



**Ohio Department of Job and Family Services**

**“National Resume Data Bank”  
Request for Information (RFI)  
R-89-10-0876**

## Request for Information #R-89-10-0876

The Ohio Department of Job and Family Services (ODJFS) releases this Request for Information (RFI) for the purpose of collecting information on certain business processes to use in programmatic decision-making and to compile a list of qualified vendors potentially interested in providing their business services to ODJFS. As a result of the information collected through this RFI process, the agency will determine its business needs, and anticipates subsequently formulating and publishing a Request for Proposals (RFP), or similar document, for competitive procurement of vendor services to fulfill those needs.

ODJFS requests information from vendors who have electronic resumes as one of their main business strategies and who would, for a monthly fee from ODJFS, provide free access to registered employers to:

- The national resume data bank to all certified Ohio employers.
- The Ohio **ONLY** based resumes (from their national resume bank) for bordering Employers of a 30 mile radius and those Employers granted access by representatives of ODJFS.

Should ODJFS advance to a formal competitive procurement following this RFI process, only vendors already providing such services on a national basis would be considered, so that only minimal start-up time following completion of the competitive procurement process would be needed before operations could begin. Therefore, ODJFS is particularly interested in receiving responses to this RFI from national vendors currently operating in this area, which have specific experience to share.

### **Background:**

In recent history, workforce development has become enamored with technology as the solution for the brokering of human capital. The characteristics of recent computer technology - efficiency, volume, universality, self-access – became the fundamental characteristics of labor exchange. If we build upon these characteristics, so the thinking went, we could build the system that not only would attract the entire labor market (the totality of business and labor), but the market would self-actualize to the optimal relationships. It was no more than building a big enough portal that would allow labor exchange to find its own equilibrium.

Unfortunately, job banks assume that each player comes to this portal relationship with full knowledge and resources to maximize the results. The fact that they do not is the substantive issue that has been neglected.

It is not so much that you bring a job order or a resume to the table, but rather an understanding of the talent and skills to build your business or career and the resources available to assist you in your efforts. It is not the matrix of job orders and job seekers that is important, but rather the matrix of critical talents or skills and career paths or credentialing that grows our economy. The emphasis and substance needs to be on articulating the talent needs and the resources available for their development. Rather than being a portal, workforce development needs to be a talent bridge.

This fundamental shift in focus recasts the role of technology. Here technology serves as a crucible for a skill and talent knowledge base and aids in the alignment of community and regional services in the promotion of talent development. In short, economic development, educational service and workforce development provide substantive services in the growth of business and worker talent.

To achieve this Talent Bridge in Ohio, the Governor Strickland's Administration will embark on Phase 1 of their enhancements to the technology for employers, job seekers and community stakeholders whose programs assist in bringing the skill and talent to the needs of Ohio's economy. This will help the immediate need and focus of dealing with the dislocations occurring throughout Ohio.

Phase 1 had two separate but distinct features to enhance the "self-service" functionality for employers and job seekers while setting the foundation to build upon. These enhancements were:

- Re-branding and user functionality enhancements of the existing “self-service system.” This will allow for a greater ease of use, ability for branding of multiple target groups and truly one place for employers to go to find the talent they need and job seekers to go for job opportunities.
- A technology that centrally captures electronic job openings for a complete and current assessment of the job opportunities and labor market. This technology feature will allow for a wider understanding of salaries and trending of the labor market as it relates to electronic job openings. This can be done in many different ways, however, hereinafter will be referred to as “job opportunity data.”

With the activities and partnerships already underway for the first two features of Phase 1, a third feature has been added to the foundation of Phase 1. This enhancement is:

- A technology that centrally captures electronic resumes. This technology, with a monthly access fee to ODJFS, will allow all job seekers the ability to have free uploading and national exposure of their resumes while allowing Ohio Employers the ability to search this national resume data bank for free as well as notifying them when new resumes have been added that meet the criteria of a particular search for that Employer. This notification process will also be available for Employers bordering Ohio within a 30 mile radius and other Employers granted access by ODJFS representatives to Ohio **ONLY** based resumes.

### **Scope of Work:**

Appendix A contains a DRAFT high level overview of the foundation for Phase 1 which demonstrates the coordination of all three features for Employers and Job Seekers. Appendix B contains a DRAFT high level site map of the system design and describes the functionality proposed for Phase 1. The subject of this RFI is limited to the technology for centrally capturing the resume data (highlighted in **GREEN**).

