Human Resources and Automated Payroll Information System Tender

REQUEST FOR PROPOSALS:

Human Resources and Automated Payroll Information System

For OHR Sarajevo, BIH

Deadline for Submission of Proposals is 16 November 2001

The Office of the High Representative is seeking proposals from companies with the established ability and interest in the delivery, installation of and user training/support for a Human Resources Information System.

This Request for Proposals includes:

1. General project description

2. Detailed description requirements

3. Proposal Submission Guidelines

4. Confidentiality

5. Evaluation of proposals and basis for award

1. General project description:

OHR wishes to evaluate proposals with the intention of awarding a single contract to deliver and install a software package with user licenses and provide adequate training with

ongoing support for OHR staff to use the software.

2. Detailed description of requirements:

A. Company requirements

2.1. The successful company will be an established, officially registered company with at least 5 years of proven experience in the field of designing and installing professional Human Resources software packages and providing training and support for its products.

2.2. The successful company must have sufficient experience with similar assignments in comparable international organisations, preferable in complex and demanding international environments like the Balkans;

2.3. The successful company needs to have sufficient human and logistical resources to provide support and training where required and to intervene and troubleshoot on short notice.

B. Product Requirements

2.4. Security: the software must allow secure transfer (by means of accepted protocols in accordance with current security standards) of information and allow multiple users with the possibility to assign access rights to individual users.

2.5. Audit trails / log files: the system should track user access to view/modify certain information and create log files for auditing purposes with appropriate security protection

2.6. Web-interface: the software should allow staff / users to retrieve/view/update certain information through their Web browser or other ‘light’ user application. E.g. tracking of leave, application for leave, personal data checking. (Note that we now use a couple of MS ASP applications running on

Internet Information Server 4).

2.7. Currency support: the software must allow the use of multiple currencies and storage of historical exchange rates

2.8. Banking protocols: the software should support generally recognised banking protocols to enable payrolls to be processed automatically by the OHR banks

2.9. Flexibility: the software should enable the OHR to add data fields to store information in accordance with specific needs of the OHR.

2.10. System requirements/platform: the software should run on the following platforms:

2.10.1. Database: MS SQL Server 2000 (SP1)

2.10.2. NT Network Environment

2.10.3. Workstation and server hardware: Intel based, Pentium II or above

2.11. Support & help: the software should have comprehensive user documentation and built-in help functions and reference guide

2.12. Required functionality of the product:

2.12.1. General staff administration. Recording of:

- *personal data*
- *employee skills, education, honours, special projects, licenses and language capabilities*
- *security clearances and other relevant information*
- *emergency evacuation (SFOR/Medusa) and contact information*
- *ID document information*

2.12.2. Budget / position administration

- *positions characteristics*
- *staff grades and salary grids and social security category*
- *location*
- *jobs code and title*
- *salary and related budgetary information*
- *source of funding*

2.12.3. Reporting

- *OHR Organisational structure in multiple locations*
- *(Sub) Department / Division / Section Structure*
- *Location Structure*

2.12.4. Payroll management

- *employee earnings*
- *social contributions/pensions*
- *other related employee deductions*
- *overtime.*
- *salary planning*
- *administration of various multiple components of pay*
- *(preferable – not necessary) integration of payroll with existing financial program EXACT (progress Dbase).*
- *regulatory reporting (pay slips, social contributions)*
- *automatic secure payroll transmission to bank (banking protocols) and/or*

secure manual payroll transfer to bank by secured floppy disk

2.12.5. Workforce administration and records management

A. recruitment and selection processes

- *control and management of job requisition data*
- *on line searches for qualified applicants*
- *posting of positions both internally and externally*
- *tracking of applicants*
- *recording of skills, education, test results and prior work experience*
- *customise and automate recruitment letters and process offers and new hires*

B. transfers, promotions, leaves of absences, terminations, rehires, and salary and budget changes

- *general absences*
- *sick, annual and special leave and vacation requests*
- *work / holiday schedule*
- *staff arrivals and departures*

2.12.6. Administration of contracts and benefits

- *private life and disability insurance*
- *private medical insurance*
- *customise and automate contract printing of multiple standard contract templates*

