



REQUEST FOR PROPOSAL

Implementation of an Electronic Integrated Human Resources Information System

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1.0 INTRODUCTION

- 1.1 Firms are invited to Tender for the provision of implementing an electronic integrated human resources information system (e-HRIS) for the Human Resources Division of the Central Bank of Seychelles (CBS) for a maximum number of 220 employees as detailed within this Request for Proposal (RFP).
- 1.2 This document's copyright is vested with the CBS. Any reproduction or dissemination shall be carried out on a strict "need to know" basis and for the purposes of giving effect to its contents.
- 1.3 The objectives and terms of reference of the project are detailed in Section 4.0 of this RFP.
- 1.4 The intention of CBS is to obtain the deliverables stipulated in Section 4.0 of this RFP.
- 1.5 Information about the CBS is available on its website at www.cbs.sc

2.0 ELIGIBILITY TO TENDER

Firms wishing to Tender shall ensure that they satisfy the following criteria where applicable:

- (a) Have the legal capacity to enter into a contract;
- (b) Are solvent;
- (c) Not in receivership;
- (d) Not bankrupt or wound up;
- (e) Firms are independent from CBS;
- (f) Affairs are not administered by a court or judicial officer;
- (g) Business activities are not suspended;
- (h) Do not have a conflict of interest in relation to the Tender;
- (i) Are not the subject of legal proceedings;
- (j) Fulfilled obligations to pay taxes;
- (k) Have not, or any of its directors or officers have not been convicted of a criminal offence related to professional misconduct or making of false statements or misrepresentations as to their qualifications to enter into contract with any party within a period of three years preceding the release of this RFP;

- (l) Have at least 5 years experience in undertaking similar assignments

3.0 TIME SCALE

A full response to this RFP is required by or before **close of business 3:00 p.m. Seychelles time on Friday June 22, 2018.** The following timescales are anticipated:

Milestone	Date
Release of RFP	Monday May 7, 2018
Submission of Intent to Bid	Friday May 18, 2018
Pre-proposal conference call	Friday May 25, 2018
Deadline for questions	Friday June 1, 2018
Release of answers to questions	Friday June 8, 2018
Deadline for proposals	Friday June 22, 2018
Opening of Technical Bids	Friday June 22, 2018
Decision made and respondents informed of the outcome	Friday July 20, 2018
Contract signed	Tuesday July 31, 2018

The response to the RFP shall detail how the firm will commit to the timetable.

4.0 OBJECTIVES AND TERMS OF REFERENCE

The objective of implementing the e-HRIS is for the Human Resources Division of the CBS to adopt a more strategic approach in its human resources practice, by investing in a HR technology that will redirect its function from the day to day transactional activities to delivery of strategic objectives. These will include the key HR processes as detailed below and in doing so to provide accurate and key analytical HR information through reports, performance indicators, providing faster and efficient HR service delivery whilst continuing to work collaboratively with line managers. The e-HRIS should encompass the key HR processes mentioned below under one online platform.

The key HR processes that the integrated system will provide are namely:

1. **Recruitment** – simplified process to source, engage and hire talent, post jobs for candidates whereby having complete visibility into the resourcing process including viewing of interviewing schedules and different approval levels for job offers whilst reducing recruitment time and cost.
2. **On boarding** – new hires have the ability to interact virtually before starting work, early goal setting, connecting new hires with the right people and relevant information shared with them before starting work.
3. **Career Development/Succession Planning** - interactive and visual succession plan with flexibility to create, visualize successions and take actions for future capabilities growth.
4. **Performance Management** – that is fully automated to assign performance objectives and developmental goals. To have continuous year round objective tracking, line manager's ability to view performance task, completion rate distribution and manager ratings. To provide senior management and line managers with valuable and immediate insight to workforce performance progression and its alignment with the objectives.
5. **Talent Management** – Define individual employee job roles including via technical competencies, show progression of talent from one cycle to another, interactive and visual talent review to enable HR and management to assess talent, identify and mitigate talent risk, potential loss and show progression of talent.
6. **Training and Development** – The ability to plan and track training of staff, identify training skills gaps and needs, structured learning paths and training certifications to help performance, development of employees and ensuring that all required certifications are met.
7. **Self Service** – to enable employees to manage their information through interfaces personalised to their roles, comprehensive employee talent

profile, the current and historical contract information is displayed for manager and employee views, configurable workflow and approvals, self-service for personnel information.

8. **HR Reports** - the ability for the system to generate detailed reports for each component of which the reports can be used and presented for decision making.

4.1 ALL BIDDERS

Bidders should provide all information as detailed out in Section 6.0.

4.2 SUCCESSFUL BIDDER

The successful bidder must implement an e-HRIS that will seamlessly integrate key human resources processes in an efficient and responsive manner by using the ideal and reliable means of technology.

The following deliverables are required:

- (a) Detailed Project plan with project phases (where applicable)
- (b) Hardware Specification requirement (if any) for the proposed solution
- (c) Interactive and practical training program for CBS staff to learn and understand the various components of the e-HRIS
- (d) An e-HRIS that offers the above processes mentioned at 4.0
- (e) Migrating of data from existing application
- (f) Certification and Accreditation of the Data Center compliance where the e-HRIS will be hosted
- (g) Ability for the Bank to have a local copy of the database
- (h) Customisation of the e-HRIS according to business needs
- (i) Provide ongoing support to the solution once implemented.

4.3 REQUIRED SKILLS AND EXPERIENCE

This assignment is expected to be undertaken by firms with the following requisite:

- (i) The firm has been involved at least 5 years in implementing and managing projects relating to electronic integrated human

resources information systems both locally and/or internationally within the financial sector with at least 3 satisfactory references of similar related projects.

- (ii) Have competent human resources to undertake project.

5.0 EVALUATIONS OF BIDS

Evaluation of bids received will be done in the following stages:

1. Preliminary;
2. Technical; and
3. Financial Evaluation.

Only bids passing the preliminary evaluation shall be considered for Technical Evaluation. The Technical Evaluation shall be conducted without reference to financial information. Subsequently only bids passing the Technical Evaluation shall be considered for Financial Evaluation.

A total of 100 points shall be awarded of which a weighted 70% of the overall score shall be assigned to the technical proposal and the other 30% for the financial proposal. The weighted technical and financial scores shall be added together, to give a total score for each proposal.

The proposal with the highest total score shall be the best evaluated bid and shall be recommended for award of contract, subject to any further negotiation required.

5.1 STAGES OF EVALUATION

(i) PRELIMINARY EVALUATION

To pass preliminary evaluation, bids must:

- (a) be correctly submitted as per requirements of this RFP;
- (b) be properly signed;
- (c) meet the eligibility criteria specified in the RFP (Section 2.0); and
- (d) be substantially responsive to the RFP.

Note that no score shall be awarded during this stage.

(ii) TECHNICAL EVALUATION

The criteria that will be considered for the technical evaluation along with the weighting are as follows:

Technical Evaluation Criteria

Technical Evaluation Criteria	Weights
Detailed project plan which demonstrates that the objective will be achieved within the timeframe set in section 3.0 and section 4.0.	5%
Methodology - Clear description of the methodologies which will be used to achieve the desired outcome based on international best practices	15%
Clear details of the e-HRIS as detailed in section 4.0	45%
Certification and Accreditation of the Data Center compliance where the e-HRIS will be hosted	5%
Demonstrate that the firm has ability to implement the e-HRIS and has the key personnel with the knowledge and experience in undertaking similar assignments for banking institutions and/or other institutions with a similar nature, with CVs/relevant references submitted.	30%

(iii) FINANCIAL EVALUATION

Only bids passing the Technical Evaluation with a score of 75% and above shall be considered for Financial Evaluation.

The criteria that will be considered for the Financial Evaluation, along with the weighting are as follows:

Financial Evaluation Criteria	Weights
The proposed cost and annual maintenance/subscription is competitive	75%
Detailed breakdown (professional fees, foreign exchange component, travel expenses and out of pocket allowance etc.) where applicable	5%
Pricing should be based on a fixed price contract.	5%
Any additional charges e.g. applicable taxes must be stated.	5%
Pricing is to be valid for three months.	5%
Proposed payment schedule and payment terms must be clearly stated and provision of a contract template.	5%

6.0 RESPONSE TO TENDER

6.1 The response to this RFP must be in the English language, structured and presented in the following sequence:

6.2 Technical

(a) Section I: Cover Letter

The cover letter must be signed by a person or persons authorised to submit the information on behalf of the Firm and should contain the following:

- A confirmation that the Firm intends to bid to implement an e-HRIS for the CBS.
- A declaration which delineates the ability of the Firm to fulfil the exercise.
- A statement which states the Firm's independence from CBS.
- A pledge by the Firm not to engage in any corrupt, fraudulent, collusive or coercive practices.
- A statement attesting to the fact that the Firm is not debarred from participating in the procurement proceedings, and a declaration that the Firm shall not give, confer, procure, or promise or offer to give or confer, or to procure or attempt to procure, directly or indirectly anything of value to an employee of CBS, to influence his or her action in a procurement process or in the execution of a contract.

- Details of the designated person, if different from the authorised person who have signed the cover letter, who may represent the bidder in the bid opening process.

(b) Section II: Response to Statement of Work

The Response to the Statement of Work should describe the methodologies that will be employed and details of the approaches that will be taken to complete the e-HRIS work and include a project plan which shows the phasing of the work to be accomplished and products to be delivered in accordance with the deliverables under Section 4.2 and in line with the set timeframes under Section 3.0.

(c) Section III: Attachments

This section should contain supporting documentation referenced in any other sections of the proposal. At a minimum, attachments will include:

- the resumes of the team members and outsourced personnel, including subject matter experts proposed for the work;
- certification of application security tests
- a description of similar work performed for other organisations
- a glossary of the specialised terminology used in the proposal;
- the names of at least three references for whom similar projects have been conducted and who can be contacted by the CBS (Firm name, address, telephone number and point of contact information are required).