The purpose of this RFI is to identify any qualified vendors fully capable of providing these services, characterized by the following features and capabilities and engage in conversation around these features and others: (the following features are not listed in priority order):

- Ability to allow an “Ohio brand” banner to be displayed while viewing resume data and establishing the resume scout. This banner will be active with drop downs that will link back to ODJFS functionality.
- Ability to offer a free resume builder to job seekers seeking that assistance. All resumes built via this method will also be sent to ODJFS. (This will either be done on a specified time or at the end of the contract period)
- Ability to convert existing resumes (approximately 65,000) from current system. The resumes are either in a .doc, .txt or .html standard. This should also apply to the general posting of resumes by job seekers.
- Ability to accept current employer established resume scout criteria, and incorporate them into new resume data bank (depending on national or Ohio based eligibility)
- Ability to offer a free basic and advanced searches:
  - 
  - For the national resume data bank to registered and certified Ohio employers
  - For the Ohio **ONLY** based resumes to Ohio Border employers within a thirty mile radius
  - For the Ohio **ONLY** based resumes to Employers granted access by an ODJFS representative and have been given this service for a specified number of days

**NOTE: Validation and authentication will be done via ODFJS for the three groups identified above. The employers should not have to enter another username/password to gain access to the resume features after ODJFS authenticates.**

**NOTE: ODJFS is also interested in suggested proposals on possible ways that the Employer can be granted access and have the data displayed between the two systems.**

- Offer immediate resume posting to national resume data bank upon receiving data feed from ODJFS. ODJFS is open to suggested proposals on whether resumes should be sent from host site to national resume bank or posting of resume occurs immediately in the national resume data bank and at the end of the contract period ODJFS is sent all of the resume data that was posted/updated during this engagement. Please specify recommendation and why.
- Ability for employers during their search to highlight/select particular resumes to create a working file that can be saved.
- Ability to accept and update resumes in national resume data bank for job seekers based upon data feed from ODJFS. This could be additional resumes or deletions per a particular job seeker. ODJFS is open to suggested proposals on whether resume additions or deletions should be sent from host site to national resume bank or changes of resume occurs immediately in the national resume data bank and at the end of the contract period ODJFS is sent all of the resume data that was posted/updated during this engagement. Please specify recommendation and why.
- Ability to maintain stats regarding resume searches, such as, but not limited to:
  - Number of times a job seekers resume was viewed by an employer by month
  - Number of total resume searches done by employers under this initiative by month
  - Number of total resumes viewed by employers under this initiative by month
  - Number of resumes viewed by an employer by month
- ODJFS is interested in suggested proposals on a possible way to classify all Ohio based resumes by occupation (see Appendix C) in an Economic Region and/or Workforce Area. This will be done via static report at the beginning of each month just by listing total numbers of possible resumes. ODJFS understands that a resume may fall into multiple classifications. Classification of resume should come from the last two job opportunities listed on a particular resume.
- Ability for the job seeker to make certain resumes active or inactive, as well as allowing the job seeker to specify the possible area of Ohio that they wish only their resume to be viewable.

All interested vendors need to address, describe and/or acknowledge the following as part of their formal response to this RFI, or risk disqualification:

- What type of Backup, Recovery and Disaster Recovery plans are currently in place?
- What are your current performance metrics (number of hits, response time, etc)?
- Do you support secure sessions (https)?
- At no time while displaying resume data will any advertisement and/or sponsorship be viewable. The only allowable sponsorship will be some acknowledgement (via logo or phrase) of the vendor's partnership with ODJFS in this initiative.
- ADA compliance.
- Quality of resume data (refresh, duplications, etc)
- Provide number of Ohio and National resumes currently in your resume data bank.
- Have you ever partnered with a public entity in a similar size and scope to what is being requested within this RFI? If so, please explain.

- The resume data must have demonstrated proven abilities to gather resume data via authorized means and generally accepted practices from the internet.
- Additionally, vendors may describe other features that would/could be available.

Based upon the above features/requirements, responding vendors describing methods and capabilities ODJFS finds potentially applicable to its programmatic directions may be asked to give a live demonstration of their features as well as engage in conversations regarding these features/requirements. ODJFS reserves the right not to request demonstrations from all responding vendors, and may, at its option, not request any demonstrations. The estimated time for this demonstration period and Q&A is listed in the **ANTICIPATED RFI TIMETABLE** section.

**Response Information:**

Each interested vendor is asked to submit eight (8) complete and signed copies of its response. The vendor should clearly mark the exterior of the envelope "National Resume Data Bank RFI." The vendor should describe how the features and capabilities described in the Scope of Work can be accomplished by the vendor.

