomery, Alabama.

If selected for a demonstration, vendors will be given a minimum of two weeks to make travel plans and prepare for the demonstration. In-person demonstrations will be held in the Skills Center, Second Floor, Gordon

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SECTION 3: RESPONSE FORMAT AND INSTRUCTIONS

Persons Building, at 50 Ripley Street, Montgomery, AL 36130. All costs associated with preparation and delivery of the in-person demonstration, including any travel costs, are to be borne solely and completely by the vendor.

3.5 COST RESPONSE

Vendors are asked to provide a detailed budget outlining all the costs that should be included in the development of the recruitment program they plan to implement. The cost response must include all costs involving the development of a recruitment program for the Department, as well as any ongoing or recurring costs associated with administering the various aspects of the program.