THE URBAN DEVELOPMENT CORPORATION OF TRINIDAD AND TOBAGO LIMITED (UDeCOTT)

REQUEST FOR PROPOSAL

The Development and Implementation of a Human Resource Information System – Leave Management and Performance Management

The Urban Development Corporation of Trinidad and Tobago Limited, (UDeCOTT) is desirous of procuring the Development and Implementation Human Resource Information System – Leave Management and Performance Management.

In this regard, UDeCOTT invites suitably qualified and experienced entities to submit proposals for **the Development and Implementation Provision of a Human Resource Information System – Leave Management and Performance Management.**

The successful provider shall be chosen using a competitive selection process as set out in the Request for Proposals (RFP). Proponents are advised that submissions must include ALL the documents as set forth in the RFP. Failure to do so may result in disqualification.

INSTRUCTIONS FOR PURCHASE OF RFP PACKAGE

The tender process for this project will be conducted via UDeCOTT's E-Tender System. To participate, proponents must be registered on the E-Tender System. **Proponents already registered on the E-Tender System are not required to do so again**.

To register, proponents are required to complete the Vendor Registration process. To do so, vendors are required to go to UDeCOTT's website at www.udecott.com, place the cursor over the **tenders menu** at the top of the page, then select **E-Tender portal** in the drop-down list. Once registered, an automated email will be sent to the registered email account directing the proponent to activate their E-Tender account.

Once the account is activated, the proponent will then be allowed access to view the RFP on the E-Tender System.

Should you encounter any technical difficulties in accessing or using the system, you are to immediately contact our IT Helpdesk at 225-4004 ext. 206 or etenderhelpdesk@udecott.com, carbon copying the Secretary of the Tenders Committee at tendersecretary@udecott.com.

To download the RFP package, you will then be required to select and purchase the RFP **via online payment**. The cost of the RFP package is **TT$1,500.00 VAT Inclusive**.

INFORMATION SESSION

An **online information session** will be held on **July 22, 2022, at 10:00 am**. via a video conference meeting with your representatives, where UDeCOTT will present the background of the Project, User Requirements, and respond to questions from Proponents.

Kindly confirm your availability, together with **the names and preferred email addresses** of your representatives who will be in attendance via email to tendersecretary@udecott.com **by 12:00 pm on July 21, 2022.**

SUBMISSION

Proponents are advised that submissions <u>must</u> include ALL the documents as set forth in the RFP and must be in accordance with the terms therein.

Failure to do so may result in disqualification.

Proponents are advised that **only PDF** files can be uploaded onto the E-Tender platform. The responsibility for file conversion resides with the Proponent and failing to submit proposals in PDF format may result in disqualification.

The deadline date for submissions is **<u>August 12, 2022 at 2:00pm (AST)</u>**.

Additional information may be requested through email forwarded to the attention of **The Secretary, Tenders Committee** at [tendersecretary@udecott.com.](mailto:tendersecretary@udecott.com)

UDeCOTT reserves the right to reject any or all proposals for failure to comply with any mandatory requirements stated in the RFP.

SECRETARY, TENDERS COMMITTEE

Urban Development Corporation of Trinidad and Tobago Limited (UDeCOTT)

TERMS OF REFERENCE
Human Resource Information System – Leave Management

Confidentiality Statement

The vendor, its employees, agents or subcontractors shall not disclose, publish or authorize others to publish any confidential information obtained from the records of UDeCOTT. The vendor warrants that it will not sell, loan, share, or otherwise use any of UDeCOTT's data with any third party whatsoever.

TABLE OF CONTENTS

INTRODUCTION

The Urban Development Corporation of Trinidad and Tobago Limited (UDeCOTT) is desirous of obtaining a suitable and robust web based Human Resource Information System (HRIS) for use by the Human Resources Division which in its first deployment will include Leave Management as an initial but critical module.

UDeCOTT wishes to implement the HRIS system on a phased basis inclusive of *(i) Leave Management/Administration Module – including prorating leave and (ii) Self Service Module for Managers and Employees*.

Additionally, the system must be able to facilitate further incremental modules such as *a Performance Management Module – inclusive of smart goals, performance improvement plans etc* in the near to medium term.

FUNCTIONAL REQUIREMENTS

1   Leave Management
- Management of all employee data and history;
- Facilitate self-service by Employees and Heads of Departments
- Mobile application for employees and delegated administration for managers / supervisors available;
- Complete integration with existing payroll system, other company financial software and biometric Time and Attendance system;
- Reporting and analysis of employee information— calculation of data and customized reporting;

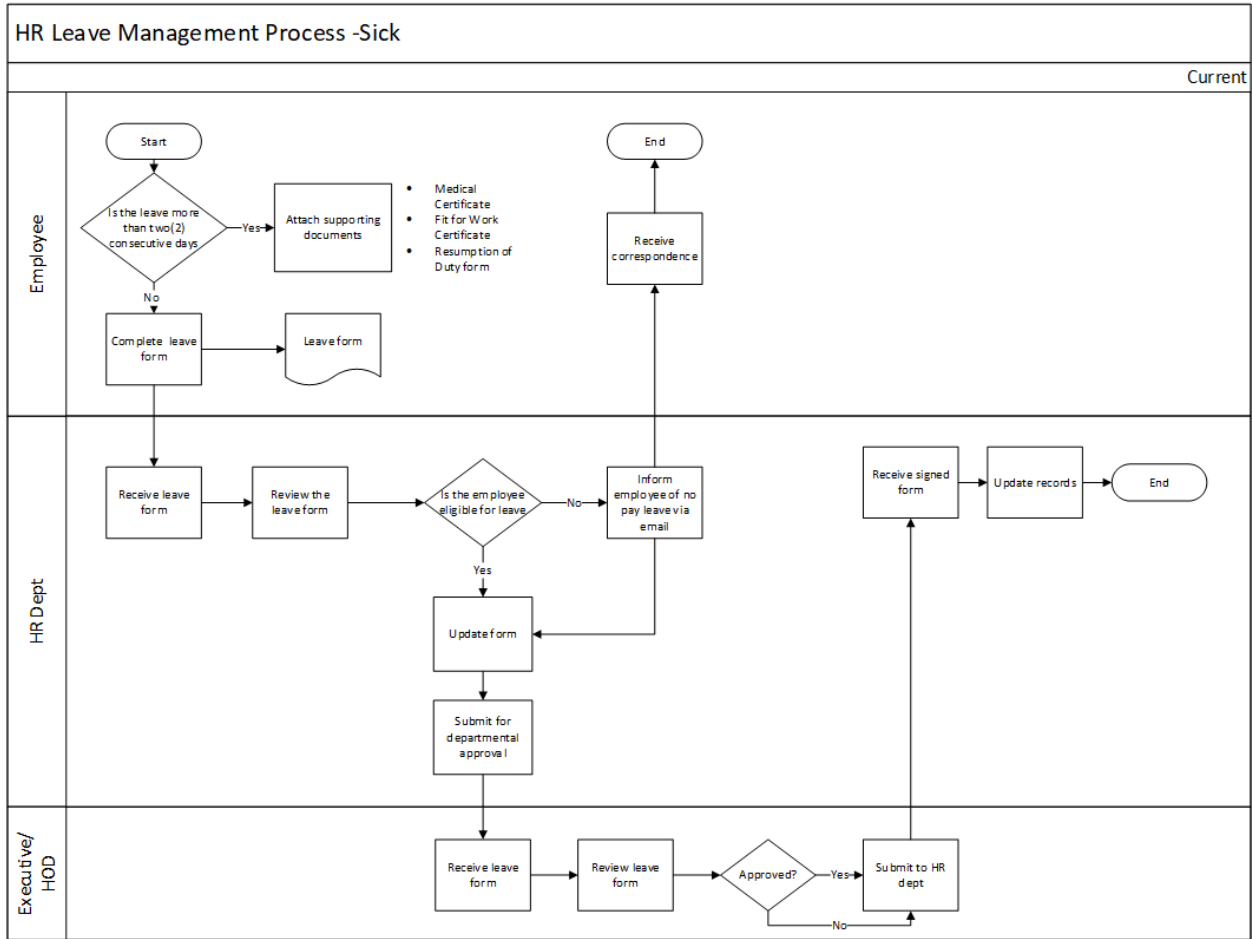 The process flow diagrams below show the current processes for Leave Management within the Corporation.
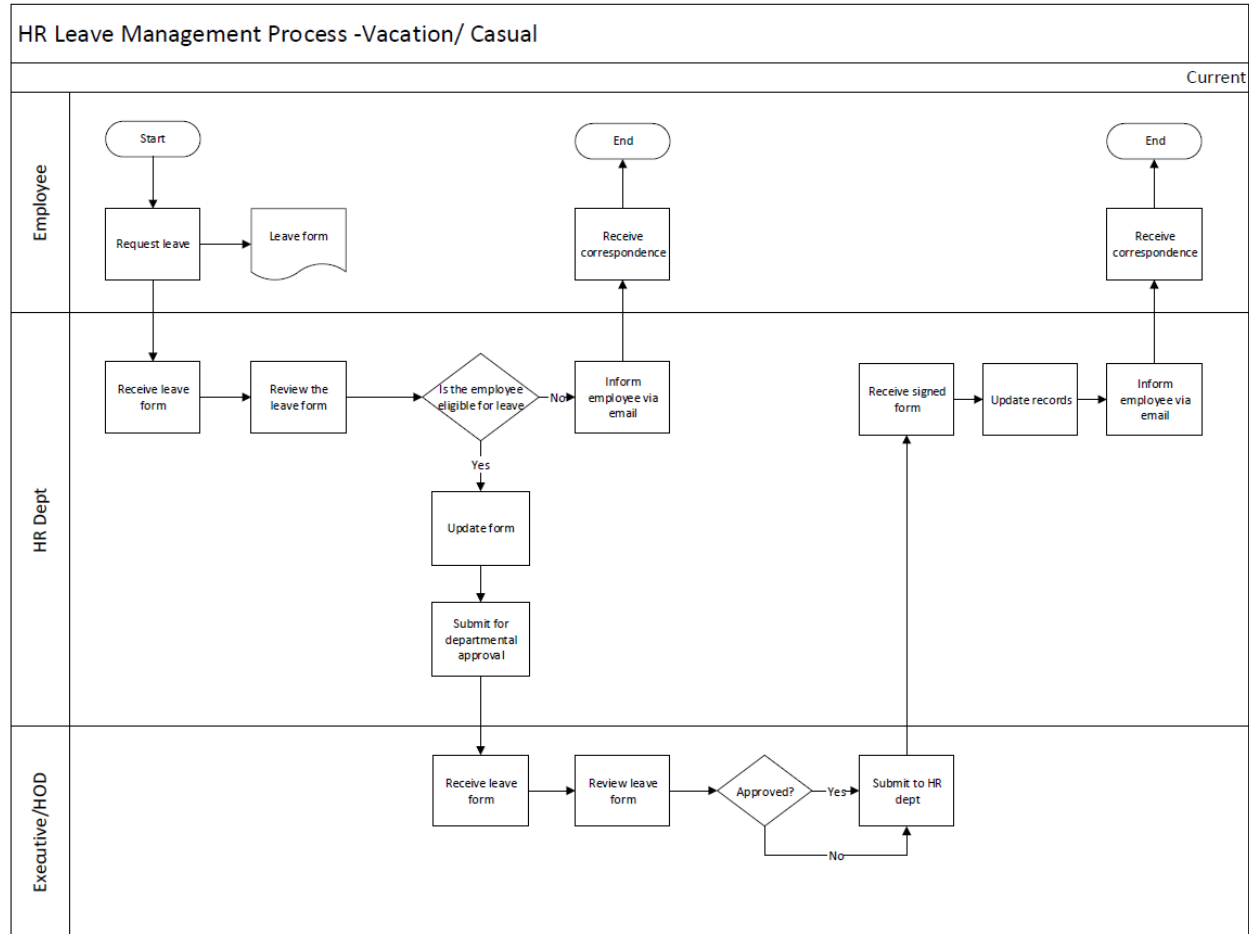
HR Leave Management Process -Sick