Also, vendors are asked to provide an electronic copy of everything contained within its response on CD-ROM in Microsoft Word 2002, Microsoft Excel 2002, Microsoft Project 2003, and PDF format, as appropriate.

All vendor responses must be received by ODJFS **no later than 3:00 p.m. on November 23, 2007.**

**Hardcopy Proposals must be addressed to:**

**Office of Contracts & Acquisitions  
Ohio Department of Job and Family Services  
30 East Broad Street, 31<sup>st</sup> Floor  
Columbus, Ohio 43215-3414  
ATTN: RFI "National Resume Data Bank"**

Electronically submitted proposals in PDF format, may be e-mailed to [MCNABJ@odjfs.state.oh.us](mailto:MCNABJ@odjfs.state.oh.us) .

**Proposals must be received, complete, regardless of submission format, by this due date and time. Proposals received after 3:00 P.M. on November 23, or submitted via any other medium or to any other address, will be disqualified.**

All proposal submissions must be received, complete, at either of the above addresses. Material components received separately will not be collated by ODJFS, nor considered in the review process. Materials received after the due date and time as stated above will not be included in any previous submissions, nor will they be considered. ODJFS is not responsible for responses incorrectly addressed or delivered to any ODJFS location other than the addresses specified above. No confirmation of mailed responses can be provided.

ODJFS may reject any response that is not in the required format, does not address all the requirements of this Request for Information, or that the Department believes not in its interest to consider. The Department may also cancel RFI at any time. ODJFS also reserves the right to request clarification from vendors for any information provided by vendors or requested by ODJFS through this RFI.

**RFI CLARIFICATION OPPORTUNITY:**

Interested vendors or other parties may ask clarifying questions regarding this RFI via the Internet during the Q&A Period as outlined in the Anticipated RFI Timetable provided. To ask a question, potential vendors must use the following Internet process:

- \* Access the ODJFS Web Page at <http://jfs.ohio.gov/>
- \* Select "About Us" on the front page;
- \* Select "Doing Business with ODJFS;"
- \* Select "Requests for Proposals, Letterhead Solicitations, and Other Invitations;"
- \* RFI Number R89100876;
- \* Select "Ask a Question about this RFI" function; and
- \* Follow the instructions to send an e-mail question.

Questions about this RFI must reference the relevant part of the document. The interested vendor must also include the name of the representative of the potential vendor, the company name and business phone number. ODJFS may, at its option, disregard any questions which do not appropriately reference an RFI provision or location, or which do not include an identification for the originator of the question. ODJFS will not respond to any questions submitted after **10:00 a.m.** on the date the Q&A period closes.

ODJFS responses to all questions asked via the Internet will be posted on the Internet website dedicated to this RFI, for reference by all interested parties. No personalized or individual e-mail responses to questions can be provided. Clarifying questions asked and ODJFS responses to them comprise the "ODJFS Q&A Document" for this RFI. If possible, ODJFS will post an interim Q&A Document, without identifying the vendors asking questions, as well as the final version (in which all vendors that posed questions will be identified).

ODJFS is not responsible for the accuracy of any information regarding this RFI that was gathered through a source different from the inquiry process described above.

**ANTICIPATED RFI TIMETABLE**

| Activity                           | Date                                    |
|------------------------------------|---|
| RFI publication; Q&A period begins | <b>November 9, 2007</b>                 |
| Q&A period ends                    | <b>November 16, 2007</b>                |
| Final ODJFS Q&A document published | <b>November 19, 2007</b>                |
| Response Due Date and Time         | <b>3:00 P.M. EST, November 23, 2007</b> |
| Possible Demo/Q&A meetings         | <b>November 28, 2007</b>                |

The Department may reject any responses or unsolicited modifications that it receives after the deadline. A vendor mailing its response must allow for adequate mailing time to ensure its timely receipt.

**REVIEW OF RFI RESPONSES**

ODJFS issues this RFI in order to determine the availability of qualified, ready, and willing vendors, and to collect information on vendor practices so that ODJFS can make informed program decisions regarding the range of services and service delivery options available in order to fulfill a developing need. Responding to this RFI will allow open dialogue between the State Talent Bridge Project Team and responding vendor. No procurement of any vendor services will occur via this RFI alone. Should ODJFS decide to implement programmatic directions for which work similar to that described in this RFI would be needed, a formal competitive procurement will be undertaken at that time.