

**SALEM STATE UNIVERSITY**

INVITATION TO BID  
THIS IS NOT AN  
ORDER

1. The university is an agency of the Commonwealth of Massachusetts and is exempt from any State tax or Federal excise tax.
2. Unless otherwise stated, the unit price shall be the net price. Separate unit and total prices must be shown if applicable.
3. Unless otherwise stated, all quoted prices shall be FOB university address inside delivery.
4. Responses must be received on or before **Thursday, September 22<sup>nd</sup> 2016 by 3:00 p.m. in the Purchasing Department, Salem State University, Administration Building, 2<sup>nd</sup> Floor, 352 Lafayette Street, Salem, MA 01970-5353. Scan copies will be accepted at ewilson@salemstae.edu**
5. Submit electronic submission.
6. Salem State University reserves the right to waive informalities and to reject any and all bids; or to accept the bid deemed best for the Commonwealth.
7. For additional information:  
**Evelyn Wilson, Director of Purchasing & Vendor Relations**  
**Salem, MA 01970**  
**Phone: 978-542-7321 Email: ewilson@salemstate.edu**
8. Responses must be submitted to:  
**Evelyn Wilson, C.P.M., Director of Purchasing**  
**Salem State University, 352 Lafayette Street, Administration Building, 2<sup>nd</sup> Floor, Salem MA 01970**  
**Phone: 978-542-7321 Email: ewilson@salemstate.edu**
9. Reference: **RFI 2017-03 HCM System**

SPECIFICATIONS	UNIT PRICE	TOTAL PRICE
<b>See Attached Specifications</b>		

**EQUAL OPPORTUNITY**

The contractor agrees not to discriminate against any employee or applicant for employment because of race, sex, color, religious creed, national origin, and/or ancestry. The contractor agrees to post in conspicuous places notices to be provided by the Massachusetts Commission Against Discrimination with respect to the Fair Employment Practice laws of the Commonwealth which are herein made of this contract reference.+

Vendor Information

\_\_\_\_\_  
COMPANY

\_\_\_\_\_  
ADDRESS

\_\_\_\_\_  
CITY STATE ZIP

\_\_\_\_\_  
TELEPHONE

\_\_\_\_\_  
AUTHORIZED SIGNATURE

\_\_\_\_\_  
NAME TITLE

\_\_\_\_\_  
FEDERAL EMPLOYER'S ID CODE 9DIGITS

# Salem State University

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## **Human Capital Management System for Human Resources**

Request for Information 2017-03

**Request for Information**  
Salem State University  
Human Capital Management System for Human Resources

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This RFI is for planning purposes only. It is neither a solicitation notice nor a Request for Proposal. Responses to the RFI are not offers and cannot be accepted by Salem State University (hereafter referred to as ‘the University’) to form a binding contract. This RFI shall not limit any rights of the University, and the University reserves all its rights including but not limited to its right to elect not to procure the goods and/or services that are the subject of this RFI and its right to procure them from a vendor that has not responded to this RFI.

The University retains the right to promote transparency and to place this RFI into the public domain, and to make a copy of the RFI available as a provision of the Public Records Act. Please do not include any information in your RFI response that is confidential or proprietary, as the University must comply with appropriate Public records requests.

Below is the project timeline. Please note that Product Demonstrations will be scheduled to take place 10/11/2016 – 10/14/2016.

We appreciate your response to this request.

**COMPANY IDENTIFICATION (must be completed)**

Company Name: \_\_\_\_\_

DBA: \_\_\_\_\_

Company's Federal ID Number: \_\_\_\_\_

Address: \_\_\_\_\_

Remit To Address: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_

Telephone: \_\_\_\_\_

Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Web address: \_\_\_\_\_

Name \_\_\_\_\_

Title \_\_\_\_\_

Authorized Signature \_\_\_\_\_

Date: \_\_\_\_\_

Main Contact: \_\_\_\_\_

Person responsible for response (if different) \_\_\_\_\_

## **1. PURPOSE OF THE RFI**

This request has been issued to allow the University to obtain information for planning purposes related to Human Capital Management (HCM) systems; system integration services; technologies that support HCM systems; and strategies designed to optimize HCM project benefits. The University does not intend to award a contract on the basis of the responses to this RFI, to otherwise pay for the preparation of any information submitted, or to use of such information. The University may issue a Request for Proposal (RFP) to identify a HCM solution within the next one to three months.

