

Tender Package — Request for Proposal (RFP)



1. Invitation to Tender

Tender Name: HRMS (Human Resource Management System)/Payroll		Tender No: MC-2020-SYA-1169
Location: (Amman, Jordan)	Correspondence Language(s): English	
Brief Summary Description of Project: Mercy Corps is currently soliciting proposals from well-experienced and qualified firms for implementation of customized HR management system with application software of payroll that will be compatible with and/or further integrated into MC Systems (HR and Finance).		

Tender Package Available from: (26/July/2020)	Tender Package available at: www.mercycorps.org/tenders
Deadline for Offer Submission: (12/August/2020; 16:00 EEST)	Submit Offers to: Electronic submission, email your proposal to tenders@mercycorps.org

Mercy Corps reserves the right to accept or reject any late offers

Questions and Answers (Q&A)	
If any, Submit Questions in writing to: sy-tenderinfo@mercycorps.org	
Last Day for Questions: (05/August/2020; 16:00 EEST)	Questions will be answered by: (09/August/2020; 16:00 EEST)
Questions will be answered through: sy-tenderinfo@mercycorps.org	

Q&A Session	
Date / Time: (05/August/2020; 11:00-12:00 EEST)	Location: ZOOM cloud platform
Point of Contact: Mr. Samer Jumah. Please confirm your attendance (one representative only) by prior email to sy-tenderinfo@mercycorps.org A meeting link will be shared with those attendees who confirm their attendance at the email above.	

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Documentation Checklist		
These documents are contained within this tender package:	✓	Invitation to Tender
	✓	General Conditions for Tender
	✓	Criteria and Submittals
	✓	Supplier Information Form
	✓	Scope of Work
	✓	Sample Contract

2. General Conditions for Tender

Mercy Corps invites proposals for the goods, services and/or works described and summarized in these documents, and in accordance with procedures, conditions and contract terms presented herein. Mercy Corps reserves the right to vary the quantity of work/materials specified in the Tender Package without any changes in unit price or other terms and conditions and to accept or reject any, all, or part of submitted offers.

2.1 Mercy Corps' Anti-Bribery and Anti-Corruption Statement

Mercy Corps strictly prohibits:

- Any form of bribe or kickback in relation to its activities
This prohibition includes any *request* from any Mercy Corps employee, consultant or agent for anything of value from any company or individual in exchange for the employee, consultant or agents taking or not taking any action related to the award of a contract or the contract once awarded. It also applies to any *offer* from any company or individual to provide anything of value to any Mercy Corps employee, consultant or agent in exchange for that person taking or not taking any action related to the award of the contract or the contract.
- Conflicts of interests in the awarding or management of contracts
If a company is owned by, whether directly or indirectly, in whole or in part, any Mercy Corps employee or any person who is related to a Mercy Corps employee, the company must ensure that it and the employee disclose the relationship as part of or prior to submitting the offer.
- The sharing or obtaining of confidential information
Mercy Corps prohibits its employees from sharing, and any offerors from obtaining, confidential information related to this solicitation, including information regarding Mercy Corps' price estimates, competing offerors or competing offers, etc. Any information provided to one offeror must be provided to all other offerors.
- Collusion between/among offerors
Mercy Corps requires fair and open competition for this solicitation. No two (or more) companies submitting proposals can be owned or controlled by the same individual(s). Companies submitting offers cannot share prices or other offer information or take any other action intended to pre-determine which company will win the solicitation and what price will be paid.

Violations of these prohibitions, along with all evidence of such violations, should be reported to:

<http://mercycorps.org/integrityhotline>

Mercy Corps will investigate allegations fully and will take appropriate action. Any company, or individual that participates in any of the above prohibited conduct, will have its actions reported to the appropriate authorities, will be investigated fully, will have its offer rejected and/or contract terminated, and will not be eligible for future contracts with Mercy Corps. Employees participating in such conduct will have his/her employment terminated.

