

STATE OF NEW HAMPSHIRE  
DEPARTMENT OF EMPLOYMENT SECURITY  
2015-096 LABOR EXCHANGE SYSTEM  
REQUEST FOR INFORMATION

1. GENERAL INFORMATION

1.1. PURPOSE

This Request for Information (RFI) is issued by the New Hampshire Employment Security (NHES), to seek an existing commercial off the shelf (COTS) software package for an operational web-based Labor Exchange System with an open data format (see also NH RSA 21R12), as it will require a real-time interface with our New Hampshire Unemployment Insurance System (NHUIS). NHES would like information on both a vendor hosted and non-hosted Labor Exchange System that will be able to provide a job matching process, case management and reporting capabilities for the United States Department of Labor (US DOL) programs, and allow the flexibility to include other workforce programs in the future. The Labor Exchange System must provide web-based self-service access for job seekers and employers and improve the effectiveness and efficiency of the Department and Local American Job Center partners in managing the activities of workforce participants.

For NHES Staff:

Several major goals of the system are:

- a. To provide a case management tool for staff to capture the required documentation needed on multiple US DOL programs;
- b. Meet the tracking, reporting, and follow-up requirements under the US DOL's performance measures for Wagner-Peyser Act; and
- c. Provide American Job Centers with accurate individual and aggregate tracking, reporting, and follow-up for those programs and other workforce programs.
- d. In order to maximize fund utilization, performance measurements, and cross program reporting and interaction, NHES requires a System that will encompass, at a minimum, the following DOL programs: Wagner-Peyser, Disabled Veterans Outreach Program (DVOP), Local Veterans Employment Representatives (LVER), and Jobs for Veterans State Grant (JVSG).

In addition, although not required, New Hampshire Employment Security (NHES) will consider the proposed Labor Exchanged System if it has the Workforce Innovation and Opportunity Act (WIOA) data collection/management features as long as they are not treated as a chargeable item.

For Job Seekers:

The system must, at a minimum, feature a user friendly registration process with a seamless flow into a resume builder, skills gap analyzer, O\*Net assessment tools, job auto matching capabilities, and job search tools.

For Employers:

The system must, at a minimum, offer a self-serve registration process that complies with NHES security requirements to include an IP address tracker, the ability for employers to enter, copy, or import their Job Orders, and the ability to match job orders to job seekers.

General:

The system must include communication tools that will allow staff, job seekers, and employers the ability to communicate via email or text, or a system tool.

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The proposed system must include the capability for a social media interface for job seekers and employers to import resume content and job order content from LinkedIn, and similar networking sites and for employers to import job order content from LinkedIn and alike.

The system must have the ability to import job seeker credentialing results

The system must include the ability for foreign language translation for the Job Seeker registration to include but not limited to Spanish.

The Vendor shall identify third party Contracts related to the Labor Exchange System to be provided with the Vendor's Proposal including but not limited to all sub contractors and software licenses.

Concise, conceptual responses are sought which will inform NHES decision makers of the options available and provide estimates of cost and implementation timeframes. Vendors may submit a response that includes one or more proposed solutions; however, responses should separately address all applicable information sought in Section 1.1 of this RFI as it pertains to each solution.

#### 1.2. RFI OBJECTIVES

The objective of this RFI is to evaluate vendor-supplied information to conduct a comparative analysis of the possible solutions to aid the State in determining requirements for NHES' Labor Exchange System.

This solicitation for information does not commit the State to publish an RFP or award a contract. The State shall not be held liable for any costs incurred by the vendor in the preparation of its response. The issuance of an RFP as a result of information gathered from these responses is solely at the discretion of the State. Should an RFP be issued, it will be open to qualified vendors, whether or not those vendors chose to submit a response to this RFI. This RFI is not a pre-qualification process.

