City of Coquitlam

Request for Information

RFI No. 25-040

Applicant Tracking System

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SUBMISSION FORM

KEY DATES

RFI Issue Date	**Wednesday, May 7, 2025**
Deadline for Questions	**2:00 PM (local time)** **Friday, May 23, 2025**
Deadline for Issuing Addenda	**Monday, May 26, 2025**
Submission Deadline	**2:00 PM (local time)** **Wednesday, May 28, 2025**

1 RFI REQUIREMENTS, GUIDELINES, AND TERMS & CONDITIONS

All applicable requirements and guidelines for this RFI, are available on the City's website [here](#).

The requirements that apply to this RFI are:

    a) Instructions to Proponents

2 DEFINITIONS

In this RFI the following terms will have the meaning set out below:

"City" means the City of Coquitlam.

"Contract" means a formal written contract between the City and a Consulting firm selected to undertake Services.

"Consultant(s)" mean those firms that the City has selected to provide professional and technical consulting services relating to recruitment of staff as identified in this RFI.

"Preferred Proponent" means a proponent selected by the Evaluation Committee to participate in a subsequent RFI process or enter into negotiations for a Contract.

"Proponent" means an entity that submits a response to this RFI.

"RFI" means this Request for Information.

"Services" means and includes anything and everything required to be done by the Consultant for the fulfillment and completion of the Contract as described in this RFI.

"Submission" means a response submitted for evaluation in response to this RFI.

3   INSTRUCTIONS TO PROPONENTS

3.1   Acknowledgement

The City acknowledges with gratitude and respect that the name Coquitlam was derived from the hǝńq̓ǝmińǝm̓ word kʷikʷǝƛ́ǝm (kwee-kwuh-tlum) meaning "Red Fish Up the River". The City is honoured to be located on the kʷikʷǝƛ́ǝm (Kwikwetlem) traditional and ancestral lands, including those parts that were historically shared with the sq̓ǝćiy̓aʔɬ tǝmǝxʷ (Katzie), and other Coast Salish Peoples.

3.2   Purpose

The City is seeking information about comprehensive Applicant Tracking System software. The City is interested in learning about solutions that support job posting management, receiving and processing candidate applications, candidate screening and ranking, onboarding workflows, workflow management, communications and scheduling with applicants, and reporting and analytics. Additionally, the City is interested in platforms that may also offer Disability Management, Learning Management, and Human Resources Information Systems.

3.3   Background

The City currently uses CEGID for its Applicant Tracking System, with approximately 16 HR staff performing administrative functions in the system and up to 400 hiring managers. In 2024, the existing system handled 28,000 applications, which is representative of an average year for the City. While this system has been able to meet basic applicant tracking needs, the City is interested in solutions that provide additional functionality.

3.4 Evaluation Criteria

a) Instructions for Submission and Attachment Referencing

The City uses Microsoft Word to streamline the transfer of Proponent information into an evaluation document. Responses on the Submission Form should provide direct answers or concise summaries of any referenced attachments. Where attachments are necessary, each response should summarize the relevant information and clearly indicate where the City can find the corresponding details within the attachments, specifying precisely, for example, "see Section X, subsection Y, paragraph Z, on page N."

b) Submission Format and Content Authenticity

Lower scores may be assigned if Submission Forms:

I.   Non-conforming
- Are not submitted in Microsoft Word format.
- Rely solely on references such as "see section X in the attached document" without providing summaries.

II. Authenticity and AI Generated Content
- The City preference is for Submissions to be original and directly aligned with the requirements outlined in this RFI. Submissions containing boilerplate, non-specific, or AI-generated content may receive a lower score.
- Proponents must demonstrate a clear understanding of the City's needs by providing detailed, tailored responses, including methodologies. Submissions lacking sufficient detail and originality may result in a lower evaluation score.

c) Evaluation Criteria and Points Allocation

Each Submission will be evaluated based on the following criteria:

Submission Evaluation Summary	Maximum Points to be Awarded
Corporate	30
Technical	40
Financial	30
Total	**100**

d) The criteria for evaluation of the Submissions may include, but is not limited to:

Corporate Experience, Capacity and Resources

- Business and technical reputation and capabilities; experience, financial stability, capacity and resources
- References (on-time completion, performance, within budget, etc.)

Technical

- System Architecture
- Security and Compliance
- System Integration
- Core functionality
- User Interface
- Workflow
- Technical support

Financial

- Pricing

e) Submission Comparison

These criteria will be used to determine best overall value to the City. Submissions will be compared to select one or more that are most advantageous.

f) Reference Checks and Interviews

Upon selection of one or more lead Proponent(s):
- References may be contacted
- Interviews may be conducted
  - As part of the evaluation of Corporate Experience

The City reserves the right to check references on other projects even if they are not specifically listed. Information obtained from references will be confidential and will not be disclosed to any Proponents.

g) Additional Evaluation Considerations

These criteria will be used to determine best overall value to the City as well as any other criteria that may become evident during the evaluation process.

The City may, at its discretion, request clarification or additional information from a Proponent with respect to any Submission and the City may make such requests to only selected Proponents. The City may consider such clarifications or additional information in evaluating a Submission.

h) Submission Compliance and Rejection

Incomplete Submissions or Submissions submitted on forms other than the Submission Form may be rejected.

The City reserves the right to reject without further consideration any Submission which in its opinion does not meet the criteria it considers essential for the Work outlined in this RFI.

Where only one Submission is received, the City may reject such and re-issue the RFI on a selected basis.

i) Disclosure of Information

Proponents agree the City may disclose names of Proponents and total award amount, however, unevaluated results, unit prices, rates or scores will not be provided to any Proponents.

4   SCOPE OF SERVICES

4.1   General Requirements

The City seeks information from professional, qualified, experienced companies for the provision of an Applicant Tracking System. The City is interested in understanding options for supply, installation, implementation, training for installation/operation and implementation as well as ongoing technical support.

4.2   Scope

The City is seeking information on solutions that provide all materials, equipment, labor, and services necessary for the supply, installation, programming and implementation of an Applicant Tracking System. The City is interested in understanding comprehensive testing options, user training approaches, documentation and ongoing technical support models.

The City seeks information on services including, but not limited to:

- Job posting management
    - Enable business units to create and submit job requisitions
    - Include a built-in approval workflow for requisition
    - Allow job postings with defined closing dates for internal and external postings
    - Ability to post jobs separately to internal and external career site, with potential to post on third-party job boards
    - Track job requisitions through various statuses (e.g., draft, approved, posted, closed)

- Candidate Applications
    - Support resume and document uploads in different file formats (e.g., PDF, DOCX)
    - Allow candidates to upload additional supporting documentation
    - Automatically parse resumes to pre-fill applicant information
    - Allow submission of multiple resume versions for different applications
    - Detect and merge duplicate applications to maintain clean records

- Candidate Screening & Ranking
    - Maintain a searchable database of candidates to filter & search key words
    - Include customizable screening questions with scoring/weighting and knockout capabilities
    - Support pre-employment questionnaires and assessments
    - Automatically filter out unqualified applicants based on predefined criteria
    - Assign candidates to talent pools for future opportunities
    - Track candidate history across previous job competitions
    - Ability to export applicant data lists to Excel
    - Generate custom reports based on questionnaire responses

- Offer & Onboarding
  - Issue offer letters through the portal, ideally with e-signature capability for return
  - Collect personal information required for HRIS onboarding
  - Integrate seamlessly with existing HRIS systems including PeopleSoft with ability to create custom APIs
  - Ability to add candidates to onboarding portal after they have accepted their offer and have been hired
  - Ability for candidates to complete required onboarding forms & training sessions and submit forms within portal

- Workflow Management
  - Configure custom hiring workflows with status-specific steps and approval processes
  - Enable candidate self-scheduling of interviews, fully integrated with Outlook & preferably with the ability to book rooms
  - Ability to assign tasks to recruiters, managers, and other team members.
  - Role-based access controls for different user types (i.e., hiring managers, HR advisors, assistants).

- Communication
  - Automatically send interview and testing invitations, preferably with integration with Outlook to allow responses from general HR email
  - Automate follow-up messages, confirmation of receipt of application, and regrets
  - Ability to create and use built-in templates with customizable fields for standardized communication
  - Provide hiring managers with automated status updates at key stages in the recruitment process
  - Trigger alerts for outstanding actions and tasks for different groups
  - Support custom branding and design for the career site
  - Allow mass actions (e.g., bulk emails, status updates) on groups of candidates

- Reporting & Analytics
  - Ability to generate reports on hiring metrics and data in the ATS
  - Ability to customize reports

- Privacy
  - Ensure candidate data can be deleted or archived in compliance with FOIPPA
  - Maintain data privacy and secure handling of sensitive candidate information

- Integration
  - Ability to push candidate information to PeopleSoft HCM through an API or daily data transfer
  - Ability to pull existing employee information from PeopleSoft HCM to confirm internal candidate validity

- o Ability to present job posting information on external sites, such as the City's primary website (https://www.coquitlam.ca), Microsoft SharePoint employee intranet site, and other common job posting sites.

The City seeks information on respondent capabilities from planning stage until post go-live support, including continued monitoring.

The City is interested in respondents' ability to provide experienced and skilled staff, as well as required expertise for such projects.

The City seeks information on approaches to protection of personal information in compliance with all applicable laws and technical and security requirements.

The City seeks information on Disability Management Systems that may be available on the same platform as the Applicant Tracking System.

The City seeks information on Learning Management Systems that may be available on the same platform as the Applicant Tracking System.

The City seeks information on Human Resources Information Systems that may be available on the same platform as the Applicant Tracking System.

Coquitlam

City of Coquitlam

SUBMISSION FORM

RFI No. 25-040

Applicant Tracking System

Submissions will be received as per the date and time specified in the <u>Key Dates Section </u>of the RFI

<u>**INSTRUCTIONS FOR SUBMISSION**</u>

Submissions are to be returned in Microsoft Word and any other supporting documents to be consolidated into one PDF file and uploaded through QFile, the City's file transfer service accessed at website: http://qfile.coquitlam.ca/bid

1. **In the "Subject Field" enter:** RFI Number and Name

2. **Add files in .pdf format and "Send"**

   (Ensure your web browser remains open until you receive 2 emails from QFile to confirm upload is complete.)

Proponents are responsible to allow ample time to complete the Submission process. If assistance is required phone 604-927-3037.

Legal Name of Proponent	
Contact Person and Title	
Business Address	
Telephone	
Email Address	

1.   CORPORATE

a) CAPABILITIES, CAPACITY AND RESOURCES - Proponents to provide information on the following (use the spaces provided and/or attach additional pages, if necessary)**:**
i.   Structure of the Proponent, background, how many years they have been in business and organizational history (e.g. mission, vision, corporate directions, years in business, etc.):
ii.   Proponent is to state relevant experience and qualifications as to the Services requested in the RFI:

b) REFERENCES – Proponent shall be competent and capable of performing the Services requested and successfully delivered service contracts of similar size, scope and complexity. The City reserves the right to contact any person(s), agency(ies) or firm(s) not listed as part of an independent review (use the spaces provided and/or attach additional		
Reference No. 1		
Description of Contract		
Size and Scope		
Work Performed		
Start Date		
End Date		
Contract Value		
Project completed on budget		
Project completed on schedule		
Reference Information	Company	
	Name:	
	Phone Number:	
	Email Address:	

Reference No. 2	
Description of Contract	
Size and Scope	
Work Performed	
Start Date	
End Date	
Contract Value	
Project completed on budget	
Project completed on schedule	
Reference Information	Company
	Name:
	Phone Number:
	Email Address:

Reference No. 3	
Description of Contract	
Size and Scope	
Work Performed	
Start Date	
End Date	
Contract Value	
Project completed on budget	
Project completed on schedule	
Reference Information	Company
	Name:
	Phone Number:
	Email Address:

2. <div align="center">**TECHNICAL**</div>

a) System Architecture
- Is your solution cloud-based, on-premises, or hybrid? Describe your deployment options.
- What is your system architecture? Please provide a high level system architectural diagram
- What are the main components of your solution?

b) Security and Compliance
- Where are your data centers located?
- How is personal information protected in your system?
- Describe your data encryption practices (both at rest, in process and in transit)
- How does your solution comply with FOIPPA requirements?
- Does your system offer multi-factored authentication?
- Does the system have the ability to provide latest SOC 2 or STRA execution reports and results on demand?
- Does your system offer single sign-on? If so, describe the types of SSO offered and any additional cost in section 3 below.

c) System Integration
- What integration capabilities does your solution offer (APIs, web services, etc.)?
- Describe how your solution can integrate with:
  - PeopleSoft HCM
  - Job posting sites
- Please indicate if integrations are included or come at an additional cost in section 3 below

d) Core Functionality
- Describe your solution's capabilities for (see section 4.2 for additional detail):
  - Job posting management
  - Candidate applications
  - Candidate screening and ranking
  - Offer and onboarding

o Workflow management o Communication o Reporting and analytics Audit reporting

e) User Interface • Describe the user interface for different user roles (admin, hiring manager, internal applicant, external applicant) • What accessibility features does your solution offer? • Provide screenshots of key functions in your system (as attachments)

f) Workflows • Describe how your solution supports the applicant workflow throughout all stages of the application process • How configurable are the workflows in your system?

g) Technical Support • Describe your technical support model (hours, methods of contact, response times) • What are your typical service level agreement (SLA) terms? • How do you handle urgent issues outside of regular business hours? • Do you have dedicated support staff for Canadian clients? • Describe your issue escalation process

h) Disability Management System (Optional) • If your organization offers a Disability Management System on the same platform as your Applicant Tracking System, describe its core functionality, system architecture, and ability to meet the City's security and compliance needs.

i) Learning Management System (Optional)
- If your organization offers a Learning Management System on the same platform as your Applicant Tracking System, describe its core functionality, system architecture, and ability to meet the City's security and compliance needs.

j) Human Resources Information System (Optional)
- If your organization offers a Human Resources Information System on the same platform as your Applicant Tracking System, describe its core functionality, system architecture, and ability to meet the City's security and compliance needs.

3. FINANCIAL

a) Applicant Tracking System Cost Structure

I. Provide indicative pricing for:
- Software licensing
- Implementation services
- Training
- Annual maintenance and support

II. What is the licensing model used for your solutions? (e.g. per user, per submission, per module)

III. How is pricing for future expansion determined? (e.g. per user, per module, etc.)

IV. How are annual price increases determined? (e.g. CPI, standard percentage, flat increase)

V. Are there any additional costs that should be considered? Such as security features.

b) Disability Management System Cost Structure (Optional)

I. Provide indicative pricing for:
- Software licensing
- Implementation services
- Training
- Annual maintenance and support

II. What is the licensing model used for your solutions? (e.g. per user, per submission, per module)

III.   How is the pricing for future expansion determined? (e.g. per user, per module, etc.)
IV.   How are annual price increases determined? (e.g. CPI, standard percentage, flat increase)
V.   Are there any additional costs that should be considered?

c) Learning Management System Cost Structure (Optional)
I.   Provide indicative pricing for:
- Software licensing
- Implementation services
- Training
- Annual maintenance and support

II.   What is the licensing model used for your solutions? (e.g. per user, per submission, per module)
III.   How is the pricing for future expansion determined? (e.g. per user, per module, etc.)
IV.   How are annual price increases determined? (e.g. CPI, standard percentage, flat increase)
V.   Are there any additional costs that should be considered?

d) Human Resources Information System Cost Structure (Optional)
I.   Provide indicative pricing for:
- Software licensing
- Implementation services
- Training
- Annual maintenance and support

II.   What is the licensing model used for your solutions? (e.g. per user, per submission, per module)
III.   How is the pricing for future expansion determined? (e.g. per user, per module, etc.)
IV.   How are annual price increases determined? (e.g. CPI, standard percentage, flat increase)
V.   Are there any additional costs that should be considered?

Attention Purchasing Manager:

4. **I/We, the undersigned duly authorized representative of the Proponent**, having received and carefully reviewed all of the Submission documents, including the RFI and any issued addenda posted on the City's website www.coquitlam.ca/Bid-Opportunities , and having full knowledge of the Site, and having fully informed ourselves as to the intent, difficulties, facilities and local conditions connected to performing the Services, submit this Submission in response to the RFI.

5. **I/We** agree to the rules of participation outlined in the Instructions to Proponents.

6. **I/We acknowledge** receipt of the following Addenda related to this Request for Submissions and have incorporated the information received in preparing this Submission.

Addendum No.	Date Issued

This Submission is submitted this ____day of _____, 20_____.

I/We have the authority to sign on behalf of the Proponent and have duly read all documents.

Name of Proponent	
Signature(s) of Authorized Signatory(ies)	1.
	2.
Print Name(s) and Position(s) of Authorized Signatory(ies)	1.
	2.