## **2. ABOUT SALEM STATE UNIVERSITY**

Salem State University, located just 15 miles north of Boston, is one of the largest state universities in the Commonwealth of Massachusetts, and an important partner in the economic, cultural and intellectual vitality of the North Shore. Situated in the historic seacoast town of Salem, Massachusetts, Salem State provides a diverse community of learners a high quality, student-centered education; one that prepares them to contribute responsibly and creatively to a global society.

Salem State University, established in 1854, is a comprehensive institution. It is governed by an 11-person board of trustees. Current enrollment is approximately 10,000 undergraduate and graduate students from 27 states and 65 nations. Based on the SSU database, the total number of employees is 1,420, the total number of living alumni is 45,659, including 36,208 Massachusetts residents, 9,260 other U.S. residents, and 191 international. Compensation/personnel costs are our number one cost driver.

For further information go to the [Salem State University](#) webpage.

## **3. CURRENT HUMAN CAPITAL MANAGEMENT SYSTEM**

In 2013, the University hired an outside consultant to review business processes and the organizational structure for the Human Resources department. The consultant recommended eliminating the existing system used for Position Management and Recruiting, PeopleAdmin, and switching to a Recruiting and Onboarding application, iCIMS.

The University has implemented iCIMS, but it lacked a Position Management system. Other than the use of iCIMS, the Human Resources department is limited to home-grown systems to manage its work. This includes a student employment hiring dashboard Student Employment Online (SEO) used for posting, review and approval of jobs, and an Employee Management System (EMS) that grants system access to University Resources and ties to the Active Directory and the employee directory located on the university website. The system used for hiring and payment of employees is a Commonwealth of Massachusetts-based Oracle application, HR/CMS. This system is limited

to manual data entry and is currently not integrated with any Salem State systems or applications. Reporting is performed strictly through Microsoft Access databases residing in individual users' desktops. The remainder of the processes are manual. Human Resources seeks to automate all or a majority of these processes while ensuring the integrity of the data is maintained in real-time.

The Human Resources department also went paperless in November of 2013 and successfully converted all personnel records to electronic documents that now reside in the OnBase system. All incoming documents are scanned and indexed into OnBase. Integration of the new HCM with OnBase would be crucial.

Human Resources has the opportunity to submit a grant proposal for an HCM system in November of 2016. The hope is to gain approval from stakeholders to implement an HCM solution that will support a universal system to benefit the Human Resources staff to more effectively support all managers and employees. At the same time, the new HCM system would be an opportunity to sunset iCIMS and home-grown systems as well as free up IT resources to support the new HCM system. A new HCM system would also allow for the migration of employee data from numerous Access databases, the iCIMS application, HR/CMS, Word documents and Excel spreadsheets.

#### **4. DETAILED SUBMITTAL INSTRUCTIONS**

<b>Item</b>	<b>Description</b>	<b>Instructions</b>
1	Project Sponsors	John Keenan, Vice President Administration Mark Quigley, Assistant Vice President, Human Resources and Equal Opportunity Emily Topacio, Director Human Resources and Equal Opportunity Andrea deMello, Manager of Operations Human Resources and Equal Opportunity Patricia Ainsworth, Chief Information Officer Information Technology Services Matthew McAuliffe, Director ITS, Application Services Stephen Landry, Director Information Technology Services Scott Stanton, Senior Director Continuous Improvement, Finance
2	RFI Issue Date	September 1, 2016
3	Minimum Company Qualifications	The University seeks to obtain a single comprehensive RFI response that consists of a Human Capital Management System solution, system integration services, and any third party software that is recommended.

		Only companies who have provided HCMS software solutions or successfully implemented HCMS systems for higher education equal in size or larger than Salem State should respond to this RFI. Each vendor may include references.
4	Pre-submittal Conference	A pre-submittal conference will be hosted on Friday, September 9, 2016 at 11:00 am to allow companies to present questions related to the RFI. Please contact our conference line at 866-600-4738, participant code 8382195. Companies will be limited to two representatives.
5	RFI Deadline	No later than 3:00 PM Thursday, September 22, 2016
6	Documentation Format	The University requests that all responses be in MS Word or Adobe Acrobat format.
7	Number of Copies	Please submit electronic copy to ewilson@salemstate.edu.

8	RFI Contact Information	<p>Companies are requested to refrain from contacting University departments concerning this RFI. Written inquiries should be submitted to:</p> <p style="text-align: center;">Andrea deMello  Manager of Operations  ademello@salemstate.edu</p> <p>Answers to questions will be published as addendum on CommBuys and the SSU Purchasing web site.</p>
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**5. DESCRIPTION OF PROPOSED SOLUTION**

Please describe your Human Capital Management System solution and clearly identify the application software modules, add-ons, utilities, tools, reports generators, underlying technology, and third party applications that you would recommend.



## 6. FEATURE INQUIRY

Based on the response to #5 above, please fill out the table of features below:

	<b><i>Solution Features</i></b>	<b><i>For Given Feature:</i></b>  <b><i>Free-form your answer or respond as Applicable:</i></b> <b><i>A = Available/Standard</i></b> <b><i>C = Available Customization</i></b> <b><i>N = Not Available</i></b>
<b>1.0 Security</b>		
1.1	Security Assessment provided (e.g. ISO, Visa CISP)	
1.2	Secure Communication Protocols for communication between vendor and University (SFTP, HTTPS, SCP, SSH)	
1.3	Secure real-time communication (e.g. VPN or private line)	
1.4	Stores sensitive data in databases or log files only as absolutely necessary and protects it with security software, hardware, encryption, truncation, or a combination thereof.	
1.5	Secure file communication (e.g. PGP)	
1.6	Performs a vulnerability scan sand penetration test on application code as part of ongoing security evaluation	
1.7	Provides system and transaction logs for auditing purposes	
1.8	Includes role or user-based security to control user access to various modules and functions via active directory	
1.9	Includes a multi-level authentication process to prevent unauthorized user access.	
<b>2.0 Architecture</b>		
2.1	Do you test against and support all modern browsers?	
2.2	Development, QA, and production environments	
2.3	Uses a central database to ensure data integrity	
2.4	Integrates with Microsoft Active Directory	

2.5	What are the database requirements?	
2.6	What are the minimum hardware requirements?	
2.7	What web services does your application provide?	
2.8	What is the typical bandwidth expected per user?	
2.9	What are the Java Runtime Environment requirements?	
<b>3.0 Integrations</b>		
3.1	Ability to interface with the HR/CMS payroll system utilized by the Commonwealth	
3.2	Ability to interface with Oracle PeopleSoft Student Information System and finance system	
3.3	Ability to provide real-time webservice APIs using either REST or SOAP.	
3.4	Ability to consume real-time webservice APIs using either REST or SOAP.	
3.5	Ability to produce batch file output to be used for batch interfaces with other systems.	
3.6	Ability to create and update user information in Active Directory.	
3.7	Ability to create and update email address information used by Exchange.	
<b>4.0 Reporting</b>		
4.1	Are you recommending the implementation of a third party reporting application?	
4.2	Ad-hoc reporting initiated by end-users	
4.3	Supports the creation of internal and regulatory and management reports	
4.4	Report generation includes printing, emailing, save to file (e.g. Excel and PDF)	
4.5	Reports module supports a variety of formatting and presentation options	
4.6	Provides real-time reporting for HR and departmental managers	
4.7	Secure web-based report delivery	
4.8	Allows for drill down to the employee detail	
4.9	Supports the automatic calculation of key performance indicators (KPI)	

4.10	Provides a Manager Dashboard	
<b>5.0 Position Management</b>		
5.1	Ability to track employee actions	
5.2	Supports scheduled spreadsheet upload of entries	
5.3	Supports ad-hoc upload of entries	
5.4	Maintain employee record changes through HR/CMS entries	
<b>6.0 Compensation</b>		
6.1	Provide vacancy statistics in real-time	
6.2	Track budget for new and vacant positions	
6.3	Track and maintain salary changes	
6.4	Provide opportunity to forecast budgets for employee personnel	
6.5	Analyze employee compensation to offer guidance on salaries	
<b>7.0 Performance Evaluations</b>		
7.1	Distribute performance evaluations customized per the individual bargaining agreement	
7.2	Track status of performance evaluations via manager dashboard and HR Admin rights	
7.3	Provide a tool where employees can access their past performance evaluations	
7.4	Send out notifications to managers and employees of upcoming and past due evaluations	
7.5	Provide a tool where job descriptions are included in the performance evaluation process	
7.6	Workflow for necessary approvals	
7.7	Secure E-sign	
<b>8.0 Organization</b>		
8.1	Provide a visual tool that can create organizational charts on-demand	
8.2	Track and maintain employee job descriptions available to employees and managers	
8.3	Workflow to collect electronic signatures for employee job descriptions	

<b>9.0 Recruiting</b>		
9.1	Provide an applicant tracking system	
9.2	Provide a workflow for hiring managers to post jobs and submit through an approval process	
9.3	Allows applicants to apply to multiple positions discreetly and submit multiple CV materials related to those positions	
<b>10.0 Onboarding</b>		
10.1	Support new employees and provide an opportunity to complete pre-employment paperwork and tasks with e-forms	
10.2	Provide customized forms for four different employee populations (Full-time, Part-time Day, Part-Time evening and Students)	
<b>11.0 Offboarding</b>		
11.1	Provide a tracking mechanism of exiting employees	
11.2	Ability to send notifications to exiting employees	
11.3	Provide employees an exit checklist for asset collection	
11.4	Monitor vacancy savings	
11.5	Manage cost of employee turnover	
11.6	Ability to concatenate the data from exit interviews and build a report for executive leadership	
<b>12.0 Learning Management</b>		
12.1	Provide a learning management system that tracks online as needed training, live online training and in person training	
12.2	This system should come with pre-loaded standard content in areas such as customer service, management and leadership skills, communication, email and business etiquette etc.	
12.3	This system should alert management when employees are out of compliance with mandatory trainings.	
<b>13.0 Information Technology</b>		
13.1	Is the product a hosted/cloud solution? Salem State IT is trying to minimize the packaged solutions that we host locally.	

13.2	Does the product have standards-based hooks for integrating data with data from other business systems for data warehousing, business intelligence, and reporting?	
13.3	Does the product support single sign-on and other kinds of integration with enterprise services?	
13.4	Does the product contain identity management capabilities?	
<b>14.0 Miscellaneous</b>		
14.1	What differentiates your product from other HCMS tools?	
14.2	What special features or configurations does your product provide for higher education?	
14.3	How is you product and services licensed and priced?	
14.4	Support services for integration that includes a test environment and ongoing, dedicated customer and technical support	
14.5	Do you perform your own implementations or do you use a 3 <sup>rd</sup> party implementation vendor(s)?	

**7. TIMETABLE**

Please note that this is an anticipated calendar and may be subject to change.

Release of RFI	September 1, 2016
Phone Conference	September 9, 2016, 11:00 am
Questions Due	September 14, 2016
Answers Posted	September 20, 2016
Response Due Date	September 22, 2016, 3:00 pm

Responses to this RFI become the exclusive property of Salem State University.

**8. COSTS FOR PROPOSAL PREPARATION**

Any costs incurred by Company in preparing or submitting a proposal shall be the Company’s sole responsibility.