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EXPRESSION OF INTEREST FOR SUPPLY, IMPLEMENTATION & MAINTENANCE OF HUMAN RESOURCE (HR) SOFTWARE

TERMS OF REFERENCE

Introduction;

Universal Intervention and Development organization (UNIDOR) is a South Sudanese based non-profit Christian relief, development, humanitarian and advocacy Non-Governmental Organization (NGO) dedicated to working with communities to overcome poverty and injustice.

Universal Intervention and Development Organization began operations in South Sudan in 2004 after being legally registered by Ministry of Justice under certificate number, Relief and Rehabilitation Commission (RRC) and a member of NGO forum South Sudan.

UNIDOR provide humanitarian interventions in Health, Nutrition, Education, Water and sanitation, food Security, livelihoods, peace building and conflict mitigation guided by Christian values and principles.

SCOPE OF WORK AND DELIVERABLES

The work includes supply, implementation, and maintenance of Human Resource (HR) Software at UNIDOR Server. The detailed scope of work is as follows: -

I. To provide Human Resource Software with the following Modules:-

A. End to End Recruitment & On-boarding – It should mandatorily include the following features: -

- Receiving of applications through online application form. Approximately 10,000 or more applications are expected to be received online annually.
- Creating the database with option of import to excel & Print the Application Forms
- Criteria based filtering / short-listing of applications

- Generating & sending Written Test / Interview call letters to candidates through email
- Generating & sending offer letters to candidates through email
- Complete On-boarding process 6

B. Attendance & Leave Management (with options to generate printable online & MIS & reports)

- Data Base Management & Employee Self Service (ESS)
 - with a database capacity of minimum 50 Consultants
 - with access to users based at multiple locations
 - with options to generate online & printable MIS & reports
- Employee Relation / Engagement
- Annual Performance Appraisal
- Training & Development

2. The agency will have to provide customization of the modules, if required by UNIDOR. No separate charges will be paid by UNIDOR for initial customizations i.e. till Going –live stage.

3. To Install the HR software on the UNIDOR server. The agency will have to mandatorily provide the details of the required configuration and indicative cost of server and any additional Hardware/Software required for installing the HR Software. The indicative cost is NOT to be quoted in the Financial Bid.

4. Successful implementation of HR Software and go live phase. The entire process of Implementation to Go-live phase is to be completed within 30 days from the date of signing of contract.

5. Subsequent to Going-live, if any other customization is required, charges of the same will be paid to the agency on mutually agreed price not exceeding the Maximum Customization Cost.

6. To upload the existing UNIDOR HR data of approximately 500 employees into the HR Software.

7. To provide initial Training to designated UNIDOR staff and extend support as and when required, during the period of the contract.

8. To provide the updates and Annual Maintenance Support of the HR Software during the

contract period.

9. To provide regular updates to UNIDOR on launch of new modules and / or upgrades of software during the contract period.

10. To coordinate with the contracted agency by UNIDOR for UNIDOR website maintenance and UNIDOR Server for the matters pertaining to the procured modules, with prior instruction/approval from the HR Division of UNIDOR.

11. To provide at least two Admin logins/rights and 50 users access.

12. To submit all the documents, manuals, Soft copies and CDs related to the HR software and Licenses.

13. In case of any error in HR Software, the agency has to rectify the issue within 24 hours of reporting by UNIDOR

Right to Award Tender

9. UNIDOR reserves the right to award tender to one or more than one bidder in part or full as and when felt necessary.

PREPARATION OF TENDER

10. The tenderer should submit the tender documents, including invitation to tender intact, without detaching any page or pages, duly filled in/completed and signed on each page of Tender Form including the Annexes.

11. In the event of the space on schedule form being found insufficient for the required purpose, additional pages may be added. Each such additional page must be numbered serially, bearing the tender No. and should have full signature. In such cases reference to the additional pages must be made in the tender form.

SIGNING OF TENDER

12. The tender is liable to be rejected if incomplete information is given therein or if the particulars asked for in the Tender are not fully filled in. The sealed tender complete in all respects

duly filled in and signed by the tenderer or by the authorized representative with stamp and seal of the tenderer / individual on all the pages of the tender. The tender should be signed by a competent authority of the agency, specifying the following: -

- (i) Whether signing as a "sole proprietor" of the firm or his attorney.
- (ii) Whether signing as a "partner" of the firm or their duly constituted attorney having Authority to bind all partners in all the matter pertaining to contract.
- (iii) In the case of companies and partnership firms registered under the South Sudan Companies Act, the capacity in which signing, e.g., Secretary, Manager, Partner etc. or their duly constituted attorney and produce copy of document empowering him to do so.

OPENING OF TENDER

24. The tenderers may be present or authorize a representative to be present at the opening of the tender at the time and date as specified in the schedule. If the date fixed for opening of tenders is subsequently declared a holiday, the tenders will be opened on the next working day following the holiday but there will be no change in the time for opening.
25. After evaluating the technical bid, the financial bids of only technically qualified Service Provider will be opened in presence of all the technically qualified Service Provider or their authorized representatives who may wish to be present at the time of opening of financial bids on a date and time to be notified subsequently. Financial bids of the parties who do not qualify in technical bid will not be opened.