6.3 Pricing

Tenderers are requested to submit their financial proposal as per Annex (I). Pricing information should not appear in any other section of the proposal and must be submitted in a different envelope which should be sealed. Pricing is to be valid for three months.

7.0 TERMS OF CONTRACT

- 7.1 Advance payment, where applicable, shall not exceed 25% of the total consideration payable under the contract.
- 7.2 Final payment shall only be made once all the deliverable requirements stipulated in the contract have been satisfied.
- 7.3 Detailed contract for formal agreement, based on standard terms and conditions submitted, will be issued following the award of contract.

8.0 RESPONSE INSTRUCTIONS

- 8.1 Tenderers shall submit the **Intent to Bid form** as per Annex (II), by **4.00 p.m. Seychelles time on Friday May 18, 2018** in line with Section 3.0.
- 8.2 The full RFP response must be structured as detailed in Section 6.0. Chapters should adopt the numbering sequence shown. Bids shall be placed in two separately sealed envelopes and labelled technical and financial proposals respectively, indicating the contact details of the Tenderer on these envelopes. The envelopes containing the technical and financial bids should be placed in an outer envelope, with no indication of the Tenderer's identity, sealed and marked with **"TENDER FOR IMPLEMENTATION OF AN ELECTRONIC INTEGRATED HUMAN RESOURCES INFORMATION SYSTEM FOR CENTRAL BANK OF SEYCHELLES"** and addressed to:

The Chairperson
Procurement Committee
Central Bank of Seychelles
P.O. Box 701, Independence Avenue
Victoria
Mahé
Seychelles

Besides submitting by post, the Tender envelope may otherwise be deposited at the reception of the CBS. The Tender documents should also be available in electronic format either on USB drive or CD. In the case of electronic submission, technical and financial bids should be on

a different USB drive or CDs. These should be sealed inside the respective envelopes.

- 8.3 Enquiries regarding this RFP and the project may be directed to the point of contact below:

Mrs Juliana Ah-Thew Rose
Head of Human Resources Division
Central Bank of Seychelles
P.O. Box 701, Independence Avenue
Victoria
Mahé
Seychelles
Telephone: +248 4282010
Email: juliana.rose@cbs.sc
Cc Email: vanessa.dewea@cbs.sc

- 8.4 An acknowledgement of receipt of Tender will be sent to each Tenderer.
- 8.5 Tender documents, whether mailed or hand-delivered, must reach the CBS no later than **3.00 p.m. Seychelles time on Friday June 22, 2018** in line with Section 3.0
- 8.6 Tenders submitted in facsimile form or by email will not be accepted
- 8.7 For clarification purposes, questions will be entertained and will be addressed as per the timescales in Section 3.0
- 8.8 All Tenderers will be informed of the outcome of their bids as per Section 3.0
- 8.9 The Tenderer shall bear all costs associated with the preparation and submission of its bid and the CBS will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process
- 8.10 The CBS may reject any or all bids any time prior to the award of contract.

9.0 OTHER INFORMATION

The CBS' procurement activities are governed by its Procurement Policy. An abridged version is accessible at <http://www.cbs.sc/Publications/procurement.jsp> where more information can be obtained on the procurement process. This includes procedures for withdrawal/modification of bid submission, bid evaluation, complaints handling, contract award, etc.

ANNEX (I) FINANCIAL FORM

Name: Of Bidders

Key staff involved in the assignment

Ref :	Key staff name	Position / Profession	Remuneration rate (SR) man hours	Involve ment	Cost (SR)
1.1					
1.2					
1.3					
1.4					
1.5					
1.6					

TOTAL FOR KEY STAFF REMUNERATION FOR COMPONENT

Other Cost for Component

Ref :	Item	item rate	Qty	Cost (SR)
2.1	Detailed breakdown of costs			
2.2	Other additional charges (specify)			
2.3	Relevant taxes			

TOTAL FOR 'OTHER COSTS' FOR COMPONENT

TOTAL COST IN WORDS FOR COMPONENT (INCLUSIVE OF ALL TAXES)

Payment Schedule

Phases	Item	Milestone	%	Amount (SR)

TOTAL COST (INCLUSIVE OF ALL TAXES)

 Authorised Signature

ANNEX (II) INTENT TO BID FORM

Mail To:

Mrs Juliana AhThew Rose
Head of Human Resources Division
Central Bank of Seychelles
P.O. Box 701, Independence Avenue
Victoria
Mahé
Seychelles
Telephone: +248 4282010
Email: juliana.rose@cbs.sc
Cc Email: vanessa.dewea@cbs.sc

Request for proposal for implementation of an electronic integrated human resources information system

This letter serves as a notification that we will be responding to the stated Tender for the Implementation of an electronic integrated human resources information system. The proposal that we shall submit shall be subject to the terms and conditions set forth in the Tender documents. The following information identifies our firm's contact details:

Firm	
Name:	
Address:	
Representative	
Name:	
Position:	
Telephone Number:	
Fax Number:	
Email Address:	

Authorised Signature: