# Exhibit A: Vendor Profile for online reference checking

Company profile

1. Legal name of the Respondent
2. Address of office which will fulfill this contract
3. Number of years in business related to the RFP
4. Type of Operation: Individual, Partnership, Corporation, Government
5. Number of employees dedicated to fulfillment of this contract
6. Company-wide annual sales volume
7. State that you will provide a copy of your financial statements for the past two (2) years, if requested by Minnesota State. Minnesota State reserves the right to request other reports as needed.
8. Is Respondent currently for sale or involved in any transaction to expand or to become acquired by another business entity? If yes, please explain the impact both in organizational and directional terms.
9. Prove any details of all past or pending litigation or claims filed against Respondent that would affect Respondent’s performance under a contract with Minnesota State.
10. Is Respondent currently in default on any loan agreement or financing agreement with any bank, financial institute, or other entity? If yes, specify date(s), circumstances, and prospects for resolution.
11. Does any current relationship whether a relative, business associate, capital funding agreement or any other such kinship, exist between Respondent and any System Office employee? If yes, please explain the relationship.
12. Are there any circumstances impacting Respondent that could affect Respondent’s ability to perform under any award made through the RFP process? If yes, please explain.
13. Provide the vision, mission, goals, and business outcomes of your organization to include your anticipated growth for the future.
14. Provide your company’s service/support philosophy, how it is carried out, and how success is measured.
15. Describe your company’s quality assurance program, its requirements and how they are measured.

# Exhibit B. Key Specifications

**Evaluation Criteria – Key Specifications**

|  |  |  |  |
| --- | --- | --- | --- |
| **Criteria** | **Yes** | **No** | **Explain**  (Be as specific as possible to enable us to understand how this will be implemented; please do not simply refer to other materials) |
| Key specifications: | XX | XX | N/A |
| 1. The presented application has been on the market for at least two years. |  |  |  |
| 2. The application must be fully utilized at ten (10) or more organizations. |  |  |  |
| 1. Respondent must be willing to demonstrate a completed and functional product within the specifications provided by this RFP. |  |  |  |
| 1. Respondent must ensure the highest quality standards are applied. |  |  |  |
| 5. Respondent must describe the implementation process, including roles and responsibilities, project plan and schedule. |  |  |  |
| 6. Respondent must ensure the highest level of security is applied to any data housed on Respondent’s servers or systems. |  |  |  |
| 7. Respondent must be able to verify stated qualifications. List any patents. held |  |  |  |
| 8. Respondent must provide summary resumes for staff that may be assigned to this account. |  |  |  |
| 9. Respondent must provide names of three higher education clients utilizing their product who can be contacted to provide references. |  |  |  |
| 10. Respondent must provide information on customer renewal rate. |  |  |  |
| 11. Capable of integration for Workday HCM. |  |  |  |

# Exhibit C. Desired Specifications

**Desired Specifications of Online Reference Checking Solution**

|  |  |  |  |
| --- | --- | --- | --- |
| **Criteria** | **Yes** | **No** | **Explain**  (Be as specific as possible to enable us to understand how this will be implemented; please do not simply refer to other materials) |
| **Creation of Job Profiles and Reference Questions:** | | | |
| 1. How many job-specific profiles or surveys are currently in your library? |  |  |  |
| 1. List the job profiles that are specific to higher education. |  |  |  |
| 1. Explain your process for developing job profiles and reference questions. |  |  |  |
| 1. Explain the science behind how reference questions are tested for reliability. |  |  |  |
| 1. Explain the science behind how reference questions are tested for validity. |  |  |  |
| 1. Can you prove that your solution doesn't have adverse impact on protected classes? |  |  |  |
| 1. Give examples of job-specific questions. |  |  |  |
| 1. What is the average number of questions per survey? Why is this the optimal number? |  |  |  |
| 1. Can you create custom questions? If so, describe the options available to users (open-ended, multi-select, single select, rating scale). |  |  |  |
| 1. Describe the process to add custom questions. |  |  |  |
| 1. Can candidates and references access the process through a mobile app.? |  |  |  |
| **Criteria** | **Yes** | **No** | **Explain**  (Be as specific as possible to enable us to understand how this will be implemented; please do not simply refer to other materials) |
| **Automated Platform Design and Capabilities:** | | | |
| 1. Does the solution support multiple business units to facilitate reporting? |  |  |  |
| 1. How much time is required to enter candidate data and to initiate the reference process? |  |  |  |
| 1. How does a candidate enter the system? Do they have to setup a user account or are they authenticated directly from an email link? |  |  |  |
| 1. How much time is required for candidates to enter reference information? |  |  |  |
| 1. How much time is required for references to complete the process? |  |  |  |
| 1. If either candidates or references cannot complete entering their information, is there a bookmarking feature that brings them back to where they left off? |  |  |  |
| 1. Are candidates required to accept a legal waiver or consent form? |  |  |  |
| 1. Are responses confidential? |  |  |  |
| 1. Can you determine the number of references required for candidates? |  |  |  |
| 1. Can candidates send a personal note to their references or edit the system email to references? |  |  |  |
| 1. How does the solution provide users the ability to ensure that references are real references and are not fraudulent? |  |  |  |
| 1. Are any languages other than English supported? Describe how this works. |  |  |  |
| 1. Are automatic reminder emails sent to candidates and references or are reminders sent manually by recruiters? |  |  |  |
| 1. Can candidates and references respond to requests via text message or email? Describe the communication methods available to candidates and references. |  |  |  |
| **Criteria** | **Yes** | **No** | **Explain**  (Be as specific as possible to enable us to understand how this will be implemented; please do not simply refer to other materials) |

