

Request for Proposal
RFP Reference no: RFP. AFKAB.24. Feb.002
Date: February 12, 2024

From: ActionAid

Subject: Request for Bids/Proposal – Provision of Human Resource Management Information System

Location: Kabul, Afghanistan.

Deadline for Submission: 12:00 pm (noon) Afghanistan times, February 21, 2024

Bid submission Address: ActionAid, House no. 11, Street no. 11, Old Tamani, District 10, Kabul, Afghanistan.

BACKGROUND:

ActionAid, Afghanistan is non-governmental, non-profit and non-partisan organization working in Afghanistan since May 2002 with about Forty year's history in the fields of development cooperation, humanitarian and emergency response, rehabilitation, and reconstruction. ActionAid is present in over 40 countries across Asia, Africa and Latin America and part of a strong network of South Asia program and currently involved in community development activities in over 13 provinces of Afghanistan.

It is registered with the Ministry of Economy in Afghanistan, ActionAid is working in Kabul, Bamiyan, Balkh, Jawzjan, Nangarhar, Samangan, Paktika, Khost, Laghman, Farah, Ghor, Herat and Kunduz Provinces. ActionAid Afghanistan as part of its humanitarian work is calling for quotations from suppliers across the country for the following scope of work.

PROJECT SCOPE & TIMELINE:

The Human Resource Department of the ActionAid-Afghanistan is soliciting proposals for Human Resources Management software/offline database) that will manage & support a set of preferences detailed below.

- Employee's Information Management
- Employment Contracts Management
- Payroll management and final settlement
- Compensation and Benefits
- Leaves management.
- Performance evaluation & career development
- Generate report & statistic.

INSTRUCTIONS FOR PROPOSALS:

Your proposal should be specific about how your solution will meet the ActionAid requirements. Proposals submitted should be limited to 30 pages total, including an Executive Summary, limited to 2 pages, describing your proposed solution, your approach to addressing the ActionAid preferences, the most important strengths and features of your solution, and your proposed cost, breaking out initial cost for the product and implementation services, and recurring annual costs.

Any other pertinent information, attachments and/or appendices you believe would be useful for us in evaluating your proposal should be included as well as the following information:

1. Billing Method
2. Limitation on number of users (employee and management/administrators)

HRIS QUESTIONNAIRE:

Please complete all three (3) sections of the questionnaire below.

Please provide responses to the following questions and information requests:

SECTION 1 – VENDOR OVERVIEW

1. Company as an entity
2. Products & Services Provided
3. Clients
4. References - Please list three or more current clients who are international agencies with at least 400 employees. Briefly describe the type of services you provide to each organization. Please provide a reference we may contact for each of the organizations you listed.

1. Product Overview

1. Provide a brief overview of your product offerings.
2. How do you differentiate yourself from your competition?
3. Who are your product partners?
4. What enhancements are planned for your product over the next three years?
5. Please specify the name and version of the HRMIS considered in this RFP.

Recruiting, Hiring and Applicant Management

1. Does your system provide candidate pre-screening or qualification process?
2. What job boards are supported with your product?
3. Does your system allow for an automatic e-mail response to applicants and candidates? Can we
4. customize the responses?
5. How is an applicant transitioned to an employee in your system?
6. Does your system provide a searchable candidate database for managers and HR?
7. What types of reporting and metrics are available on recruiting data?

2. Termination

1. How is your system used to notify appropriate areas of the organization (security, IT, Payroll) that an employee has been terminated?
2. Can a termination be initiated by a manager?
3. What types of reporting and metrics are available on termination data?

3. Human resources

1. How do you support electronic signatures?
2. Can a "re-hire" be identified, and reactivation be initiated by a manager and final approved by HR?
3. Can electronic files and scanned documents be stored on your system? Can they be uploaded by an associate?
4. Can pictures be embedded in an employee record? What are the file types?

4. Compliance

1. As human resource regulations change, how do you ensure your clients stay in compliance?

5. Performance Management

1. Can performance-related documents be attached to an employee record?
2. What types of reporting and metrics are available on the performance data?

6. Compensation

1. Does your system provide total compensation statements?
2. What types of reporting and metrics are available on compensation data?

7. Employee Relations

1. Can disciplinary actions be recorded?
2. What types of reporting and metrics are available on disciplinary data?

8. Organization Charts

1. Does your system create organizational charts?

9. History

1. How is system performance affected by the growth of the historical records?

Conversion

1. Describe how existing history is imported to your system at conversion.
2. Are there fees associated with converting history?

Learning

1. Does your system have the ability to maintain training completion information?
2. Does your system send automatic reminders for renewals, expiring certifications, annual training?
3. What types of reporting and metrics are available on training data?

10. Customer Support

1. Provide an overview of your training programs and delivery methods.
2. Is there a cost associated with training during or after implementation?
3. What ongoing training is available?
4. What training materials do you provide?
5. Provide an overview of your customer support and maintenance services.
6. What is the cost of your annual maintenance plan?

