

**RESUME TOOLS**  
**PROCESSING & DATA EXTRACTION/INTELLIGENT SEARCH & MATCH**

**Request for Proposals # 200911564**

**Issued by**

**MAINE DEPARTMENT of LABOR**

**BUREAU of EMPLOYMENT SERVICES**

**December 2009**

**SECTION 1:           GENERAL INFORMATION**

The Maine Department of Labor’s Bureau of Employment Services is seeking proposals to obtain a resume module that will work as an enhancement to the existing CareerCenter Web site and Maine’s Job Bank. This Request for Proposal (RFP) states the instructions for submitting proposals and the procedure and criteria by which a vendor will be selected.

**SECTION 2:           DEFINITION OF THE PARTIES**

The Maine Department of Labor will here and after be referred to as “MDOL.” The Bureau of Employment Services will be referred to as “BES.” Respondents to the RFP will be referred to as “Bidders,” and the bidder to whom the contract is awarded shall be referred to as the “Contractor.”

**SECTION 3:           BACKGROUND**

In December of 2008, MDOL launched Maine’s Job Bank, an online service that links Maine workers with employers who have job openings. Maine’s Job Bank is an online job posting board that can be accessed through the Maine CareerCenter Web site at [www.mainecareercenter.com](http://www.mainecareercenter.com). The site offers a number of interactive features for workers and employers and is available 24 hours a day, seven days a week from any computer connected to the internet.

Job seekers can search for jobs using a variety of preferences for example: regionally or by occupation. Users have the option of creating an account which allows them to upload their existing résumé, save job referrals and get email updates on jobs that match their qualifications and preferences. Job seeker information is kept confidential unless the individual gives permission to share with potential employers.

Employers can use Maine’s Job Bank to upload and manage job postings at no cost. While there, they can also receive and review resumes and generic applications from interested job seekers. All jobs posted on Maine’s Job Bank are uploaded to Job Central™, a national job search site with an audience of millions of jobseekers.

In order to enhance the functionality of Maine’s Job Bank and offer more personalized and effective services to both job seekers and employers, BES seeks to procure additional resume tools. This includes software that will assist job seekers in the creation of resumes. Once created, data from the resumes will be extracted and used to match job seekers to existing job listings from Maine’s Job Bank. The data will also allow job seekers to assess their skills, map possible career paths and find job listings that follow those paths. In addition, the data will provide a means for employers to search for job candidates that meet their criteria.

**SECTION 4:           SPECIFICATIONS FOR RESUME PRODUCTS**

It is the intent of the MDOL/BES to enter into an agreement with the selected Contractor to provide software and support services necessary to help the MDOL/BES achieve its goals as outlined in this RFP. In order to achieve this goal, the Contactor will provide the goods and services outlined in this section.

A. The Contractor will provide all necessary software, training, documentation, technical support, and maintenance services to enable State resources to integrate the product into the existing Maine Job Bank system where applicable (see functional requirements section).

B. Functional requirements for the resume tool:

**1. Resume creation**

The tool must provide a browser-based application that minimally includes the following functionality:

- a. Prompts job seekers using yes or no answers to questions based on the provided position title and employer, as opposed to requiring the user to write their own job description
- b. Provides a choice of resume formats (i.e. chronological or functional)
- c. Allows job seekers to review and edit the created resume for accuracy and customization
- d. Saves the resultant resume in a variety of formats (including, but no limited to MS Word, PDF, RTF)

**2. Resume parsing**

- a. Reads existing uploaded resumes in a variety of formats (including, but no limited to MS Word, PDF, RTF)
- b. Has the ability to identify implied skills without relying solely on key word and code matches
- c. Uses the data collected from the resume for a skills assessment; assists the job seeker in predicting or anticipating possible career paths; and provides the job seeker with the ability to identify transferable skills
- d. Provides an API (application programming interface) to allow other applications to programmatically feed an uploaded resume to the tool and to access the parsed resume data elements via XML, Web Services, or other industry-standard communications mechanism which must be clearly articulated in the proposal.

**3. Intelligent search and match**

- a. Extracts data collected from the resume to match job seekers to existing job opportunities in Maine's Job Bank, to include non-obvious and intuitive matches
- b. Allow employers to match a job to a candidate's resume for their existing job postings from Maine's Job Bank without additional forms to fill out
- c. Allow employers to match a candidate's resume to other similar resumes in the system
- d. Provides an API (application programming interface) to allow other applications to feed job information to the tool and to access the results of the resume-driven job match via XML, Web Services, or other industry-standard communications mechanism which must be clearly articulated in the proposal

- C. All proposal submissions may be subjected to some or all of the following certification deployment tests: (Detailed information on State of Maine certification and architecture policies can be found at: [www.maine.gov/oit/policies/](http://www.maine.gov/oit/policies/) and [www.maine.gov/oit/architecture](http://www.maine.gov/oit/architecture) respectively.)
1. **Operating platform test:** Ensures proper functioning across all combinations of relevant hardware and software components.
  2. **Individual use cases test:** Ensures proper functioning of the unitary features of the application.
  3. **Combined use case interactions test:** Ensures proper functioning of the unitary features in concert with one another.
  4. **End-to-end user acceptance test:** Ensures the satisfaction of end-user expectations.
  5. **Accessibility test:** Ensures compliance with the Maine IT accessibility policy.
  6. **Data conversion test:** Ensures the accurate migration of appropriate legacy data.
  7. **Input boundary values test:** Ensures well-behaved results against illegitimate input data.
  8. **External interfaces test:** Ensures proper functioning with all companion applications.
  9. **Security test:** Ensures against unauthorized access.
  10. **Performance test:** Ensures responsiveness against projected average and peak processing loads.
  11. **Limited rollout test:** Ensures the viability of the final rollout.
  12. **Backup and recovery tests:** Ensures disaster recovery and planned rollback.
  13. **Regression test:** Applies exclusively to upgrades of existing applications. Ensures that a new version does not compromise existing functionality.
- D. The proposal must include detailed information concerning the storage of resumes. The upload and storage techniques will be subject to State standards relative to security.
- E. The proposal should indicate whether or not the tool requires a dedicated server for its processing, operation system requirements, etc. It will all be subject to State standards and requirements of the State infrastructure.

## **SECTION 5: NARRATIVE REQUIREMENTS**

- A. The proposal's narrative must specifically respond to the all items in Section 4, Specifications For Resume Products above.
- B. The proposal narrative must demonstrate the bidder's competency in the following areas:
1. Operations

- a. Describe how the bidder plans to provide software, programming, training, support, maintenance and upgrade services which are the primary goal of this RFP.
  - b. Provide a plan of operation to achieve the objectives set forth in Section 4, Specifications For Resume Products.
2. Bidder Information, Personnel, References
- a. Describe the bidder's areas of expertise in resume creation, parsing and matching services. Include a description on how the firm will work with the MDOL/BES to provide these services.
  - b. Provide information on those individuals who would be assigned to work with MDOL including a description of their experience.
  - c. Provide a list of at least three of the contractor's clients comparable to government and/or non-profit entities indicating the length of service of each account.
  - d. A copy of the firm's most recent financial audit statement
- C. Financial Proposal
1. Using Attachment A – Cost Sheet, the contractor will provide cost proposals based on the following options. (If contractor does not offer all service models then respond as: “not offered.”)
    - a. State of Maine hosted and operated system, unlimited use.
      - i. Initial software license fee including first year of support/maintenance.
      - ii. Subsequent annual license, maintenance and support cost.
      - iii. Software installation and training cost, inclusive of travel expenses. Outline installation and testing plan/days. Outline proposed training program and days. Contractor may propose multiple training and installation options, if desired. Outline hardware required.
      - iv. List additional added value services and cost, if applicable.
    - b. Contractor hosted and operated system, unlimited use.
      - i. Initial software license fee including first year of support/maintenance.
      - ii. Subsequent annual license, maintenance and support cost.
      - iii. Software training cost, inclusive of travel expenses. Outline proposed training program and days. Contractor may propose multiple training options, if desired. Outline hardware required.
      - iv. Provide cost of contractor hosted system and features. If optional features exist, detail the price of each feature, if so offered. Contractor shall detail the service provided associated with the transactions.
      - v. List additional added value services and cost, if applicable.
    - c. Contractor hosted and operated system, per resume or transaction use. If volume discounts apply, please provide a table of offers.
      - i. Initial software license fee including first year of support/maintenance.
      - ii. Subsequent annual license, maintenance and support cost.

- iii. Software training cost, inclusive of travel expenses. Outline proposed training program and days. Contractor may propose multiple training options, if desired. Outline hardware required.
  - iv. Provide cost of contractor hosted system based on transaction/resume processed model. Contractor shall detail price per transaction and describe the service provided associated with the transaction.
  - v. Provide cost of contractor hosted additional system options, per transaction.
  - vi. List additional added value services and cost, if applicable.
2. For the purpose of this RFP the following information is available to provide an Estimated Annual Transaction Volume:
- a. Average Number of Job Seeker Accounts Created: 150,000
  - b. Number of Resumes Uploaded: 35,000
3. State the time period for which the bidder's prices will be held, with a minimum of 90 days

**SECTION 6: EVALUATION**

**A. Evaluation Criteria**

**Total Points Possible**

**I. Demonstrated competency in regard to the narrative discussion of:**

Specifications (as outlined in Section 4)	35 Points
Operations (as outlined in Section 5.B.1)	25 Points
Personnel/References (as outlined in Section 5.B.2)	15 Points

**II. Total Cost (as outlined in Section 5.C) 25 Points**

**Total 100 Points**

**B. Evaluation Process**

A Review Committee from MDOL/BES will conduct an initial evaluation of all proposals received, using the criteria outlined in Section 6 above. At the Committee's discretion, bidders whose proposals receive the highest scores in the initial evaluation may be invited to meet with the Committee to make a presentation of their proposal. The purpose of the presentation will be to provide clarification of any questions or points contained within the proposal on which the Committee requires additional information. Bidders may not alter their proposal at the presentation. Following these presentations, scores assigned in the initial evaluation may be revised. Value-added services could be a consideration in addition to the criteria cited above. The MDOL reserves the right to waive minor irregularities. The MDOL may cancel this RFP or reject any or all proposals at any time prior to an award.

**SECTION 7: CONTRACT AWARD**

After any presentations are conducted and scores are finalized, award will be made to the bidder whose proposal receives the Committee's highest score. Written notification of the award decision will be sent to all bidders who submitted proposals, and will be conditional pending the approval of the State Purchases Review Committee and successful negotiation of a mutually acceptable contract.

**SECTION 8: CONFIDENTIALITY**

The information contained in proposals submitted for the Department's consideration will be held in confidence until all evaluations are concluded and the award notification has been made. At that time, the full content of all proposals becomes public record and is therefore available for public inspection on request.

**SECTION 9: COSTS OF PREPARATION**

Bidder assumes all costs of preparation of the proposal and any presentations necessary to the proposal process.

**SECTION 10: PROPOSAL UNDERSTANDING**

By submitting a proposal, the bidder agrees and assures that the specifications are adequate and the bidder accepts the terms and conditions herein. Any exceptions should be noted in the proposal. The Department reserves the right to reject any or all proposals based on exceptions presented, without obligation to communicate or negotiate with the bidder.

**SECTION 11: PROPOSAL VALIDITY**

Unless specified otherwise, all proposals shall be valid for 90 days from the proposal due date.

**SECTION 12: PROPOSAL CONTENT**

Bidders shall ensure that all information required herein be submitted with the proposal. Provision of inaccurate information or failure to provide all information required may be sufficient cause for rejection of the proposal or rescission of an award. Responses to each requirement should be in order and clearly marked with the section number to which they respond.

**SECTION 13: TECHNICAL SPECIFICATIONS**

The proposal must comply with the following specifications:

- Five (5) sealed copies of the proposal must be clearly marked by the vendor's name, with the notation: **“Proposal: MDOL/BES, Resume Tools”**, and delivered to:

State of Maine, Division of Purchases  
Burton M. Cross Building, 4<sup>th</sup> Floor  
111 Sewall Street; 9 State House Station  
Augusta, ME 04333

- It is the responsibility of the bidder to inquire about any requirement of this RFP that is not understood. The deadline for written questions is 5 p.m., January 19, 2010. Responses to written questions shall be published on or before January 22, 2010. All questions shall be directed in writing to:

Stephen Duval  
MDOL/Bureau of Employment Services  
55 State House Station, Augusta, Maine 04333  
(FAX) 207-287-5933  
(e-mail) Stephen.R.Duval@maine.gov

- Proposals must be received no later than 2 p.m. local time, February 2, 2010. Please note that only proposals actually received at the Division of Purchases prior to the stated time will be considered. Bidders submitting proposals by mail are responsible for allowing adequate time for delivery. The Department assumes no responsibility for delays caused by any package or mail delivery service. Postmarking by the due date will not suffice. Faxed proposals will not be accepted. Proposals received after the 2 p.m. deadline will be rejected, without exception.
- A single staple must bind proposals in the upper left-hand corner.
- The proposal must state the bidder's ability to begin providing services by April 1, 2010.
- The proposal must state the bidder's ability to provide services on a statewide basis.
- The proposal must meet the requirements of the demonstrated competencies as outlined in the narrative section of this RFP.
- The proposal must include a fixed price amount, supported by a line item description of costs.
- An individual who is in a position of authority to enter into a binding State of Maine Special Services Contract must sign the proposal.
- The bidder must submit three written references from clients or organizations that describe the bidder's capabilities and results.
- The successful bidder will be required to sign and enter into a State of Maine Agreement to Purchase Services BP-54EO-IT, [www.maine.gov/purchases/forms/BP54%20EO-IT.doc](http://www.maine.gov/purchases/forms/BP54%20EO-IT.doc). A statement in the bidder's proposal that the bidder acknowledges all terms and conditions in the State of Maine Agreement to Purchase Services BP54 EO-IT is required.
- MDOL reserves the right to cancel this procurement at any time for any reason.

**ATTACHMENT A:**

**COST SHEET**

	Description of service	Cost
<b>State of Maine hosted and operated system, unlimited use</b>		
Initial license fee (including 1 <sup>st</sup> year of support & maintenance)		
Subsequent annual license, maintenance & support fee		
Software installation and training cost		
List of additional features and cost: (added value)		
1.		
2.		
3.		
<b>Contractor hosted and operated system, unlimited use</b>		
Initial license fee (including 1 <sup>st</sup> year of support & maintenance)		
Subsequent annual license, maintenance & support fee		
Software training cost		
List of additional features and cost: (added value)		
1.		
2.		
3.		
<b>Contractor hosted and operated system, per transaction use</b>		
Initial license fee (including 1 <sup>st</sup> year of support & maintenance)		
Subsequent annual license, maintenance & support fee		
Software training cost		
Per transaction cost (use estimated annual transaction volume examples below)		
0 - 5,000		
5,001 – 50,000		
50,001 – 100,000		
List of additional features and cost: (added value)		
1.		
2.		
3.		