3. Proposal Submission Guidelines

3.1. All Proposals must contain the following information:

3.1.1. General information on the company, description of successful relevant assignments similar to the one described in this RFP and relevant references (please provide contact points and telephone numbers);

3.1.2. Copies of company licences and registration documents;

3.1.3. A comprehensive project description covering the approach towards the close protection tasks as described in this Request for Proposals;

3.1.4. Cost proposal should be FIXED price ***in EURO including:***

- *one-time fee for delivery and installation of the software (including any costs/expenses in BiH if required) license fees (if not covered above) stating whether these fees are one-time or yearly*
- *training cost and the proposed number of staff requiring training and the number of hours/days*
- *Support/maintenance/service costs to include electronic guide and subsequent help desk facility if required.*

Please note that, as an internationally recognised diplomatic entity, OHR is exempt from payment of all duties and taxes, and priced elements of your Proposal should take this exemption into account.

3.1.5. A complete list of equipment that is required to be available in OHR and any additional equipment that will need to be purchased as far as this is not included in the cost proposal

3.2. An authorised representative of your company must sign and certify the proposal.

3.3. Deadline for Submission of Proposals is 16 November 2001. Proposals received after this deadline may not be accepted.

3.4. All inquiries made in relation to any tender issue, technical, procedural or otherwise must be made in writing (fax, post or email) to the following single point of contact:

OHR Contracting Officer

Postal address as below, or

Fax: +387 33 283 501, or

E-mail:tender@ohr.int

Please note that communication of questions by other means, or to any other officer or associate of OHR in regards to this Request may be considered as grounds for disqualification. This rule shall remain in effect for the duration of the Request issue.

Please be so kind as to confirm your company's intention to participate in this Request by early submission of a short fax, letter or email to the Contracting Officer at the above address.

3.5. All **completed proposals** must be submitted in a sealed envelope **clearly marked** "*Proposal Enclosed*", addressed as follows:

OHR Contracting Officer

Office of the High Representative

Emerika Bluma 1

71000 Sarajevo

Companies are strongly advised to use express courier services (e.g. DHL) to ensure timely delivery of the proposal at OHR. Using the local postal services may result in delays.

4. Confidentiality

Both the OHR and firms submitting proposals agree to the proprietary nature of all information provided respectively to the other party. Not withstanding mandatory disclosure requirements, no information shall be released to third parties without the expressed consent of OHR or the contractor. Submission of proposal or expression of intent to do so on the part of the any firm shall be taken as tacit acceptance of this condition.

5. Evaluation of Proposals and basis for award

5.1. To be acceptable and eligible for evaluation, proposals must be prepared in accordance with the requirements set forth in this Request.

5.2. The OHR intends to award a contract resulting from this solicitation to the lowest priced, technically acceptable and complete offer from a responsible contractor. It should be noted, however, that this Request for Proposals is not to be construed as an offer, and OHR is not obliged to award a contract to any Proposer. Any award made may be based upon initial offers, without discussions, or may, at the option of OHR, be subject to clarification or negotiation in whole or in part. Evaluations shall be conducted in accordance with the procedures set forth below:

5.2.1. Initial Evaluation – All proposals received will be

evaluated to ensure that each is complete in terms of submission and includes descriptions and costing for each required project aspect. Proposals that are missing a significant amount of the required information may be eliminated from consideration, at the OHR's discretion.

5.2.2. Technical Acceptability – Those proposals remaining after the initial evaluation will be thoroughly reviewed to determine technical acceptability. Past references provided may also be contacted to verify quality of past performance.

5.2.3. Responsibility will be determined by analysing whether the apparent successful Bidder complies with the following requirements:

- *Ability to comply with the required performance, taking into consideration all existing commercial and governmental business commitments.*
- *Necessary organisation, experience, and technical skills.*
- *Necessary equipment and facilities or the ability to obtain them.*
- *Be otherwise qualified and eligible to receive an award under applicable laws and regulations.*

5.3. The OHR reserves the right to reject proposals that are unreasonably low or high in price or that do not conform to technical specification or other requirements.

5.4. All candidates will be notified in writing as to the status of their bids, after the award decision.