

QUESTIONS AND ANSWERS NO. 1

REQUEST FOR PROPOSAL

PROJECT NO. 15-06

PROJECT TITLE: HIRING AND ONBOARDING PROCESS CONSULTANT SERVICES

Date: January 14, 2015

To: Prospective Respondents

From: Procurement Operations Department, Houston Community College Subject:

Questions and Answers Request for Proposals, HCC **Project No. 15-06**

1. Have any human resource related studies previously been conducted at HCC. If so, when were the studies conducted and who conducted them?

Answer: No.

2. Given the Small Business participation goals for this project, are there small business contractors that HCC has worked with in the past and would deem appropriate for participation in this project?

Answer: No.

3. Based on section 4.F.(9) it appears that some preference may be given to firms that have previously performed work for HCC. Please describe the effect, if any, that this will have on the rating of proposals received.

Answer: Evaluations are based on the criteria as stated in the RFP.

4. We understand the recruiting, hiring, and on-boarding processes can be, in general, quite cumbersome, time-consuming and have too many touch points. With that in mind, can you describe any specific internal or external factors driving the College's interest in conducting the review?

Answer: The labor market in Houston is very competitive and there is a need to move quickly to ensure we hire the most qualified candidates in a timely manner.

5. Does the HCC have specific outcomes it hopes to achieve as a result of the review (i.e. increase the quality of candidate pools, gain a competitive advantage in recruitment of top talent, streamline internal processes, reduce hiring timelines, enhance diversity, etc.)

Answer: Yes, the specific outcomes, as stated in all examples above and any value added recommendations or suggestions provided by the successful contractor to this RFP.

6. Who will be the designated campus leader that will serve as a sponsor or leader of the project?

Answer: Janet May, Chief Human Resources Officer, and Don Washington, Director Employment Services.

7. We understand that HR has done much of the front-end work, including process mapping and survey work. It seems that with strong directional recommendations and guidance from the awarded firm that the HCC/HR could take on some of the work in order to keep project costs down. Are you open to more of an advisory role from the consulting firm? This could be done and still accomplish the deliverables of recommendations and an implementation plan for the recruiting, hiring and on-boarding processes.

Answer: Yes.

8. Is it possible to get a 2 week extension on the deadline? This RFP came out and covers not only the Christmas and New Year's holidays where most offices are closed as well as MLK. This is a very lengthy and complex submittal based on all the extra requirements for data, forms, and internal policies for a project of this size, i.e. letter of references from clients, policies on customer service and quality, etc. It takes a great deal of time to collect and organize all this in addition to more traditional components of a proposal such as qualifications, resumes, work plans, etc. We and I'm sure your other vendors would greatly appreciate this.

Answer: Yes, the deadline will be amended, please refer to Addendum No. 1.

9. Resumes are requested for TAB 2 and TAB 3. Do you want resumes in both sections and just one? If one, which section is preferred?

Answer: Yes, both sections.

10. TAB 4, paragraph 8 requests a list of all contracts that may have ended during the past 3 years. Is a list of ALL contracts required or is a list of like contracts during the past 3 years sufficient?

Answer: All.

11. There are two EXHIBIT A's provided in the RFP (e.g. Price/Cost Schedules Billing Rates and Statement of Work). Is the Statement of Work response required?

Answer: The RFP contains only one Exhibit A. The Sample Contract also includes Exhibit A. The Statement of Work response is part of the final negotiated contract.

12. How many recruiters do you have supporting talent acquisition today?

Answer: One (1) Director Employment Services;
One (1) Manager Employment;
Four (4) Sr. Human Resources Representatives (equivalent to recruiters).

13. Do you use contract recruiters at all?

Answer: Yes, primarily for executive level positions.

14. How is recruitment administration managed today? (job postings, interview scheduling, offer management, new hire paperwork, etc.)

Answer: All aspects of the recruitment process are managed by Human Resources, except application review, interview scheduling and interviewing.

15. What, if any, candidate assessments are built into your processes today?

Answer: First review of minimum qualifications through answering of questions through Application Tracking System.

16. How frequently do you use 3rd party search firms for direct hire roles?

Answer: 3rd party search firms are used for executive level positions.

17. How often do you use 3rd party staffing agencies to assist with filling temporary positions?

Answer: Three (3) to five (5) times annually.

18. What are your current recruiting metrics?

- a. Time-to-fill (or start)
- b. Interview to offer ratio
- c. Offer to accept ration
- d. Top three source of hire channels
- e. Cost-per-hire

Answer: a) 109 days,
b) 20 days,
c) 24 hours,
d) Chronicles of Higher Ed, Higher Education, Houston Community College web page,
e) \$5,500.00

19. What are your peak hiring seasons?

Answer: Beginning of Fall and Spring Semesters for part-time and Spring for regular faculty.

20. What percentage of your new hires comes from employee referrals?

Answer: Less than one percent (1%).

21. What do you believe are the biggest gaps or challenges in your current processes?

Answer: Lengthy application process
Hiring Manager's time to review and interview applicants
Human Resources working in a partnership and consulting role
Competing with private industry on salaries
Highly competitive job market

22. What is the name of the applicant tracking system you have implemented?

Answer: People Admin.

23. Will there be a dedicated project manager available from HCC?

Answer: No.

24. Do you currently measure candidates' satisfaction of the recruitment process?

Answer: Not on a consistent basis.

25. Do you currently measure hiring managers' satisfaction of the recruitment process?

Answer: Not consistently.

26. What are your top 3 hardest to fill positions?

Answer: Welding, Nursing, Dental Hygiene and any positions dealing with Petroleum Engineering/Process Technology.

27. Do you have any walk-in applicants? What percentage?

Answer: Less than one percent (1%).

28. Do you have any diversity hiring goals targeted for 2015?

Answer: No, there are no specific numbers set. The Houston Community College has a highly diverse workforce and is tasked with continuing to bring in a diverse workforce in all areas.

29. Do you have any formal veteran recruiting programs in place today?

Answer: No.

30. What percentage of your hires requires relocation?

Answer: Less than ten percent (10%); the only positions eligible are director-level hires and higher.

31. Is it possible to bid on a subset of the planned services (e.g., consultation with regard to recruitment and hiring)? Our firm has extensive experience in and advanced technology for large scale (military and workforce development) selection and classification projects, but does not have experience in onboarding processes. We are open for the option to have the Houston Community College combining our expertise with other contractors with specific expertise in these fields.

Answer: This is not a preferred option.