|  |  |  |  |
| --- | --- | --- | --- |
| **Reference Reports for Hiring Managers and HR Professionals:** | | | |
| 1. Do the reference feedback reports indicate the average numeric rating of all references? |  |  |  |
| 1. Is it possible to identify how individual references rated the candidate? |  |  |  |
| 1. Is it possible to identify which reference made specific comments? |  |  |  |
| 1. Are candidates compared with any norm groups? Please explain. |  |  |  |
| 1. Is there a single report that summarizes ratings for multiple candidates for the same position? |  |  |  |
| 1. What evidence, if any, is there to prove that the feedback reports are predictive? |  |  |  |
|  |  |  |  |
| **Criteria** | **Yes** | **No** | **Explain**  (Be as specific as possible to enable us to understand how this will be implemented; please do not simply refer to other materials) |
| **Training and Support:** | | | |
| 1. Start up system training. |  |  |  |
| 1. Training for new users after start up |  |  |  |
| 1. Training on upgrades. |  |  |  |
| 1. How many people in your organization are exclusively dedicated to training and support? |  |  |  |
| 1. What are the steps in the setup and training process? |  |  |  |
| 1. What materials are available to help with internal communications to stakeholders in the organization? |  |  |  |
| 1. Is there a process to ensure customer success after the initial setup and training? |  |  |  |
| 1. Describe your help desk capabilities. |  |  |  |
| 1. How many people in the organization are dedicated to setup, training, implementation, and support? |  |  |  |
| 1. How are product updates communicated and implemented? |  |  |  |
| 1. Describe any service guarantees. |  |  |  |
| 1. **Criteria** | **Yes** | **No** | **Explain**  (Be as specific as possible to enable us to understand how this will be implemented; please do not simply refer to other materials) |
| 1. **Technical Components:** |  |  |  |
| 1. Can your system house full application on your server? |  |  |  |
| 1. Can you provide data files to the System Office at regularly defined cycles? |  |  |  |
| 1. Describe any technical interface issues that can be anticipated and how they can be resolved. |  |  |  |
| 1. Describe any ongoing technical support requirements for the IT staff from System Office or campuses. |  |  |  |
| 1. Describe any downtime issues related to ongoing maintenance. |  |  |  |
| **Criteria** | **Yes** | **No** | **Explain**  (Be as specific as possible to enable us to understand how this will be implemented; please do not simply refer to other materials) |
| 1. **Accessibility:** |  |  |  |
| 1. Describe any features and accessories that enhance your product’s accessibility. |  |  |  |
| 1. List any features that are already included in the pricing. |  |  |  |
| 1. Provide descriptions of any accessibility features or accessories and how they might be used to support an employee with a disability. |  |  |  |

# Exhibit D: IT Security

*The vendor is encouraged to provide whitepapers, technical documents, or copies of policies as necessary to fully demonstrate compliance with the requirement. Vendors must provide ‘Yes’ or ‘No’ responses to ‘Y/N’ questions. Vendor is encouraged to provide additional supporting explanation in Comments column or attachments.*

|  |  |  |  |
| --- | --- | --- | --- |
|  |  |  |  |
|  | **Question** | **Response Y/N** | **Comments** |
|  | **Organization** |  |  |
| 1 | Vendor has a dedicated information security group or function in your organization that is responsible for the oversight and implementation of information security. |  |  |
| 2 | Vendor has staff that has completed information security training? If so, from what areas in your organization (i.e. IT administrators, developers, management, etc.). |  |  |
| 3 | Vendor conducts background checks on employees when they begin employment or on a recurring basis. |  |  |
| 4 | Vendor has an information security incident response team or formal process for identifying and reporting potential or actual incidents. |  |  |
|  |  |  |  |
|  | **Data Center and Disaster Recovery** |  |  |
| 1 | The application is housed in your own data center. |  |  |
| 2 | The application is hosted by another entity. |  |  |
| 3 | Vendor utilizes a second/redundant data center for failover. |  |  |
| 4 | Physical and environmental security controls present in the data center. |  |  |
| 5 | All Minnesota State data will be stored in the United States. |  |  |
| 6 | Vendor has a documented Disaster Recovery Plan. |  |  |
| 7 | Vendor's Disaster Recovery plan is tested on a recurring basis. |  |  |
|  |  |  |  |
|  | **Network and Infrastructure Management & Maintenance** |  |  |
| 1 | Vendor has network security controls implemented (e.g. firewalls, intrusion detection/prevention, etc.). |  |  |
| 2 | Vendor has conducted a vulnerability assessment on network and server/data infrastructure. |  |  |
| 3 | Vulnerability assessments are conducted on a recurring basis. |  |  |
| 4 | Vulnerability assessments are conducted by your organization. |  |  |
| 5 | Vulnerability assessments are conducted by a third party. |  |  |
| 6 | Vendor has a patch management process for network and infrastructure. |  |  |
| 7 | Vendor has a formal change management process. |  |  |
| 8 | Vendor monitors network performance. |  |  |
| 9 | Infrastructure is monitored (7x24, 8x5). |  |  |
| 10 | Vendor has scheduled maintenance windows. |  |  |
|  |  |  |  |
|  | **Server Management & Maintenance** |  |  |
| 1 | Vendor has a patch management process for servers. |  |  |
| 2 | Patches are tested prior to deployment. |  |  |
| 3 | Vendor employs server performance monitoring. |  |  |
| 4 | Logging is turned on for transactions and configuration changes to servers/systems. |  |  |
|  |  |  |  |
|  | **Access** |  |  |
| 1 | Infrastructure and systems that Minnesota State will be using are segmented from other customers’ data (e.g. Router ACLs and/or firewall policies implemented for network segmentation) |  |  |
| 2 | Administration of the systems and infrastructure by your staff are conducted over a dedicated management network. |  |  |
| 3 | System administrators are required to use unique credentials when conducting administrative functions. |  |  |
| 4 | Administrative credentials are not shared between administrators. |  |  |
| 5 | Multi-factor authentication is used by any vendor staff that accesses systems/data. |  |  |
| 6 | Vendor has a process for requesting, approving, denying and removing access for vendor staff |  |  |
| 7 | Vendor has implemented ID/password or access requirements for Minnesota State users (e.g. unique ID, password length and strength, password change frequency, lockout after a specified number of failed attempts, etc.) |  |  |
|  |  |  |  |
|  | **Data Protection** |  |  |
| 1 | Vendor utilizes encryption methods for data at rest. |  |  |
| 2 | Vendor utilizes encryption for data in transit. |  |  |
| 3 | Access by vendor staff is granted based on least privilege. |  |  |
| 4 | Vendor does not provide any Minnesota State information to a third party. |  |  |
| 5 | Vendor has a policy or process for the handling of Minnesota State data at the end of agreement/contract. |  |  |
|  |  |  |  |
|  | **Application Security** |  |  |
| 1 | Vendor's developers have received any security training. |  |  |
| 2 | Vendor has a defined formal SDLC process. |  |  |
| 3 | Vendors SDLC process includes security (e.g. manual code review, pen testing, threat modeling, etc.). |  |  |
| 4 | Vendor conducts static scan on application. |  |  |
| 5 | Vendor conducts dynamic scan on application. |  |  |
| 6 | Vendor uses industry standards to identify vulnerabilities in application code (e.g. OWASP Top-Ten, SANS Top-25, etc.). |  |  |
| 7 | Vulnerabilities that have been identified as high-risk have been remediated. |  |  |
| 8 | Logging is configured/turned on for the application. |  |  |
| 9 | If 3rd party applications/libraries/modules are implemented, Vendor checks for patches and implements patches on a recurring basis. |  |  |
|  |  |  |  |
|  | **Policies and Procedures** |  |  |
| 1 | Vendor's organization has documented security policies. If Yes, please include in your proposal. |  |  |
| 2 | Vendor's organization has a Privacy Policy? If Yes, please include in your proposal. |  |  |
| 3 | Vendor has a policy or procedure for security incident or breach notification. If Yes, please include in your proposal. |  |  |
|  |  |  |  |
|  | **Compliance** |  |  |
| 1 | Vendor has had an independent third party security audit conducted within the past 2 years. |  |  |
| 2 | Vendor conducts independent third party security audits on a recurring basis. |  |  |

# Exhibit E: Pricing

**Evaluation Criteria – Pricing in Relation to Services Provided**

|  |  |
| --- | --- |
| **Criteria**  (All costs must be stated in this section. No unstated costs will be allowed. Pricing should be stated in terms of overall cost and costs per each institution who will participate.) | **Explain**  (Be as specific as possible to enable us to understand how this will be implemented; please do not simply refer to other materials) |
| 1. Identify any price “break points” determined by the number of institutions participating (e.g. if 75% of institutions participate, if 50% of institutions participate). |  |
| 1. Provide guaranteed annual costs with a description of how your costs are determined (e.g., employee FTE). |  |
| 1. Provide a detailed breakdown of one-time implementation costs. If hourly rates per task, include number of hours estimated to complete each task. |  |
| 1. Provide costs for programming customized features. |  |
| 1. State any costs for re-customization after the initial implementation. |  |
| 1. Describe cost structure for training, including materials costs, if any. |  |
| 1. Describe the cost of operational manuals required. |  |
|  |  |
| 1. Describe any other costs not listed above. All possible costs of your service must be listed on this Attachment including any added value items. |  |
| 1. Total cost: $ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (firm) |  |
| 1. Provide a complete breakdown of the services you offer associated with this price and the cost of each service. Itemize them by category. In particular, identify any items not listed in Exhibits D and E. |  |
| 1. State your maximum increase for each remaining year of the contract. Actual increases may be less, but may not be more than the percentages stated. |  |
| 1. Describe how your company bills for services. |  |
| 1. Estimate the number of staff hours required for initial training and implementation per Minnesota State institution. |  |
| 1. Estimate the annual staff FTE required per Minnesota State institution to administer the application after implementation. |  |

# Exhibit F: Institutional Summary

**Institution Name Employee FTE, FY 2023**

|  |  |
| --- | --- |
| Colleges | Employee FTE |
| Alexandria Technical and Community College | 186 |
| Anoka-Ramsey Community College | 451 |
| Anoka Technical College | 131 |
| Central Lakes College | 252 |
| Century College | 560 |
| Dakota County Technical College | 242 |
| Fond du Lac Tribal and Community College | 103 |
| Hennepin Technical College | 378 |
| Inver Hills Community College | 263 |
| Lake Superior College | 264 |
| Minneapolis Community and Technical College | 463 |
| Minnesota North College | 386 |
| Minnesota State College - Southeast Technical | 131 |
| Minnesota State Community and Technical College | 357 |
| Minnesota West Community and Technical College | 216 |
| Normandale Community College | 561 |
| North Hennepin Community College | 357 |
| Northland Community and Technical College | 213 |
| Northwest Technical College - Bemidji | 66 |
| Pine Technical and Community College | 92 |
| Ridgewater College | 278 |
| Riverland Community College | 232 |
| Rochester Community and Technical College | 336 |
| St. Cloud Technical and Community College | 293 |
| Saint Paul College | 410 |
| South Central College | 258 |
| **Universities** |  |
| Bemidji State University | 556 |
| Metropolitan State University | 750 |
| Minnesota State University, Mankato | 1,556 |
| Minnesota State University Moorhead | 621 |
| St. Cloud State University | 1,157 |
| Southwest Minnesota State University | 371 |
| Winona State University | 875 |
|  |  |
| **System Office** | 326 |