



International Rescue Committee New York

Request for Proposal (RFP) HRIS Payroll Software Yemen, South Sudan & Ethiopia REF: GSC/HR/002/2018

Planned Timetable	
Issue ITT	<i>April 16, 2018</i>
Questions from Supplier due date	<i>April 23, 2018</i>
Deadline for submission of RFP	<i>May 4, 2018</i>
Evaluation of ITT	<i>May 25, 2018</i>
Supplier visit/Supplier presentation	<i>Week ending June 1, 2018</i>
Award of Contracts	<i>June 2018</i>
Contract start	<i>July 1, 2018</i>

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I. INTRODUCTION

1. *The International Rescue committee*

The International Rescue Committee, hereinafter referred to as “The IRC”, is a non-profit, humanitarian agency that provides relief, rehabilitation, protection, resettlement services, and advocacy for refugees, displaced persons, and victims of oppression and violent conflict. The IRC has been operating in over 40 countries and in 22 US cities to restore safety, dignity, and hope to millions who are uprooted and struggling to endure. IRC’s human capital strategy is a planned approach to attracting, developing, inspiring, and retaining the right people with the right skills to achieve strategic results. The human capital strategy is owned by leaders across the organization and supported by Human Resources. It is viewed as critical to securing the business strategy. The HRIS payroll software services advertised in this RFP will complement the strategy for overall business success. Effective HR payroll software tracks employees’ remuneration, day off accruals, employee sick leave and calculates overtime, all at the click of a button. This type of Payroll Software also enables the organization’s staff to be completely self-serving. No HR department wants, or needs to input this type of information manually into the system. Not having to manually manage this type of information for each employee will save the business lots of time and resource

South Sudan Background

IRC has been working in South Sudan since offering emergency assistance in the areas of public health, protection and rule of law, integrated community case management, women protection and empowerment as well as economic recovery and development. While the organization has been forced periodically to suspend our efforts due to violence, the IRC continues to provide lifesaving support to vulnerable South Sudanese in hard-to-reach areas. Currently, the IRC-South Sudan operates a country office in Juba, and field locations in the states of Lakes, Unity and Northern Bahr el Ghazal.

Yemen Background

IRC has been working in Yemen since 2012 and is implementing Health, Nutrition and Water, Sanitation and Hygiene (WASH) programs in response to the impact of conflicts in Yemen. Currently IRC Yemen is operating in eight governorates in the south and north of Yemen

Ethiopia Background

IRC has been working in Ethiopia since 1999 and is implementing integrated, community-managed programs aimed at improving the quality of lives and recovery of livelihoods of disaster-affected populations through promoting individual participation, strengthening institutions and emergency response.

Currently IRC is operating in Somali, BGRS, Tigray, SNNPR, Oromia, and Gambella regions on refugee’s assistant and livelihood.

2. *The Purpose of this Request for Proposal (RFP)*

It is the intent of this RFP to secure competitive proposals from selected suppliers or vendors so that the IRC South Sudan, Yemen & Ethiopia Human Resource Department can deploy HRIS payroll software for its locations.

Over the years IRC South Sudan, Yemen and Ethiopia Human Resource Departments has been using Excel for its payroll. It has served its purpose but due to the developments in

technology, improvement in IT infrastructure and demand for pay slips by staff, the need has emerged to acquire an automated payroll system that is robust and can fill the expectations and requirements of the country program

All eligible suppliers and vendors that are qualified and are technically competent for the supply of the goods and services in the price list schedule as per various categories provided are invited to submit their proposals.

The winning bidder(s) will enter into a fixed price Master Purchase Agreement (MPA) for **three (3) years**. Bidders shall be domiciled and must have complied with all government legal regulations to operate in the country of operation and must be regular tax payers to offer the specified goods and services. Bidders shall also furnish a copy of their operating license/certificate of registration valid for the fiscal year 2017. Bidders shall not be under a declaration of ineligibility for corrupt or fraudulent practices.

3. **Cost of Bidding**

Bidders shall be responsible for all costs associated with the preparation and submission of their bids. The IRC, which will be referred to as “The Purchaser”, will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

II. THE BIDDING DOCUMENTS:

4. **The Bidding Documents**

Bidders are expected to examine all instructions, forms, **terms** and **specifications** in the bidding documents prepared for the selection of authorized suppliers or vendors. Failure to furnish all information required as per the bidding documents or to submit a bid not substantially responsive to the bidding document in every respect will be at the bidder's risk and may result in bid rejection.

The Bidding documents are comprised of the following documents:

- *The Request for Proposal – RFP (applied to this document);*
- *Appendix A - Statement of work*
- *Appendix B- IT assessment Requirements (applicable for all countries)*
- *Appendix C - price schedule/Offering*
- *P17 Intent to bid Form*

5. **Clarification of Bidding Documents**

A prospective Bidder requiring any clarification of the Bidding Documents may notify the Purchaser in writing at Sylvia.Njuguna@rescue.org and copied to

Monica.Nyakuwa@rescue.org

Alfred.Nyamoko@rescue.org &

Asmamaw.Adenew@rescue.org

The request for clarification must reach the purchaser not later than **Monday April 23, 2018 EAT**. The Purchaser will respond by e-mail providing clarification on the bid documents by **Friday April 27, 2018 EAT**. Written copies of the Purchaser's response (including an explanation of the query but without identifying the source of inquiry) will be communicated to all prospective bidders, who had received the bidding documents.

III. PREPARATION OF BIDS:

6. **Language of Bid**

The bid and all relative correspondence and documents exchanged between the bidders and the Purchaser shall be written in **English only**. Any printed literature furnished by the bidder and written in another language must be accompanied by an English translation of its pertinent passages. For the purposes of interpretation of the bid, the English translation shall prevail. Any translations must be performed by a licensed translator as recognized and notarized by the courts and government of the United States of America.

7. **Documents Comprising the Bid**

The submitted bid must include the following information. Failure to supply all requested information or comply with the specified formats may disqualify bidders from consideration.

- *A detailed price schedule offering;*
- *Certificate of Business registration or Trading License in South Sudan, Yemen & Ethiopia*
- *Profile of the company*
- *Tax payers documents in South Sudan, Yemen and Ethiopia*
- *Bank details /Financial capabilities statement*
- *Audited accounts for the year 2017*
- *Cover letter explaining interest to be a contracted vendor or supplier*
- *Three (3) References from current or past clients for similar services (at least one must be from the last one year)*

8. **Bid Prices & Price Changes**

For the purpose of selecting a supplier/vendor and executing the Master Purchase Agreement, Bidders shall clearly indicate the unit price of the goods they want to supply. All unit prices shall be clearly indicated in the space provided in the price schedule. Bidders must sign and officially stamp the price schedule.

During the validity period of the Master Purchase Agreement, if there is a price change in the market the **supplier can express the change in writing for the Purchaser a month before implementing the change.** The Purchaser also responds for the request in writing within 15 days of receipt of notice for price change. Once the changes are agreed between both parties, an addendum will be signed and included in the MSA.

9. Bid Currencies

All rates and amounts entered in the Bid Form and Price Schedule and used in any documents, correspondence or operations pertaining to this tender shall be expressed in **United States Dollars (USD)**.

10. Document Establishing Good's Eligibility and Conformity to Bidding Documents

Pursuant to Clause 8, Bidders shall furnish, as part of its bid, documents establishing the eligibility and conformity to the Bidding Documents of all goods and services, which Bidders propose to supply under the Contract.

The Documentary evidence of the goods' and services' conformity to the Bidding Documents may be in the form of technical specifications, literature, drawings, data (tables, graphs etc.), and shall furnish:

- A detailed description of the goods' essential technical and performance characteristics.
- A **clause-by-clause** commentary on the Purchaser's Technical Specifications demonstrating the goods' and services' substantial responsiveness to those specifications or a statement of deviations and exceptions to the provisions of the Technical Specifications.

Bidders shall note that standards for workmanship, material and equipment, and references to brand names or catalogue numbers designated by the Purchaser in its Technical Specifications/Statement of work are intended to be restrictive. However, Bidders may substitute alternative standards, brand names and/or catalogue numbers in its bid, provided that it demonstrates to the Purchaser's satisfaction that the substitutions are substantially equivalent or superior to those designated in the Technical Specifications.

11. Bid Security

For the Purpose of This Tender or MPA Process, Bid Security or Bond is not applicable

12. Period of Validity of Bids

Bids shall remain valid **for 90 working days** after the date of bid opening prescribed by the Purchaser, a bid valid for a shorter period may be rejected by the Purchaser as non-responsive.

In exceptional circumstances, the Purchaser may request the Bidders to extend the period of validity. The request and the responses thereto shall be made in writing by letter or e-mail. A bidder agreeing to the request will not be required nor permitted to modify his bid.

13. Format and Signing

The original bid shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the contract. Financial proposal pages of the bid shall be initialed by the person or persons signing the bid and stamped with the company seal.

Any interlineations, erasures, or overwriting shall be valid only if they are initialed by the person or persons signing the bid.

The bidder shall include a cover letter in their proposal. The content of the cover letter shall include the following information:

- A table containing bid offer: item description, unit price
- A detailed specification of the offered goods and services
- Warranty (if necessary and appropriate);
- Delivery time;
- Price validity date (for this purpose and as stated on the advertisement, quote given shall remain unchanged for 90 working days).

IV. SUBMISSION OF BIDS

14. Submission and Marking of Bids:

Bidder shall submit bids in writing addressed to Sylvia.Njuguna@rescue.org and copied to Monica.Nyakuwa@rescue.org Alfred.Nyamoko@rescue.org & Asmamaw.Adenew@rescue.org

By **Friday May 4 2018, 5.00 p.m. EAT.** Bids submitted after the deadline will not be accepted.

Format

The Bidder's proposal shall comprise of technical proposal and financial proposal, in separate attachments

15. Modification and Withdrawal of Bids

Bidders may modify or withdraw a bid after the bid's submission, provided that written notice of the modification, including substitution or withdrawal of the bids, is received by the Purchaser prior to the deadline prescribed for submission of bids.

The Bidder's modification or withdrawal notice shall be prepared, sealed, marked, and dispatched. No bid may be modified after the deadline for submission of bids.

V. BID OPENING AND EVALUATION

16. Preliminary Examination

The Purchaser will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed and whether bids are generally in order.

17. Evaluation and Comparison of Bids

Bids determined to be substantially responsive as per section 7 above will be considered for the evaluation process with the below scoring criteria.

EVALUATION CRITERIA	Description	Weight (%)
Company profile	Refers to the professional introduction of the business with the aim of informing us about your products and services. Also refers to a Bidder's ability to demonstrate past performance capabilities & industry experience	10%
Technical capabilities/ Technology	Refers to the Bidder providing the most favorable solutions in terms of technical capabilities that facilitate comprehensive process, audits, design capabilities and value added services that met requirements that lower overall costs Also refers to the extent to which the Bidder provides purposeful application of information in its design that enables business organizations to process inputs and outputs more effectively and efficiently.	20%
Implementation/ Onboarding	Refers to Bidders providing details on the mechanism through which new clients acquire the necessary knowledge, skills, and behaviors to become effective users of the proposed system.	10%
Customer Service	Refers to the Bidder's process of ensuring customer satisfaction with the service offered. By providing and delivering professional, helpful, high quality service and assistance before, during, and after the customer's requirements are met.	20%
IT assessment requirements	Refers to the extent to which the Bidder offer is compatible with the IT assessment requirements	20%
Data Security	Refers to the Bidder's ability to incorporate protective digital privacy measures that are applied to prevent unauthorized access to computers, databases and websites. Data security also protects data from corruption	10%
Compensation structure	Offer as per Price list clearly demonstrating how commissions or fees chargeable are calculated.	10%
		100%

*A company that has been deemed ineligible can be dismissed from the bidding process.

18. Contacting the Purchaser

Subject to Clause 5, no Bidder shall contact the Purchaser on any matter relating to its bid, from the time of the bid opening to the time the Contract is awarded or selected authorized supplier or vendor is announced.

19. Notification of Award

Prior to the expiration of the period of bid validity, the Purchaser will notify the successful bidder in writing or where necessary by phone that his/her bid has been accepted and, selected for Master Purchase Agreement for the specific goods and/or services. At this stage IRC may also choose to negotiate with the selected bidder to finalize the offer.

VI. CONTRACTING

20. Contract award and notification

The Purchaser will award the Contract to the notified successful Bidder(s) whose bid has been determined to be substantially responsive and has been determined as the best evaluated bid considering price/performance factors, provided further that the Bidder is determined to be qualified to enter into Master Purchase Agreement and perform its obligations satisfactorily.

21. Warranty

The Supplier warrants that the goods to be supplied are new, unused, of the most recent or current models (products), and meet Purchaser's specifications.

The warranty shall remain valid for a period of time as may be specified by the supplier in the Bid and this warranty period shall be considered as one of the bid advantages, and shall in no case be less than that which is provided for by United States Law if any.

22. Inspection

The Purchaser shall have the right to inspect the goods to confirm their conformity to the specification. The inspection will be conducted by assigned staff of the Purchaser or a reputed relevant consultant selected by the Purchaser.

In the future business relation, should any inspected goods fail to conform to the specification, the Purchaser may reject them and the Bidder shall replace the rejected goods without extension of time except at the Purchaser's sole discretion.

23. Price Schedules and Location

Vendors interested in the provision of Goods and Service to IRC Country offices should NOTE that all categories apply to all IRC Offices.

24. Service or consultant agreements

For service or consultant agreements time and material awards are not authorized unless it is the only suitable award and a ceiling is established.

Disclaimer

The Purchaser reserves the right to alter the dates of the timetable.

The Purchaser does not bind itself to accept the lowest or any proposal.

Ethical Operating Standards

The IRC Way: Standards for Professional Conduct (“The IRC Way”), the IRC’s code of conduct, and IRC’s Combatting Trafficking in Persons Policy. The IRC Way provides three (3) core values - Integrity, Service, and Accountability – and twenty-two (22) specific undertakings.

The IRC Way provides, inter alia, that IRC does “not engage in theft, corrupt practices, nepotism, bribery, or trade in illicit substances.” IRC’s procurement systems and policies are designed to maximize transparency and minimize the risk of corruption in IRC’s operations.

IRC requests that a supplier (i) informs IRC upon becoming aware that the integrity of IRC’s business has been compromised during the RFP process, and (ii) report such events through IRC’s confidential hotline, Ethics point, which can be accessed at www.ethicspoint.com or via toll-free (866) 654-6461 in the U.S., or collect (503) 352-8177 outside the U.S.