Violations will also be reported to Mercy Corps' donors, who may also choose to investigate and debar or suspend companies and their owners from receiving any contract that is funded in part by the donor, whether the contract is with Mercy Corps or any other entity.

2.2 Tender Basis:

- All offers shall be made in accordance with these instructions, and all documents requested should be furnished, including any required (but not limited to) supplier-specific information, technical specifications, drawings, bill of quantities, and/or delivery schedule. If any requested document is not furnished, a reason should be given for its omission in an exception sheet.
- No respondent should add, omit or change any item, term or condition herein.
- If suppliers have any additional requests and conditions, these shall be stipulated in an exception sheet.
- Each offeror may make one response only.
- Each offer shall be valid for the period of 180 days from its date of submission.
- All offers should indicate whether they include taxes, compulsory payments, levies and/or duties, including VAT, if applicable.
- Suppliers should ensure that financial offers are devoid of calculation errors. If errors are identified during the evaluation process, the unit price will prevail. If there is ambiguity on the unit price, the Selection Committee may decide to disqualify the offer.
- Any requests for clarifications regarding the project that are not addressed in written documents must be presented to Mercy Corps in writing. The answer to any question raised in writing by any offeror will be issued to that offeror. In some cases Mercy Corps may choose to issue clarifications to all offerors. It is a condition of this tender that no clarification shall be deemed to supersede, contradict, add to or detract from the conditions hereof, unless made in writing as an Addendum to Tender and signed by Mercy Corps or its designated representative.
- This Tender does not obligate Mercy Corps to execute a contract nor does it commit Mercy Corps to pay any costs incurred in the preparation and submission of proposals. Furthermore, Mercy Corps reserves the right to reject any and all proposals, if such action is considered to be in the best interest of Mercy Corps.

2.3 Supplier Eligibility

Suppliers may not apply, and will be rejected as ineligible, if they:

- Are not registered companies
- Are bankrupt or in the process of going bankrupt
- Have been convicted of illegal/corrupt activities, and/or unprofessional conduct
- Have been guilty of grave professional misconduct
- Have not fulfilled obligations related to payment of social security and taxes
- Are guilty of serious misinterpretation in supplying information
- Are in violation of the policies outlined in Mercy Corps Anti Bribery or Anti Corruption Statement
- Supplier (or supplier's principals) are on any list of sanctioned parties issued by; or are presently excluded or disqualified from participation in this transaction by: the United States Government or United Nations by the United States Government, the United Kingdom, the European Union, the United Nations, other national governments, or public international organizations.

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Additional eligibility criteria, if applicable, are stated in section 3.2 of this tender package.

2.4 Response Documents

Offerors can either utilize the response documents contained in this tender package to submit their offer or they can submit an offer in their own format as long as it contains all the required documents and information specified by this tender.

2.5 Acceptance of Successful Response

Documentation submitted by offerors will be verified by Mercy Corps. The winning offeror will be required to sign a contract for the stated, agreed upon amount.

2.6 Certification Regarding Terrorism

It is Mercy Corps' policy to comply with humanitarian principles and the laws and regulations of the United States, the European Union, the United Nations, the United Kingdom, host nations, and other applicable donors concerning transactions with or support to individuals or entities that have engaged in fraud, waste, abuse, human trafficking, corruption, or terrorist activity. These laws and regulations prohibit Mercy Corps from transacting with or providing support to any individuals or entities that are the subject of government sanctions, donor rules, or laws prohibiting transactions or support to such parties.

3. Criteria & Submittals

3.1 Contract Terms

Mercy Corps intends to issue a Fixed Price contract to one or several company(ies) or organization(s). The successful offeror(s) shall be required to adhere to the statement of work and terms and conditions of the resulting contract. The anticipated contract is incorporated in [Section 6](#) herein. By submitting an offer, offerors certify that they understand and agree to all of the terms and clauses contained in [Section 6](#).

3.2 Specific Eligibility Criteria

Eligibility criteria must be met and the corresponding supporting documents listed below under “Tender Submittals” **must** be submitted with offers. Offerors who do not submit these documents may be **disqualified** from any further technical or financial evaluation.

Eligibility Criteria:

- The offeror must be an eligible business under applicable laws and regulations.
- The offeror must have a satisfactory record of performance and business ethics.

3.3 Tender Submittals

Documents and required information listed in tender submittals are necessary in order to support the eligibility criteria and to conduct technical evaluations of received offers (and due diligence). While absence of these documents and/or information does not denote mandatory disqualification of suppliers, the lack of these items has the potential to severely and negatively impact the technical evaluation of an offer.

Submission: Offers should be submitted **by email** in the following manner:

- **File Bundle 1, in PDF format containing documents supporting the Eligibility Criteria:**

- Legal local business registration certificate (recent and valid).
- Valid tax registration or latest tax clearance.
- Valid professions license.
- Signed contract for similar work within the last two years.
- Recommendation letters or any other form of documentation proving completion of previously undertaken work within the last two years.

- **File Bundle 2, separate bundle in PDF format containing the Financial Offer:**

Price Offer Sheet (Financial proposal): to be used to determine which offer represents the best value and serves as a basis of negotiation before award of a contract. As a Fixed-Price contract, the price of the contract to be awarded will be an all-inclusive fixed price basis, either in the form of a total fixed price or a per-unit/deliverable fixed price. No profit, fees, taxes, or additional costs can be added after contract signing. Offerors must show unit prices, quantities, and total price, as displayed in the Offer Sheet in Section 4. All items must be clearly labeled and included in the total offered price. Offerors must include VAT and customs duties in their offer.

- **File Bundle 3, separate bundle in PDF format containing all documents for Technical Evaluation:**

Documents to conduct the Technical Evaluation and additional Due Diligence:

- Company Profile, 2 pages maximum that provides an executive summary outlining the firm's experience in the industry, staffing/support structure in the offices in the region, current customers, etc.
- A reference list that includes names, office addresses, email addresses, and telephone numbers of current and prior clients, preferably NGO.
- An overview of the proposed system specifications with elaboration on how it is best fit MC needs and requirements. Additional elaboration should be provided for the following:
 - Whether it is to be run in-house or offered as a hosted solution or Cloud or if both options are available.
 - HR modules/functions that will be included as part of the base system.
 - Interfaces to other commercial product systems and/or API calls available.
 - Details on back-end database architecture/platform.
 - Reporting, Business Intelligence and Data Analytics capacity..
 - Auditable transaction capacity.
 - Description of Access Control Lists (ACLs), User and Group-based permission management.
 - Workflow and authorization mapping.
 - Data Security protocol.
 - Supporting employee gate, for personnel's access.
 - Query builder, to help in creating and running reports
 - Mobile application supported
 - Maintenance of the system according to a set Service Level Agreement (SLA)
- Please provide details whether the system offered interfaces to Microsoft Dynamics. If yes has this interface been in operation for the past 3 years or longer?

- Outline the overall approach to be employed by the firm during the process to ensure efficiency and effectiveness of the project delivery.
- Provide a detailed timetable by phase for completing the process within by specified deadline.
- Outline if specific training per each module is offered to users of the system at various levels.
- Provide an overview of post-deployment warranty, customer support available to the clients
- Please provide a breakdown of core package functional modules while marking which are core.
- Provide a cost proposal listing the cost available modules and trainings separately for each deliverable.
- An outline for standard implementation staffing requirements from both the bidder and the tenderer, along with a top-level implementation plan based on assumed resources.

3.4 Currency

Offers should be submitted in: JOD or USD (conversion rate 1 USD = 0.708 JOD)

Payments will be made in: JOD or USD according to currency agreed upon in contract

3.5 Tender Evaluation (Trade-Off Selection Method)

Based on the above submittals, a Mercy Corps Tender Committee will conduct a tender evaluation process. Mercy Corps reserves the right to accept or reject any or all proposals, and to accept the offer(s) deemed to be in the best interest of Mercy Corps. MC will not be responsible for or pay for any expenses or losses which may be incurred by any Offeror in the preparation of their tender.