## 2. RESPONSE INSTRUCTIONS

### 2.1. RESPONSE SUBMISSION AND DUE DATE

Vendors are requested to submit their response by **February 11, 2015 by 4:00** PM. Please provide an original and nine (9) copies of your response to:

Dee Skinner  
Employment Services Programs Coordinator  
NH Employment Security  
45 South Fruit Street  
Concord, NH 03301

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2.2. SCHEDULE OF EVENTS (approximate)

<i>DATE</i>	<b>EVENT</b>
January 14, 2015	RFI Issued
February 11, 2015	Vendor responses due
March 3, 2015	Conduct Presentations, if necessary

- This RFI will be posted at [http://www.admin.state.nh.us/purchasing/bids\\_posteddte.asp](http://www.admin.state.nh.us/purchasing/bids_posteddte.asp)
- At the State's discretion, vendors may be contacted to provide an oral presentation of their solution.

2.3. RFI INQUIRIES

For inquiries regarding this RFI, please contact:  
Dee Skinner  
Employment Services Programs Coordinator  
NH Employment Security  
45 South Fruit Street  
Concord, NH 03301  
[Christian.d.skinner@nhes.nh.gov](mailto:Christian.d.skinner@nhes.nh.gov)

2.4. VENDOR CONTACT

Please provide a main contact name, address, e-mail address, and telephone number in each response.

2.5. REQUESTED INFORMATION

The State is seeking a better understanding in the areas listed below. Please respond concisely and completely.

- 2.5.1 Briefly describe the vendor's organization, client base, financial stability, and history. Please keep generalized marketing material to a minimum.
- 2.5.2 Illustrate current experience your company has with hosting a Labor Exchange System and having the public or private sector customer host the Labor Exchange System.
- 2.5.3 Provide an overview of the technology and service offerings that you currently provide. Provide a breakdown of the number of customers served currently by your various product offerings.
- 2.5.4 Include an overview description of the proposed Labor Exchange System, including but not limited to user features and functionality.
- 2.5.5 Provide sample screens to be used by raters with flexibility in the rating scales.

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- 2.5.6 Provide sample reports that include and identify:
- Development needs
  - Top strengths
  - Comments
  - Importance ratings for competencies
  - On-the-job improvement suggestions and additional resources. (e.g. websites, literature and/or trainings)
  - A mechanism for showing improvement from year to year
  - Average ratings per role (e.g. self, managers/supervisors, peers, direct reports)
- 2.5.7 Describe the platform that your system operates on, Including but not limited to, the technical environment architecture, databases supported, compatible browsers, operating systems supported, and programming code language. If any of platform components are third party or proprietary, please note.
- 2.5.8 Include details of the proposed software solution including database management system, licensed software suggested for data retrieval and reporting and, proposed approach to developing all custom-built software components if required.
- 2.5.9 Please describe Application and Technical Support channels including hours of operation related to support. What is your application release schedule? Are patches deployed between releases? Who deploys patches and releases; vendor or customer? What is the average response time for correcting application bugs.
- 2.5.10 Please provide a description of the ongoing costs for maintaining your solution post deployment. Give specific information as to the numbers and types of resources (State and Vendor) required to maintain the system.
- 2.5.11 Every project has certain inherent risks. Describe the significant risk factors associated with your solution and how you would mitigate them.
- 2.5.12 Please provide suggestions and considerations for the State to evaluate as we develop the cost model and associated evaluation criteria. Describe your pricing. Include costs for implementation, hardware or data lines, upfront licensing, ongoing licensing, and maintenance and support.
- 2.5.13 Provide estimated costs, implementation time frames, and resources necessary for the solution that you propose to be most advantageous.
- 2.5.14 Please feel free to include any additional comments or suggested alternatives, as deemed appropriate based on your industry knowledge and expertise, which you feel would be beneficial to the State.

### 3. VENDOR PRESENTATION

Based on interest that is generated following the review of responses to this RFI, some vendors may be invited to present an overview of their company and services to representatives of the State. There is no guarantee that a vendor may be asked to provide a presentation. All presentation costs incurred by the vendor shall be borne by the vendor. In

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certain cases, the State may be able to accommodate a web-based oral presentation and product demonstration.

4. CLOSING

NHES thanks you for your efforts in preparing a response. Although this Request for Information does not require the State to issue a Request for Proposal or to award a contract, it is anticipated that the information gathered in this project will be highly beneficial and will inform the State's decision-making process.