SECTION 2 - IMPLEMENTATION PLAN

1. Proposed Process & Timeline – Please outline your proposed plan and timeline for this project.

Assume project kick-off on February.2024

2. Resources – Please detail the resources you intend to allocate to the implementation project including post launch and training resources. If you are able to identify the specific members of your team that will be assigned to this project, please do so and provide a brief overview of their experience and expertise. Please detail the resources you would expect ActionAid to assign to this project.

SECTION 3 - FINANCIAL PROPOSAL

1. For the purpose of preparing this proposal, assume a workforce of 3 users. Please be as detailed as —possible and do not omit any potential costs to the ActionAid.
2. Implementation Costs - Please detail all estimated start-up costs that may be incurred by ActionAid including customization and training.
3. Operational Cost – Please list any and all license based, fixed, transactional or other fees that will be charged separately. This includes fees for all technologies, services, modules and products you are recommending for ~~the~~ ActionAid as discussed in this proposal including, but not limited to, licensing, programming, services, support and on-going maintenance fees. Please include fees for any “optional” services that you are proposing

to us. It is important that we understand all fees and other charges that could possibly be charged in association with this solution.

WITHDRAWAL OF PROPOSAL:

Suppliers may withdraw their proposals for consideration at any time prior to award of contract or the reach of an agreement. If you would like to withdraw your proposal, please notify at Procurement.kabul@actionaid.org.

SELECTION CRITERIA:

1. Appropriate detailed solution.
2. Proposal price, including interface costs and support.
3. Proven skill and reputation, system functionality, ease of use of system by employees, managers, and administrators, customer service, training, as confirmed by references.
4. Meets qualifications set forth in this RFP.

STANDARD TERMS AND CONDITIONS:

Proposals submitted are offers only, and the decision to accept or reject is a function of quality, reliability, capability, reputation, and expertise of the firms/individuals submitting proposals. Issuance of this RFP does not obligate the ActionAid to pay any costs incurred by a respondent in its submission of a proposal or making any necessary studies or designs for the preparation of that proposal, or for procuring or contracting for the services to be furnished under this RFP. The ActionAid reserves the right to accept the proposal that is, in its judgment, the best and most favorable to the interests of the ActionAid and to the public; to reject the proposal with the lowest consultant fee; to accept any item of any proposal; to reject any and all proposals; and to waive irregularities and informalities in any proposal submitted or in the RFP process; provided, however, that the waiver of any prior defect or informality shall not be considered a waiver of any future or similar defect or informality. Firms should not rely upon, or anticipate, such waivers in submitting their proposal. The ActionAid has the right to approve any proposal and to authorize execution of the Agreement. Your RFP must be firm for the period of (90) days from receipt of this RFP.

LANGUAGE OF RFP

- 1.1 The RFP, as well as all correspondence and documents relating to the RFP shall be written in English.

1. Vendor Selection Criteria:

- 1.1 The ActionAid's Internal Procurement Committee (IPC) will be in charge of evaluation of bids and selection of the winning proposal.
- 1.2 Preference will be given to the most competitive bid that meets the project requirements and the demonstrated capacity of the vendor / vendors in the area.

2. Eligibility of Applicants:

- 2.1 This is a RFP for developing the HRMIS software and only Information Technology and/or Software developing organizations are eligible to apply for, other than may not be considered for the evaluation.
- 2.2 The vendors must have a valid and updated license from AISA or the Ministry of Commerce.
- 2.3 Bids must be signed, stamped, dated, and sealed otherwise may lead to disqualification of the bid.
- 2.4 Companies with similar experience might be preferred.

Applicants cannot apply for this proposal if they:

- 2.5 Are not registered companies of the Afghan Government or local authorities in Afghanistan.
- 2.6 Are bankrupt or in the process of going bankrupt.

- 2.7 Have been convicted for an offense concerning professional conduct.
- 2.8 have been guilty of grave professional misconduct (proven by any means which the contracting authorities can justify)
- 2.9 Are guilty of serious misinterpretation in supplying information.
- 2.10 Are in situations of conflict of interest (with prior relationship to project or family or business relationship to parties on Commission.
- 2.11 Were declared at the serious fault of implementation owing to a breach of their contractual obligations.

3. Prices:

- 3.1 Vendors must provide the most competitive price in Afghani currency there is no compromise on the quality of services(s), any bid in a currency other than Afghani may be disqualified. Similarly, all payments will be made in Afghani.
- 3.2 All quotations must abide the Government of Afghanistan Tax regulations. Offered prices must be inclusive of all relevant taxes and duties and other clearance costs. ActionAid will deduct taxes from the contracted price as per the existing tax regulations of the Government of Afghanistan.
- 3.3 Prices for the above items should be valid for 30 days and the prices cannot be changed during the contract period. Please clearly indicate price validity in your offer. In case of validity is not specified, prices are considered valid for 30 days.
- 3.4 This will be a fixed price project and no changes in price will be acceptable once both parties have signed the contract.

4. Tax

- 4.1 The prices should be inclusive of taxes, 2% or 7% (based on nature of registration) tax will be withheld from the total price at source as per law of the land. There is no negotiation on this at any stage.

5. Delivery Address(s):

This software is required for the Kabul office with some users at provincial levels.

6. Conflict of Interest / Non-Collusion:

- Any bidder is requested to disclose....
- 6.1 That none of the directors or senior managers of the company are related to any of the directors and staff of ActionAid which may affect the outcome of the selection process. If there are such connections the bidder is required to disclose all the details along with the bid document.
 - 6.2 That it has not communicated to anyone other than ActionAid the amount or approximate amount of the tender.
 - 6.3 That it has not and will not offer to pay or give any sum of money commission, gift, inducement, or another financial benefit directly or indirectly to any person for doing or omitting to do any act about the tender process. Any such attempt will result in the company being blacklisted by ActionAid Afghanistan.

7. Documents:

- 7.1 The following documents must be submitted together with the bid:
 - 7.1.1 Copy of valid business license
 - 7.1.2 Similar experience
 - 7.1.3 Copies of company president and vice president Tazkira (NID)
 - 7.1.4 Letter of reference for the authorized person for further contacts or negotiation if required.
 - 7.1.5 Tax identification certificate
 - 7.1.6 Vendors' bank account details

7.2 The following documents will be requested from the vendor after the issuance of the purchase order and/or contract:

7.2.1 Original Commercial Invoice

7.2.2 Any other supporting documents if requested by ActionAid.

- Please do not submit any extra document(s) until and unless requested.
- The bidder should hold a copy of the submitted RFP and its related documents with himself, for future reference and any further clarifications that may require to the client.

8. Payment Conditions:

8.1 There will be no advance or instalment payment to the contractor.

8.2 Once the software/system developed and demo has been launched successfully, the client shall pay to contractor for the service within 20 days after receipt of original invoice and after receipt of services completion report from HR manager or authorized representative.

8.3 Government taxes and duties will be deducted according to the rules.

8.4 **Payment method:** the payments will be made to the company's official bank account and there will be no cash or bank transfer.

9. Penalties:

Notwithstanding any other provision of this Agreement, exceeds the contract period and in the event that contractor fails to complete contracted job/service under this agreement for any reason such failure continues for more than three (3) days, Client may, at its sole option, has the right to deduct the penalty agreed 0.5% of the total amount of specific item per week of delay starting from 4th day of delay up to max. of 10%, if the work delay amount exceed more than 10% the client reserve the right to terminate the contract with zero compensation for works, services or the deliverable made by the vendor.

The contractor agrees that will make its best efforts to complete the deliveries within the deadline and to advise client of any or all anticipated delays as soon as possible.

Non-Negotiables: ActionAid complies with all Safeguarding Policy requirements (Child Protection, PSEA and SHEA), Anti-Fraud and Corruption, all legal compliances of the Country including Tax Laws. All Companies by applying are undertaking that they are compliant with all these Polices and Laws. Any violation of these will be the responsibility of the vendor and ActionAid reserves the right to cancel any contract and / or blacklist the vendor in case it is discovered that they have violated any of the policies. Copies of all policies will be shared with the selected vendors during contracting.

10. Force Majeure:

Force majeure is defined as a natural disaster, earthquake, landslide, flood, war, armed conflict, and pandemic. In the event of force majeure, the vendor shall inform the client within 24 hours. ActionAid and the vendor shall amicably decide further action after force majeure. Force majeure shall have an official declaration by the government.

11. Termination of Contract:

The contractor may terminate the Contract in whole or in part at any time and for any reason whatsoever by giving the Vendor at least 5 days written notice.

The client may terminate the Contract with immediate effect by giving written notice to the Vendor and claim any losses (including all associated costs, liabilities, and expenses including legal costs) back from the Vendor at any time if the Vendor:

A. becomes insolvent, goes into liquidation, makes any voluntary arrangement with its creditors, or becomes subject to an administration order; or

In the event of termination, all existing purchase orders must be completed.

12. Late Tenders:

ActionAid will not consider any RFP that arrives after the deadline for submission as stipulated clause no. 23 – Submission of the Bids. Any RFP received by ActionAid after the deadline for submission of RFP’s shall be declared late and rejected.

13. Submission of Bids:

ActionAid reserves the right to choose either one or multiple vendors to ensure value for money. The sealed bids must be submitted in original hard copies to Country Office at the following address: ActionAid, Afghanistan, House no. 11, Street no. 11, Old Taimani, District 10, Kabul, Afghanistan. All Bids must be signed and stamped. The ActionAid IPC reserves the right to cancel any proposal that is incomplete in any manner.

RFP’s must be received by ActionAid at the address given and no later than 12:00 pm (noon) Afghanistan times, February 21, 2024.

If you have any questions regarding RFP, please send an email to procurement.kabul@actionaid.org with the subject line “Query about HRMIS Software”

Only shortlisted vendors will be contacted for further negotiation, and any bidder who has not been awarded a contract will not be notified.

Note: Please sign and stamp all pages.

Vendor details:

Company name:
Name of signatory:
Contact Number (s):
Email Address(s):
Date:
Sign and stamp:
Title: