

Attachment 4 –Requirements

Respondent must describe its solution as it relates to the Requirements listed in this attachment. Successful Respondent must indicate in the “Response to Requirement” column how it meets or exceeds the Requirements found in this attachment. Respondents must name the attachment with their response as referenced in Table 5: Response Sections.

1.0 ORC Implementation Services Requirements

1.1 Configuration Requirements

Employment Lifecycle

Requisition & Position Configuration

Section #	Configuration Requirements	Response to Requirement
1.1.1	Successful Respondent must configure ORC so that designated TWC staff can create a requisition.	
1.1.2	Successful Respondent must set up the Help Feature within ORC during requisition creation process for designated TWC staff at the field level, and provide access to instructional resources, if available within ORC.	
1.1.3	Successful Respondent must configure ORC to allow designated TWC staff to delegate responsibility to another authorized TWC staff member (e.g., during vacations or duty changes).	
1.1.4	Successful Respondent must configure ORC to support distinct approval steps for internal versus external requisitions. The posting approval flow will be identical for both, with routing variations occurring only after the sourcing step.	

1.1.5	Successful Respondent must design and configure ORC to allow external requisitions to be created for external candidates and permit authorized TWC staff to modify workflows and process steps on an ad hoc basis.	
1.1.6	Successful Respondent must configure ORC to electronically route requisitions for approval using TWC's approval levels/routing structures.	
1.1.7	Successful Respondent must configure ORC so that requisitions can be approved by authorized Human Resources staff if the requisition is stalled in the approval process.	
1.1.8	Successful Respondent must implement the ORC email workflow capability.	
1.1.9	Successful Respondent must implement ORC security to allow the associated hiring manager, recruiter, department, location, etc., to be changed after a requisition is approved or open.	
1.1.10	Successful Respondent must configure and maintain ORC templates that support tracking various employment types (e.g., FT, PT, Temps, Contractors, Interns), with the ability for designated TWC staff to create and update these templates throughout the contract term.	

Job Posting Configuration

Section #	Configuration Requirements	Response to Requirement
1.1.11	Successful Respondent must configure an automated process for job postings to the WorkInTexas (WIT) job board, leveraging existing CPA integration scripts to expedite the interface, and configure integration withLinkedIn.	
1.1.12	Successful Respondent must configure ORC to allow designated TWC personnel to choose posting choices (i.e. internal only, internal & external at the same time, promo opportunities & inter-department opportunities).	
1.1.13	Successful Respondent must configure ORC so that employees can apply for posted openings via the TWC Intranet and external Applicants can apply via the Internet (TWCexternal site).	
1.1.14	Successful Respondent must program ORC sothat postings use automatic close dates and closed postings can be re-posted and edited.	
1.1.15	Successful Respondent must configure ORC job postings with user fields for State of Texas custom data.	
1.1.16	Successful Respondent must configure ORC to allow for the upload of State of Texas Applications (SOTA) from WIT.	
1.1.17	Successful Respondent must configure ORC search to allow designated TWC staff to search across document content for a candidate's skills and competencies to determine if they are qualified for a posted position (internal and/or external candidates).	
1.1.18	Successful Respondent must configure ORC "Job Agents" for Applicants to set criteria for auto emailing of recently posted jobs that fit their interests.	

1.1.19	Successful Respondent must implement ORC to include a PeopleSoft Position Number with each Job Posting.	
1.1.20	Successful Respondent must configure ORC to differentiate the type of Applicant (i.e.internal, external, temporary workers on site, contractors, etc.).	
1.1.21	Successful Respondent must configure ORC to save Applicant data as "pending" to allow resuming applications without data loss and ensure these "pending" Applicants are excluded from candidate lists until their application is fully submitted or marked ascomplete.	
1.1.22	Successful Respondent must implement comprehensive system branding within ORC, using content provided by TWC for bothinternal and external home pages.	

Applicant Tracking

Section #	Configuration Requirements	Response to Requirement
1.1.23	Successful Respondent must ensure ORC is configured so that Applicants can view their application status (i.e. reviewed, not reviewed, does not meet minimum qualifications, etc.).	
1.1.24	Successful Respondent must configure ORC for Section 508 Compliance with Applicant input; (e.g. in comments section, ability to use screen readers, etc.)	
1.1.25	Successful Respondent must configure ORC to send response letters; i.e. the system generates appropriate and timely letters, notifications, or emails.	
1.1.26	Successful Respondent must establish ORC System integration to enable interview scheduling and communication capabilities using email and MS Outlook.	

1.1.27	Successful Respondent must enable ORC System setup to support Applicant search capabilities: by name, search by skills, experience, education, wild cards, etc.	
1.1.28	Successful Respondent must configure ORC to support Recruiter ability to flag late Applicants to a closed position for history/tracking purposes.	
1.1.29	Successful Respondent must enable ORC to allow Applicants to withdraw from a position for which they applied.	
1.1.30	Successful Respondent must setup ORC to store Applicant questionnaires and assessments. TWC will provide all content for Job Requisitions which require this to be setup.	
1.1.31	Successful Respondent must implement ORC security access settings so each Applicant's job application history is stored and able to be reviewed. TWC will have responsibility for all Applicant data conversion (if included) into the system.	
1.1.32	Successful Respondent must configure ORC security access settings to allow multiple profiles (duplicates) to be merged by an TWC Administrator.	
1.1.33	Successful Respondent must configure ORC to allow administrative data (i.e. name, address, phone number) to the candidate profile after an application has been submitted.	

1.1.34	Successful Respondent must implement ORC so that audit trails are available for candidate and posting board searches when conducted by a TWC Recruiter or ORC Administrator.	
1.1.35	Successful Respondent must configure the ORC platform to allow former employees who were terminated to be identified and flagged prior to interviewing or hiring actions.	
1.1.36	Successful Respondent must implement ORC configuration to provide real-time Applicant status information to hiring managers and recruiters.	
1.1.37	Successful Respondent must configure ORC which allows Applicants to store multiple State of Texas applications; however, recruiters and hiring managers only see the one submitted by the applicant for a specific position.	
1.1.38	Successful Respondent must train designated TWC administrators and hiring personnel to configure disqualifying criteria within ORC to pre-screen applicants.	

Employee Referrals

Section #	Configuration Requirements	Response to Requirement
1.1.39	Successful Respondent must configure ORC to track employee referrals for employment, distinguish referral Applicants from regular Applicants, and report on referral source effectiveness.	
1.1.40	Successful Respondent must configure ORC to enable the tracking of hired referral candidates through queries or reports.	

Vendor Relationship Management

Section #	Configuration Requirements	Response to Requirement
1.1.42	Successful Respondent must configure ORC so that WIT Applicants for TWC positions are updated in ORC and their Applicant data can be accessed using the ORC database.	

Administration

Section #	Configuration Requirements	Response to Requirement
1.1.43	Successful Respondent must implement ORC to provide a "note" field within the Job Requisition for internal recruiter notes about the Job Requisition.	
1.1.44	Successful Respondent must implement a Recruiter dashboard that allows customization options per individual, enabling recruiters to filter data to display only needed items.	
1.1.45	Successful Respondent must implement ORC to support system scoring of Applicant questionnaires and mandatory skills/experience. Emails can be triggered based on disqualification questions or no fit of Applicants.	
1.1.46	Successful Respondent must configure ORC so job descriptions can be uploaded, or copy pasted, into ORC for job postings.	
1.1.47	Successful Respondent must enable ORC to allow designated TWC staff to "inactivate" an external Applicant who is ineligible for re-hire.	
1.1.48	Successful Respondent must implement ORC to provide for an online consent agreement and Equal Employment Opportunity (EEO) voluntary entries for Affirmative Action (AA) reporting.	

1.1.49	Successful Respondent must configure ORC to include on-line pre-employment screening forms to be completed by Applicant and storage of these forms by job requisition.	
1.1.50	Successful Respondent must configure ORC to send on-line offer letters and new hire forms for completion and storage.	
1.1.51	Successful Respondent must implement ORC to support or integrate with pre-screening background service companies.	
1.1.52	Successful Respondent must implement ORC to utilize on-line e-signatures.	
1.1.53	Successful Respondent must configure ORC System time out period for Applicant entry based on internal TWC business requirements.	

Affirmative Action (AA) Support

Section #	Configuration Requirements	Response to Requirement
1.1.54	Successful Respondent must configure ORC to assist with Office of Federal Contract Compliance (OFCCP) Internet Applicant regulations by showing field(s) to identify Applicant as an "Internet Applicant".	
1.1.55	Successful Respondent must implement ORC Federal Equal Employment Opportunity/Affirmative Action (EEO/AA) wording as needed to meet TWC business needs.	

1.1.56	Successful Respondent must configure ORC system reporting to show where each Applicant fell out of the process with reason codes (i.e. did not meet basic qualifications, did not respond to repeated phone calls, took another position, etc.). Reporting must align with all TWC requirements.	
1.1.57	Successful Respondent must implement ORC to save previous versions of Applicant data (if they change or edit application/profile) to comply with federal recordkeeping requirements.	
1.1.58	Successful Respondent must configure ORC to apply to an open Job Requisition and determine if an Applicant meets “basic qualifications” such as on-line questionnaires where Applicants self-qualify.	
1.1.59	Successful Respondent must implement ORC configuration and reporting capabilities to support adverse impact testing and EEO/AA reporting specifically for regular status employee postings. This configuration must exclude temporary and contract positions from adverse impact analysis and reporting.	
1.1.60	Successful Respondent must implement ORC Reporting in place to support Affirmative Action Plan preparations/reporting. TWC will leverage existing CPA ORC reports when these align with TWC business needs.	
1.1.61	Successful Respondent must implement ORC to produce VETS-100 reports. TWC will leverage existing CPA ORC reports when these align with TWC business needs.	

1.1.62	Successful Respondent must: (1) configure the ORC system to enable TWC to create customized reports, (2) deliver comprehensive training to TWC staff on how to create customized reports and provide leave-behind training materials. TWC will assume ownership of report customizations exceeding the implementation vendor's defined scope.	
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Recruiting Metrics

Section #	Configuration Requirements	Response to Requirement
1.1.63	Successful Respondent must configure the ORC system to provide standard metric reports, such as time-to-fill and cost-per-hire, utilizing existing CPA and ORC system reports when aligned with TWC business needs.	
1.1.64	Successful Respondent must configure ORC to provide reports of open requisitions by department, division and hiring manager. TWC will use existing CPA and ORC system reports when these align with TWC business needs.	
1.1.65	Successful Respondent must configure ORC to provide an online workflow status for requisition approvals, including identification of potential delays.	
1.1.66	Successful Respondent must configure ORC to provide reports on the number of Job Postings and Completion Rates to see the number of drop-offs experienced for each Job Posting.	

1.2 Technical Requirements

Section #	Technical Requirements	Response to Requirement
1.2.1	Successful Respondent must implement the ORC email workflow capability.	
1.2.2	Successful Respondent must configure ORC job postings with user fields for State of Texas custom data.	
1.2.3	Successful Respondent must configure ORC for Section 508 Compliance with Applicant input; (e.g. in comments section, ability to use screen readers, etc.)	
1.2.4	Successful Respondent must configure ORC to send response letters; i.e. the system generates appropriate and timely letters, notifications, or emails.	
1.2.5	Successful Respondent must setup ORC to store Applicant questionnaires and assessments. TWC will provide all content for Job Requisitions which require this to be setup.	
1.2.6	Successful Respondent must implement ORC security access settings, so each Applicant's job application history is stored and able to be reviewed. TWC will have responsibility for all Applicant data conversion (if included) into the system.	
1.2.7	Successful Respondent must configure ORC security access settings to allow multiple profiles (duplicates) to be merged by an TWCAdministrator.	
1.2.8	Successful Respondent must configure ORC to extract and load departments/organizations from PS (CAPPS) to ORC, accommodating up to 10,000 rows of data.	

1.2.9	Successful Respondent must configure ORC to extract and load location data from PS (CAPPS) to ORC for 6000 locations.	
1.2.10	Successful Respondent must configure ORC to extract and load position data from PS (CAPPS) to ORC, ensuring this functionality enables the creation of job requisition templates.	
1.2.11	Successful Respondent must configure ORC to extract and load job codes from PS (CAPPS) to ORC.	
1.2.12	Successful Respondent must configure ORC to extract and load user security profiles for recruiters and hiring managers from PS (CAPPS) to ORC, excluding passwords.	
1.2.13	Successful Respondent must configure ORC to extract open job requisitions from Taleo to ORC.	
1.2.14	Successful Respondent must configure ORC to extract and load active candidates from Taleo to ORC.	
1.2.15	Successful Respondent must configure ORC to extract and load top-of-stack employee information from Taleo to ORC	
1.2.16	Successful Respondent must configure ORC to receive and process the employee feed from PS (CAPPS), ensuring that new employee data and termination information are accurately reflected in ORC and that employees can log in and apply for internal positions.	
1.2.17	Successful Respondent must develop and/or configure processes to load department changes from PS (CAPPS) to ORC, including the synchronization of any additional setup data required between both systems.	

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1.2.18	Successful Respondent must develop an interface to load location changes on a daily frequency from PS (CAPPS) to ORC.	
1.2.19	Successful Respondent must develop an interface to load position data changes on a daily frequency PS (CAPPS) to ORC.	
1.2.20	Successful Respondent must configure ORC to receive and process job code changes for job requisition templates.	
1.2.21	Successful Respondent must configure ORC to extract and load user profiles for Recruiters and Hiring Managers from PS (CAPPS) to ORC.	
1.2.22	Successful Respondent must develop an interface that loads candidate information on a daily frequency from WIT to ORC.	
1.2.23	Successful Respondent must configure ORC to extract new hire data and transmit it to PS (CAPPS).	
1.2.24	Successful Respondent must develop and configure an outbound interface from ORC to WIT that extracts and transmits new job postings from ORC to WIT.	
1.2.25	Successful Respondent must configure ORC to interface with a third-party background check provider.	
1.2.26	Successful Respondent must configure ORC to integrate with LinkedIn Direct Apply.	
1.2.27	Successful Respondent must configure secure SFTP sites for all applicable integrations between ORC, PS (CAPPS), Taleo, WIT, and third-party systems.	
1.2.28	Successful Respondent must configure Journeys within ORC for any applicable requirements, as determined by the Texas Workforce Commission.	

1.2.29	Successful Respondent must configure delegation rules within ORC for any applicable requirements, as determined by the Texas Workforce Commission.	
1.2.30	Successful Respondent must develop and configure OTBI (Oracle Transactional Business Intelligence) dashboards within ORC, as specified by the Texas Workforce Commission.	
1.2.31	Successful Respondent must configure ORC to support career site configuration and branding for three distinct portals: External, Internal, and Veterans, reflecting the branding and requirements of the TWC's existing career sites.	
1.2.32	Successful Respondent must configure Single Sign-On (SSO) integration between ORC and the TWC's Active Directory.	
1.2.33	Successful Respondent must define and configure the Security Matrix and Role Provisioning Rules within ORC.	
1.2.34	Successful Respondent must configure ORC to allow for data masking in all non-production environments.	
1.2.35	Successful Respondent must enable and configure Artificial Intelligence (AI) agents and embedded AI functionality within ORC to support intelligent matching features, such as suggested candidates, similar candidates, similar jobs, and suggested jobs.	

2.0 Non-Functional Requirements

2.1 Project Management Requirements

Section #	Project Management Requirements	Response to Requirement
2.1.1	The Respondent must provide a full time Project Manager dedicated to the project 100% of their time during the implementation phase.	
2.1.2	The Respondent must provide a draft Project Management Plan in accordance with the acceptance criteria as stated in Attachment 5: Deliverables.	
2.1.3	The Respondent must provide a Work Breakdown Structure (WBS) version 1.0 with their response. The WBS must include 100% of all Milestones for the project, 80% of all tasks necessary to complete each Milestone, tasks with durations of 2 weeks or less, and resources identified for each task.	
2.1.4	The Respondent must update the WBS every two weeks and use the WBS as a basis for status reports.	
2.1.5	The Respondent must provide weekly status reports at no additional charge.	
2.1.6	The Respondent must continuously perform risk management throughout the project to identification, quantification, qualification, and mitigation.	
2.1.7	The Respondent must continuously perform issues management throughout the project to include corrective action plans.	
2.1.8	The Respondent must hold project team meetings at least weekly.	

2.1.9	The Respondent must hold executive briefings at least monthly.	
2.1.10	The Respondent must use the TWC PowerPoint slide format for status presentation at executive briefing meetings.	
2.1.11	The Respondent must host and record details from requirements and fit-gap sessions with TWC's subject matter experts, create flows and present walk-throughs to facilitate user understanding of the new system and aid testing.	
2.1.12	The Respondent must collaborate with the TWC Project Manager on the project's timeline, allowing ample time for functional and non-functional User Acceptance Testing (UAT).	

2.1 System Engineering Requirements

Section #	System Engineering Requirements	Response to Requirement
2.2.1	The Respondent must use either a waterfall methodology or a hybrid methodology (a combination of waterfall and agile systems development).	
2.2.2	The Respondent must provide a Requirements Traceability Matrix.	
2.2.3	The Respondent must perform systems testing.	
2.2.4	The Respondent must provide support for user acceptance testing (UAT).	

2.2.5	The Respondent must perform regression testing to validate repairs of bugs found during UAT.	
2.2.6	The Respondent must perform full systems integration and round-trip testing.	
2.2.7	The Respondent must perform load testing and stress testing.	
2.2.8	The Respondent must provide systems documentation.	

2.3 Quality Control Requirements

Section #	Quality Control Requirements	Response to Requirement
2.3.1	Successful Respondent must implement a quality control plan that outlines the processes and procedures for ensuring the implemented ORC system meets the requirements specified in this Solicitation.	
2.3.2	Successful Respondent must use version control and a defined change management process for all configuration and code modifications throughout the implementation project.	
2.3.3	Successful Respondent must conduct regular code reviews and configuration audits to identify and correct any errors or inconsistencies.	
2.3.4	Successful Respondent must document all identified defects and issues, track their resolution, and provide regular reports on defect resolution progress.	

2.3.5	Successful Respondent must implement a system for tracking and managing user feedback and incorporate feedback into the ongoing development and refinement of the system.	
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2.4 Performance Requirements

Section #	Performance Requirements	Response to Requirement
2.4.1	Successful Respondent must ensure that the implemented ORC system can support a minimum of 1000 concurrent users without degradation in performance.	
2.4.2	Successful Respondent must ensure that the average response time for key ORC transactions (e.g., requisition creation, application submission, candidate search) does not exceed 7 seconds.	
2.4.3	Successful Respondent must ensure the system can process applications for download. The system must enable the download of up to 500 applications per requisition within 60 seconds. For requisitions exceeding 500 applications, all applications must be downloadable, though download time may exceed 60 seconds.	
2.4.5	Successful Respondent must optimize the system for efficient search capabilities, ensuring that candidate searches return results within 1 second. Search criteria includes, but is not limited to, last name, firstname, email address, mailing address, phone number and social security number.	
2.4.6	Successful Respondent must ensure that all data interfaces and integrations with other systems (e.g., PS CAPPS, WIT) operate with acceptable latency and data transfer rates.	

2.5 System Acceptance Requirements

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Section #	System Acceptance Requirements	Response to Requirement
2.5.1	Successful Respondent must provide a detailed System Acceptance Test Plan (SATP) that outlines the criteria and procedures for formally accepting the implemented ORC system. The SATP must be approved by the TWC prior to the start of acceptance testing.	
2.5.2	Successful Respondent must ensure that the system successfully completes all System Acceptance Test cases without critical defects.	
2.5.3	Successful Respondent must provide TWC personnel with comprehensive training on the system and ensure that TWC personnel are able to effectively use the system to perform their job functions. This includes providing training materials and ongoing support during the initial go-live period.	
2.5.4	Successful Respondent must provide adequate post-implementation support and address any issues or defects identified after go-live for a thirty (30) calendar day period.	
2.5.5	Successful Respondent must transition knowledge and documentation to TWC personnel, enabling TWC to maintain and operate the system independently after the implementation project is complete. This includes providing as-built documentation, configuration guides, and operational procedures.	