Evaluations will be conducted as described in the following subsections:

3.5.1 Scoring Evaluation

Trade-Off Method

Mercy Corps Tender Committee will conduct a technical evaluation which will grade technical criteria on a weighted basis (each criteria is given a percentage, all together equaling 100%). Offeror's proposals should consist of all required technical submittals so a Mercy Corps committee can thoroughly evaluate the technical criteria listed herein and assign points based on the strength of a technical submission.

Award criteria shall be based on the proposal's overall **"value for money"** (quality, cost, delivery time, etc.) while taking into consideration donor and internal requirements and regulations. Each individual criteria has been assigned a weighting prior to the release of this tender based on its importance to Mercy Corps in this process.

Offeror(s) with the best score will be accepted as the winning offeror(s), assuming the price is deemed fair and reasonable and subject to the additional due diligence in [section 3.5.2](#).

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When performing the Scoring Evaluation, the Mercy Corps tender committee will assign points for each criteria based on the following scale:

Point	Rationale
0	Not acceptable; has not met any part of the specified criteria
1-4	Has met only some minimum requirements and may not be acceptable
5	Acceptable
6-9	Acceptable; has met all requirements and exceeds some
10	Acceptable; has exceeded all requirements

Evaluation Criteria	Weight (%)	Possible Points (1 to 10)	Weighted Score
	(A)	(B)	A*B*10
Price - The fees proposed by the Firm shall be reasonable and competitive	40%	10	40
Prior proven experience of deploying software to INGO <ul style="list-style-type: none"> Positive reference checks 5% Proof of experience with similar project to INGO 5% 	10%	10	10
Meeting the functional requirements and needs of MC <ul style="list-style-type: none"> Warranty or guarantee (and its duration) that the service/ system will be maintained, updated, uninterrupted, timely, secure and against loss of data 10%. Available after sale support services and tools 5%. Flexibility to make modifications, adjustments or addition to existing modules/functions 5%. Variety of modules offered 5%. Employee self-service user access (employee gate) 5%. Demonstration of data security and integrity: clarify procedures and tools to maintain accepted level of security 10%. Availability of Access Control List (ACL) administrator can manage access levels, user privileges 5%. Training for user, availability of a system manual 5%. 	50%	10	50

TOTAL POSSIBLE SCORE:		100%	10	100
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3.5.2 Additional Due Diligence

Upon completion of both the technical and financial evaluations Mercy Corps may choose to engage in additional due diligence processes with a particular supplier or supplier(s). The purpose of these processes is to ensure that Mercy Corps engages with reputable, ethical, responsible Suppliers with solid financials and the ability to fulfill the contract. Additional due diligence may take the form of the following processes (though it is not limited to):

- Reference Checks
- Determination of relations and affiliations between offerors
- Other appropriate documented method giving Mercy Corps increased confidence in the supplier's ability to perform

4. Offer Form

Offerors must submit their own independent offer including at least (but not limited to):

- All documents requested in the "Eligibility Criteria" section of this Tender Package
- All documents requested in the "Tender Submittals" section of this Tender Package
- All information listed in the "Documents Comprising the Proposal" section below

All offers must be duly signed (including position and full name of the signer) and stamped, with the date of completion.

Documents Comprising the Proposal

Submission: Offers should be submitted by email in the following manner:

- **File Bundle 1, in PDF format containing documents supporting the Eligibility Criteria:**
 - Legal local business registration certificate (recent and valid).
 - Valid tax registration or latest tax clearance.
 - Valid professions license.
 - Signed contract for similar work within the last two years.
 - Recommendation letters or any other form of documentation proving completion of previously undertaken work within the last two years.
 - Completed and signed Mercy Corps **Supplier Information Form** (template provided in section 7)
- **File Bundle 2, separate bundle in PDF format containing the Financial Offer:**

Price Offer Sheet (Financial proposal):

The Price offer is used to determine which offer represents the best value and serves as a basis of negotiation

before award of a contract. As a Fixed-Price contract, the price of the contract to be awarded will be an all-inclusive fixed price basis, either in the form of a total fixed price or a per-unit/deliverable fixed price. No profit, fees, taxes, or additional costs can be added after contract signing. Offerors must show unit prices, quantities, and total price, as displayed in the Offer Sheet in Section 4. All items must be clearly labeled and included in the total offered price.

Offerors must include VAT and customs duties in their offer.

Mercy Corps is a midsize organization. If the functions/ modules are going to be priced according to number of users or by numbers of serviced staff offeror should present the relevant price brackets of per user or staff for example:

Unit cost for 50 -100 staff member for Module

Unit cost for 5-10 Admins

Unit cost for 50-100 Users

• **File Bundle 3, separate bundle in PDF format containing all documents for Technical Evaluation:**
Documents to conduct the Technical Evaluation and additional Due Diligence:

- Company Profile, 2 pages maximum that provides an executive summary outlining the firm's experience in the industry, staffing/support structure in the offices in the region, current customers, etc.
- A reference list that includes names, office addresses, email addresses, and telephone numbers of current and prior clients, preferably NGO.
- An overview of the proposed system specifications with elaboration on how it is best fit MC needs and requirements. Additional elaboration should be provided for the following:
 - Whether it is to be run in-house or offered as a hosted solution or Cloud or if both options are available.
 - HR modules/functions that will be included as part of the base system.
 - Interfaces to other commercial product systems and/or API calls available.
 - Details on back-end database architecture/platform.
 - Reporting, Business Intelligence and Data Analytics capacity.
 - Auditable transaction capacity.
 - Description of Access Control Lists (ACLs), User and Group-based permission management.
 - Workflow and authorization mapping.
 - Data Security protocol.
 - Supporting employee gate, for personnel's access.
 - Query builder, to help in creating and running reports
 - Mobile application supported
 - Maintenance of the system according to a set Service Level Agreement (SLA)
- Please provide details whether the system offered interfaces to Microsoft Dynamics. If yes has this interface been in operation for the past 3 years or longer?
- Outline the overall approach to be employed by the firm during the process to ensure efficiency and effectiveness of the project delivery.
- Provide a detailed timetable by phase for completing the process within by specified deadline.
- Outline if specific training per each module is offered to users of the system at various levels.

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- Provide an overview of post-deployment warranty, customer support available to the clients
- Please provide a breakdown of core package functional modules while marking which are Provide a cost proposal listing the cost available modules and trainings separately for each deliverable.
- An outline for standard implementation staffing requirements from both the bidder and the tenderer, along with a top-level implementation plan based on assumed resources.

The original proposal shall be signed by the offeror or a person or persons duly authorized to bind the offeror to the contract. Financial offer pages of the proposal shall be initialed by the person or persons signing the proposal 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 proposal.

5. Scope of Work/Technical Specifications

5.1 Background

5.2 Scope of Work

INTRODUCTION

Mercy Corps is US based International non-governmental organization that works in alleviating suffering, poverty and oppression by helping people build secure, productive and just communities. Mercy Corps have 5,500+ team members working with people in the world's most vulnerable communities across 40+ countries. Additional information about "Mercy Corps" can be found at <https://www.mercycorps.org>.

Mercy Corps is working in 6 Countries in MENA Region, in Jordan, Iraq, Lebanon, Syria and Yemen working to deliver emergency, life-saving assistance to conflict-affected populations while also addressing longer-term needs and underlying causes.

Background and the Scope of work

Mercy Corps is currently soliciting proposals from well-experienced and qualified firms for implementation of customized HR management system with application software of payroll that will be compatible with and/or further integrated into MC Systems (HR and Finance).

The existing HR data management practices are inefficient and leave a lot of room for human error due to manual entry across various files or forms. Multiple excel sheets or partially built online forms are utilized to meet the needs

of the HR team as relates to employee data management, including to track leave, performance review due dates, personnel data, disciplinary sanctions etc. The HR/Payroll System in-house is excel based manual system that requires a large amount of over processing and unnecessary physical movement of paper. It has been in place for some years and no longer meets the needs of the organization. Removing the inefficiencies, through a procurement of a new HRMS/Payroll System and further integrating it into existing HR and Finance systems should provide better outcomes for the Agency as well as employees and improve the efficiency of processes within MC.

The implementation will most probably comprise 4 distinct phases:

- The first phase will be to replace the core HR (including self-service time management (absence/time off/working hours/etc) and payroll functionality.
- The second phase will consist of integration of the new system into MC existing systems/data portals: HR and Finance.
- Phase three will be designing and delivering integrated training/development modules to staff at MC.
- Phase four is conditional and will include other wider functionality features such as recruitment, promotions, performance management and benefits administration – where MC will see a clear and demonstrable business benefits, value for money and budget availability.

MC aims to complete the process by November 30, 2020

Functional Requirement OF Payroll Application Software

- System should be capable of capturing and importing existing old data of employees like full name, start/end date, monthly salary, salary history, performance history, paydays, etc. Functionality of setting employee individual profiles in the system with search/filter provision will be considered as a distinct advantage.
- Provision shall be provided in the system to define, add, adjust and modify the pay structure and other details of employees.
- The software should be able to calculate Gross/Net pays, applicable benefits as well as remittance to Tax/Social Security and to other entities as applicable. Whilst allowing definition of multiple tax/social security statistics, given the geographical scope of our work.
- HR Department should be able to view the salary slip of an individual employee in the system. In addition, an interface shall also provide an access to the Employees to view their salary slip with clear breakdown on annual income and remittances made on behalf of employee. Provision to generate the salary slip of employees in the required format will be considered as a distinct advantage.

- Consolidated Pay bill will be passed in to multiple stages like Preparation, Checking, Generation, Modification (If required), Verification and Voucher Generation of Monthly Salary Bill. The data in the required format for bank will be automatically from the system.
- Payroll system should be closely integrated with the time management system and provide an allocation of monthly payroll based on summary of the time sheets data submitted.
- The system should be able to have an option of exporting monthly payroll and personnel information into MC Financial and HR systems.
- Generate periodic reports designed for submission to tax/social security and other external and serves the purpose of internal stakeholder needs.
- The system should be able to store various employee related records for which reports are available to be exported by categories (leave balance, performance review due, disciplinary sanctions committed, etc) and other reporting filters (by employee, category for all team, category for all office location, etc).
- The system should allow customization of a user's ability to update and view personnel data based upon category of employment or other defined access permissions.
- The system should track and ideally be able to report (visually through organization chart), the management structure of the organization, with customizable features.
- The system would ideally utilize data to create a customized monthly reporting on key personnel and HR data (optional).

The purpose of this Request for Proposal (RFP) is to:

- Solicit responses from well-experienced and internationally recognized firm specializing in Human Capital Information Systems as per the outlined scope of works.
- Execute an Engagement Letter/Agreement between both parties within 5 working days after notification of the selected Firm.
- Enter into a contractual agreement between Mercy Corps and the selected Firm based on the results from this solicitation and successful negotiations.
- There is no expressed or implied obligation for Mercy Corps to reimburse responding firms for any expenses incurred in preparing proposals in response to this RFP.

6. Sample Contract

This is the anticipated contract. However, if required, additional terms and conditions may be added by Mercy Corps in the final contract.

[See Attachment 1 Sample Contract]

7. Other Attachments to the Tender Package

[See Attachment 2 -Supplier Information Form template]