Current

Figure 1 Sick Leave

Figure 2 Vacation/Casual Leave

HR Leave Management Process -Bereavement

Current

Employee

Start

Request leave → Supporting documents
- Leave form
- Proof of relationship

End

Receive correspondence

End

Receive correspondence

HR Dept

Receive leave form → Review the leave form → Is the employee eligible for leave —No→ Inform employee via email

Receive signed form → Update records → Inform employee via email

Yes

Update form

Submit for departmental approval

Executive/HOD

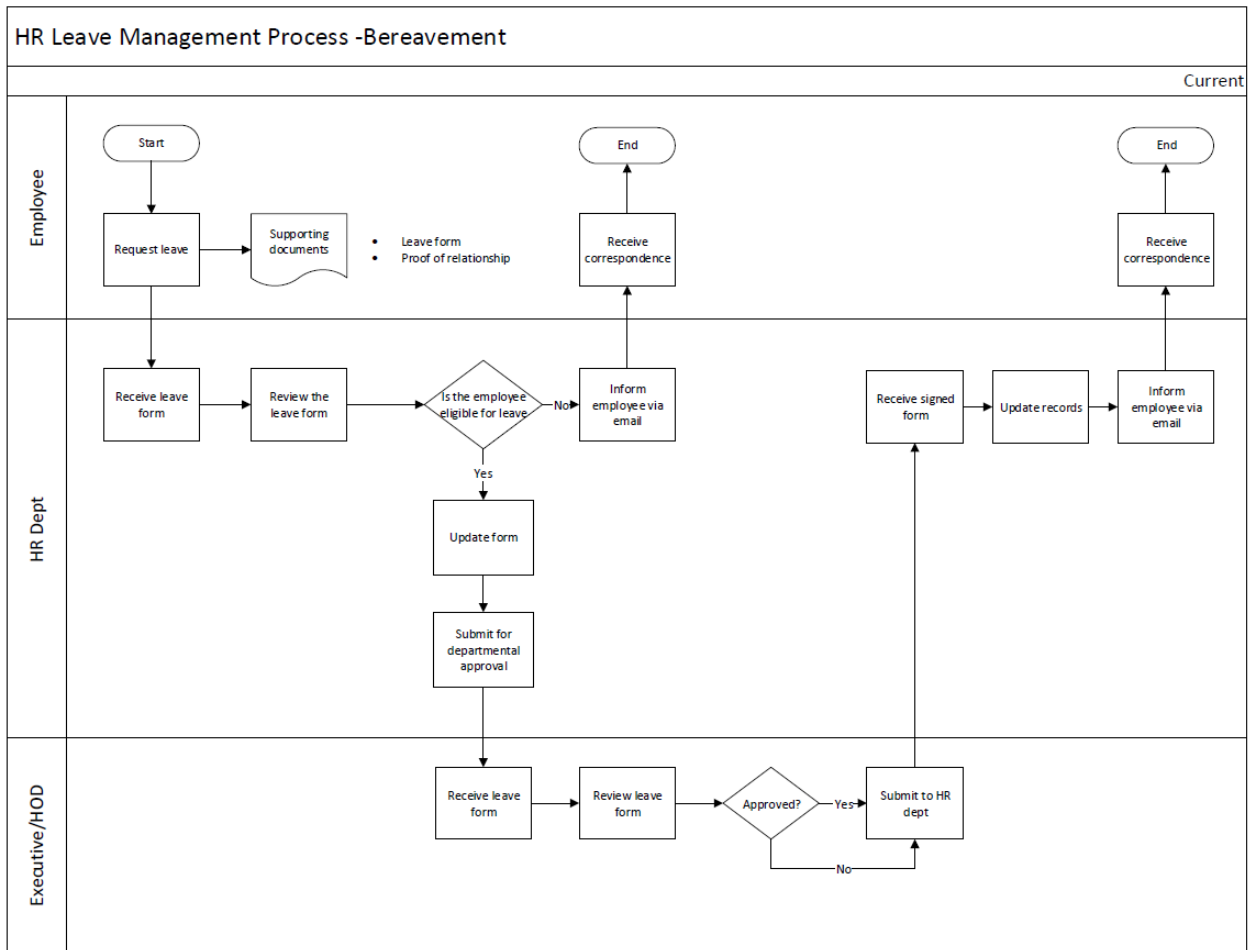Receive leave form → Review leave form → Approved? —Yes→ Submit to HR dept
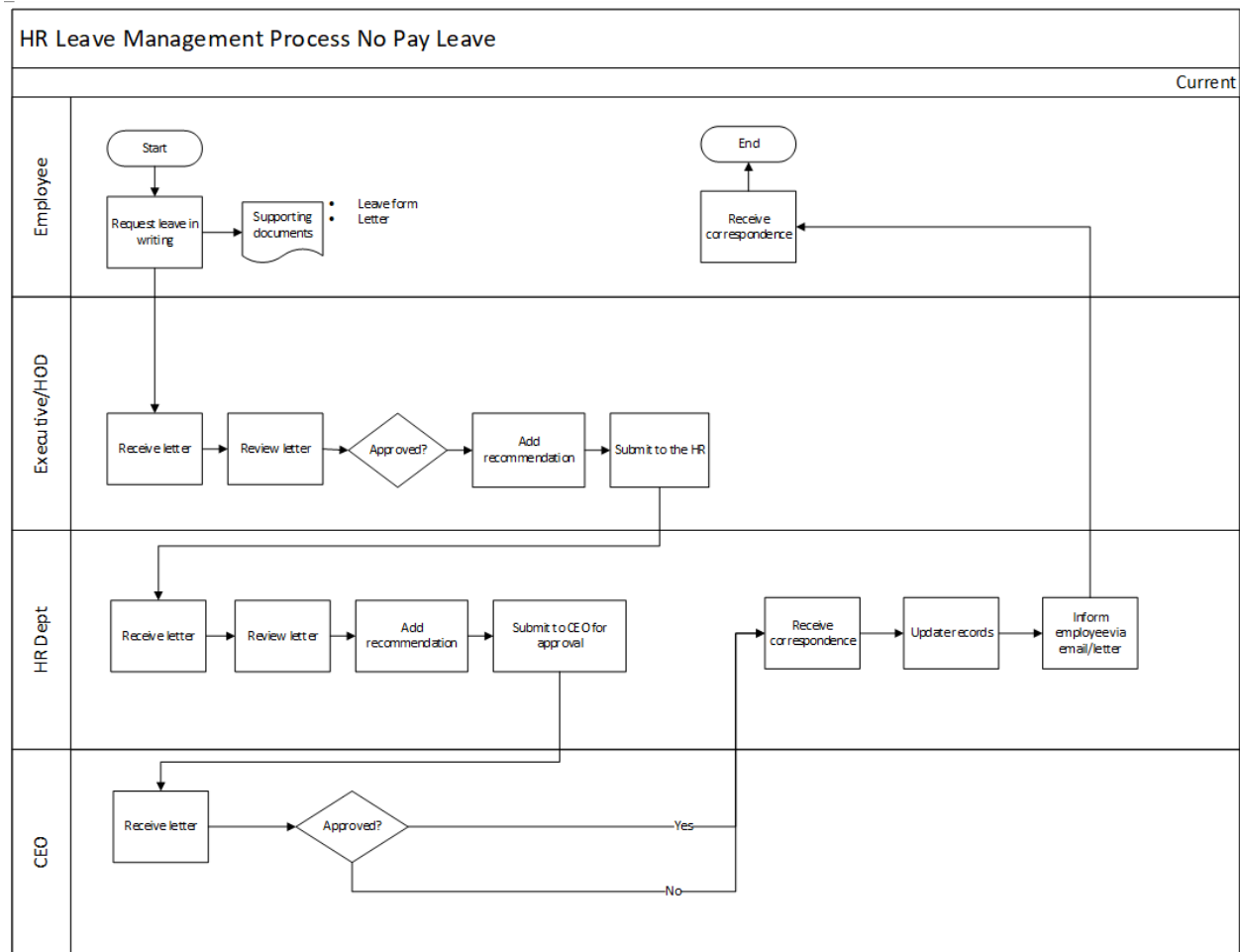
No

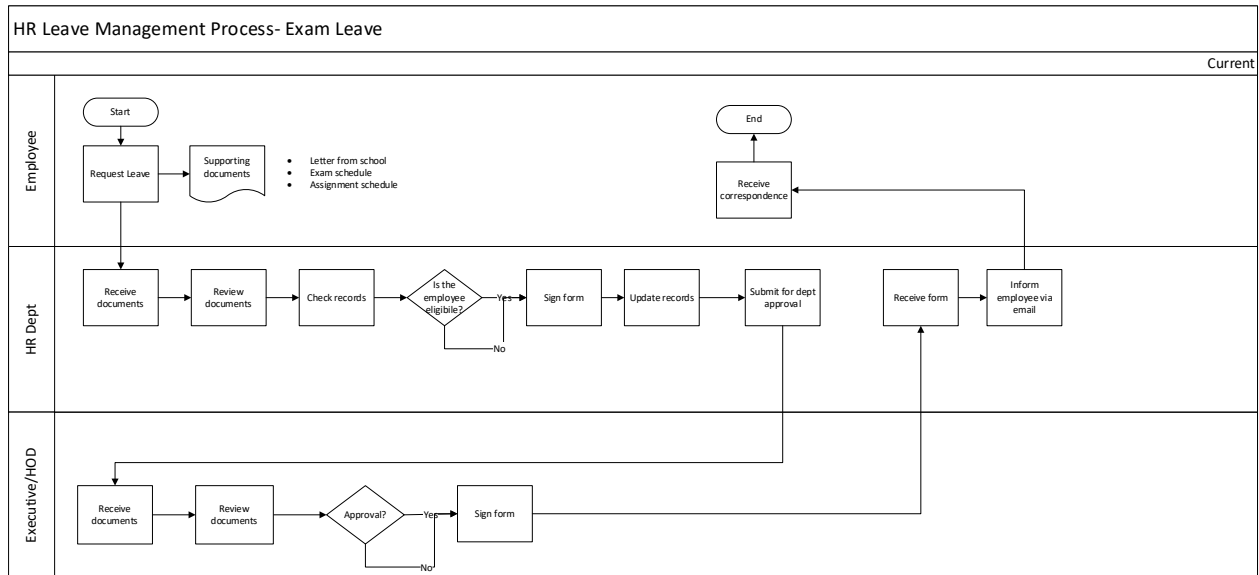*Figure 3 Bereavement Leave*

Figure 4 No Pay Leave
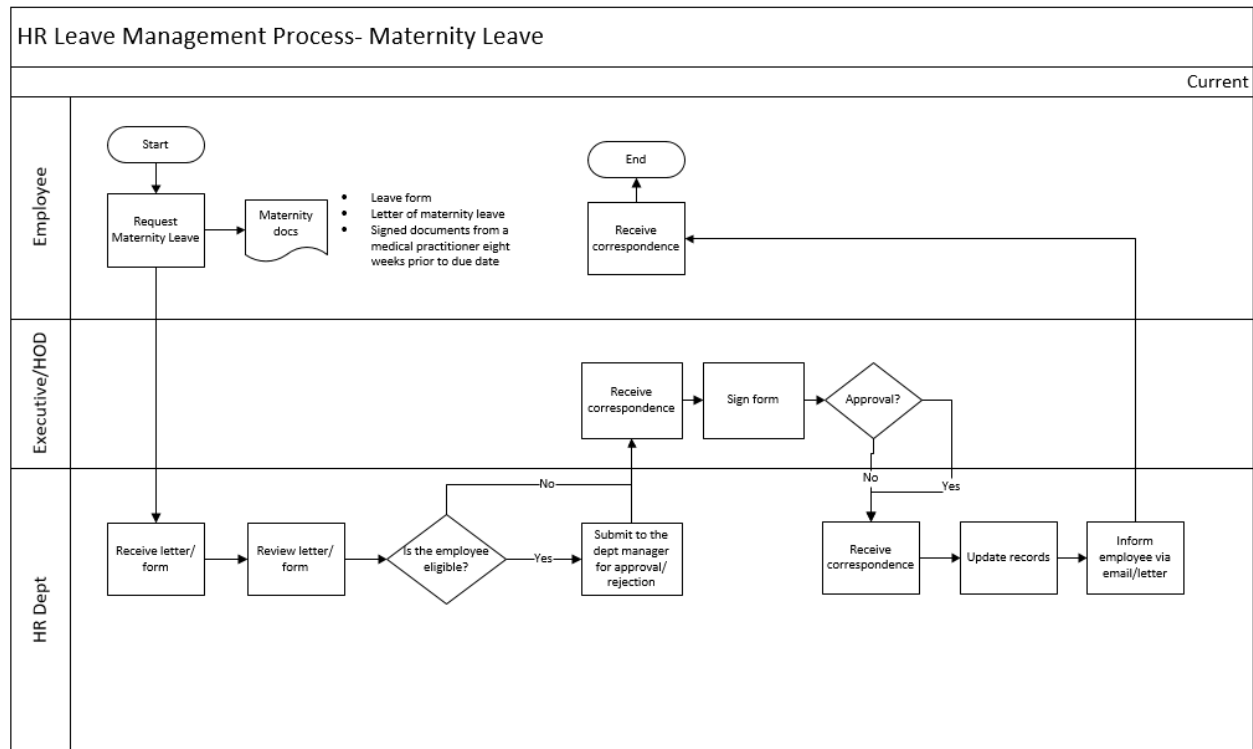
Figure 5 Exam Leave
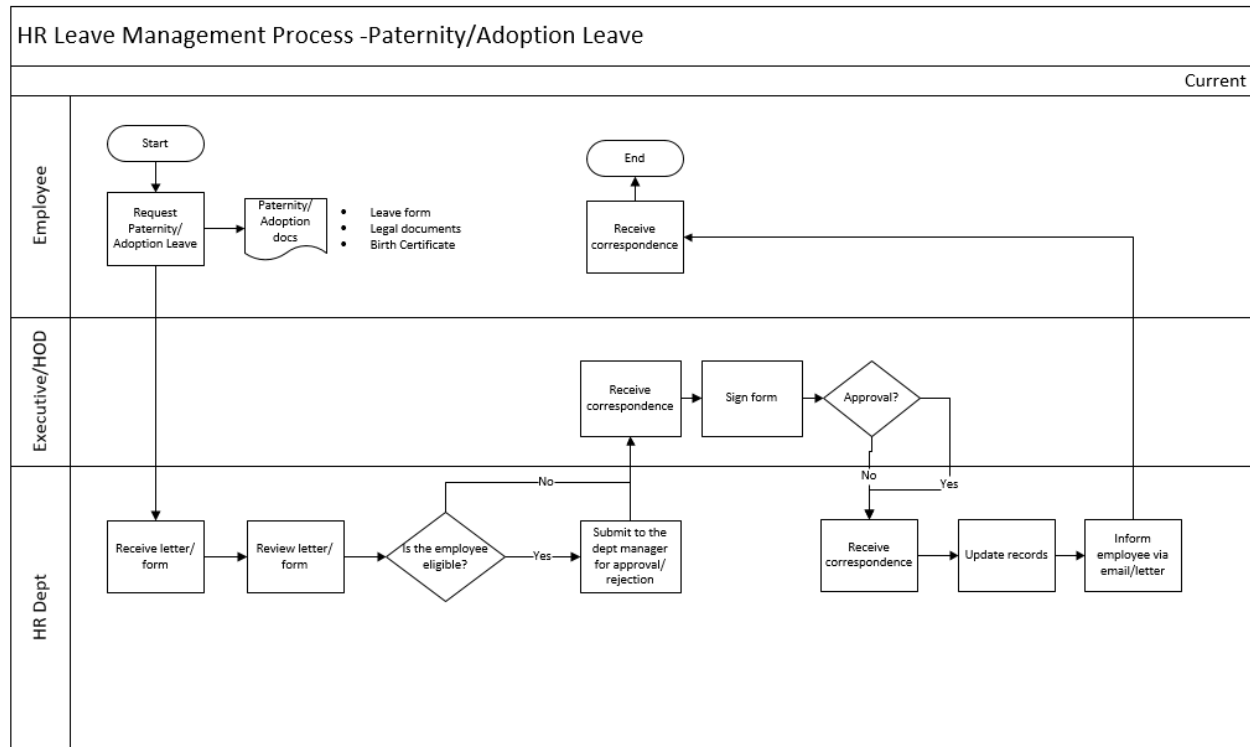
Figure 6 Maternity Leave

Figure 7 Paternity/Adoption Leave
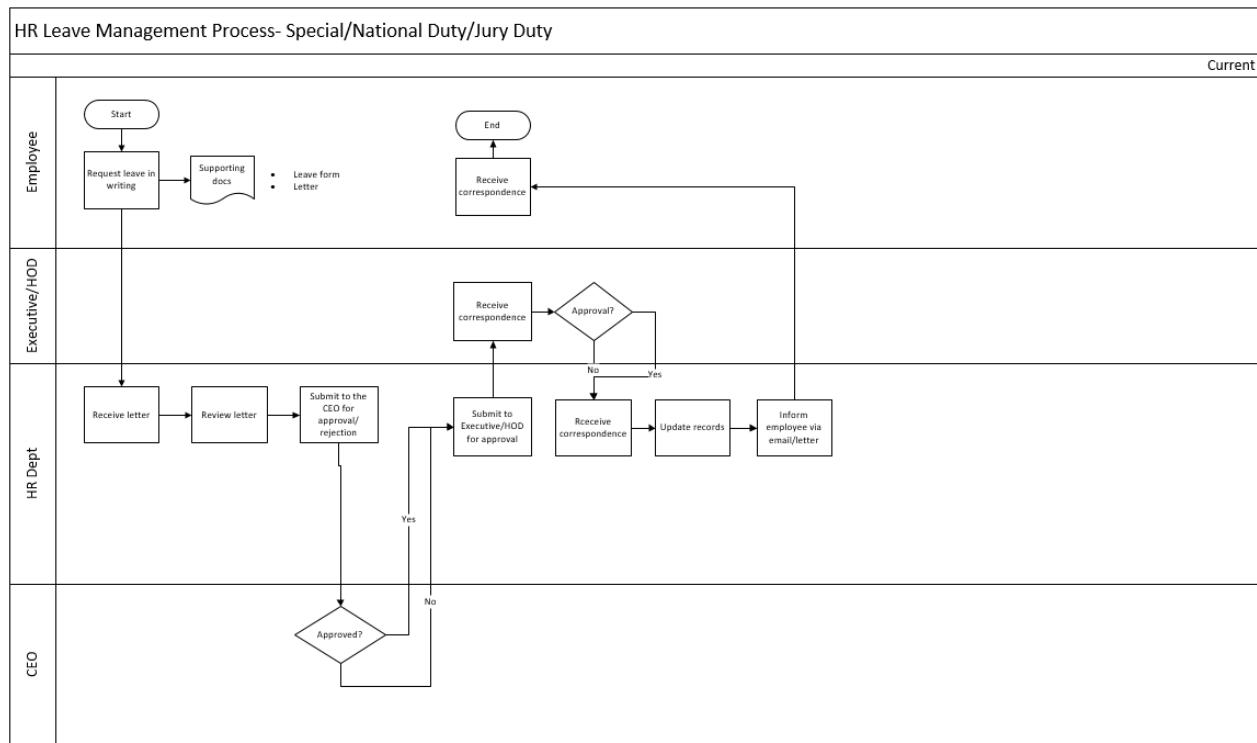
Figure 8 Special/ National/Jury Leave

2 General Management

- Dashboards – to determine the value and effectiveness of HR initiatives using HR Metrics;
- Productivity – track productivity; provide reports on productivity inclusive of financial costs;
- HR Strategic Planning – predicting the needs of the organization using data captured;
- Reports – the ability to provide a vast variety of HR related reports
- Ability to develop custom HR tasks using workflows in single and bulk transactions.

SCOPE OF SERVICES

UDeCOTT seeks the services of a highly qualified Human Resource Information System Software Vendor with expert Human Resource technical implementation capabilities to design and implement a software solution which is scalable, customizable and can easily integrate with current systems.

Proponents are to be guided by, but not necessarily restricted to the requirements set out in the deliverables below. Alternative approaches based on the Proponent's project approach and application of best practices may be submitted but these must be consistent with the objectives of this Terms of Reference.

The service provider is required to submit a proposal for a HRIS with the following:

4   Deliverables

Following are the key deliverables:
- i.   A Web based application
- ii.   HR workflows
- iii.   Streamlined document management
- iv.   Can allow for enhanced collaboration with MS SharePoint
- v.   Cloud/Mobile usage
- vi.   A system that caters for 450 employees and must be scalable to handle organizational growth

5   Application/Software Features

5.1	Employee Master Database Module	Functionality to capture and maintain all the required information for an employee. This database will serve as the backbone of the software. i. Employee general information: Maintain all basic information about an employee such as, name, employee code, qualification, experience, contact numbers, addresses, e-mail, photo, department, job title, date of birth.

		ii. Employee salary structure: Capture employee salary structure details covering all earnings, deductions and benefits iii. Employee dependents' details: All information about employee dependents that are required (insurance and reimbursement perspectives) iv. Employee payroll information: information such as bank details, bank account number. v. Past employment details: information of past employment including Employer Name, salary structure and job tile. vi. Past training details: All information on training that was attended by the employee. vii. Attachments: Facility to attach resumes, certifications, letters.
5.2	**Leave Management Module**	Functionality to capture leave details and link attendance record. i. Leave Management: An employee should be able to view their leave entitlement, current balances and used leave per contract date. As well as, apply for leave and cancel leave if required. Workflows should be in place for leave approval.
5.3	**Employee Self Service Module**	i. Self Service: Employee login, profile management, dashboard, leave management, salary history, appraisals, notifications, training attended etc.
5.4	**Disciplinary Actions Module**	i. Record any disciplinary actions, incidents, action taken and other details.
5.5	**HR Letters**	i. Ability to issue system generated letters for staff
5.7	**Workflow Customization**	i. Should provide configurable workflows for all applicable modules which will be specific to user roles, functionality and location.

6   System Requirements

i.   **Security of Access** – the system must provide various levels of access privileges to preserve the integrity of the data, protect sensitive information and to ascertain system and user level breaches;

ii.   **Data Recovery and Back-up** – the system must facilitate data and the supporting application system being fully recoverable in cases of disasters or unforeseen events;

iii.   **Easily accessible to the Employees (Employee Self Service)** – the system must be able to provide self service to all employees, using secure access and adequate controls;

iv.   **Reporting** - the system must be able to present information and produce output within common office productivity formats i.e PDF, Microsoft Excel or Microsoft Word etc;

v.   **Capture once** – data must be captured once within the system, which can be accessed and manipulated by all modules based on assigned privileges.

vi.   **Auditing**– the system must be able to log every aspect of user and system activity, from data creation, data manipulation, approvals, access and committals (CRUD specific).

vii.   **Modular and Scalable** – the system must be scalable and capable of upgrading to cater to future needs as required.

viii.   **Integration amongst the modules and other software** – the system must be able to present information and conduct analysis of all modules and output it as common office productivity formats such as PDF, Microsoft Excel or Word;

7   Technical Requirements

Any other requirements which UDeCOTT must provide for the installation must be stated within the proposal. If hardware and Windows Server Operating Software is required, this will be provided by UDeCOTT, however, the Proponent is required to provide all specifications required for hardware and state the Windows Server version, if required.

7.1   Web Security/Web Server Security

i.   The system should allow for CAPTCHA functionality

ii.   Caching security

iii.   Stored Files security

iv.   Avoidance from Cross Site Scripting, SQL injections, DDOS and any other Common Vulnerabilities and Exploits (CVEs)

v.   Attachment scanning agents

vi.   Interoperate with current SNMP communication technologies

vii.   Software installation at the most stable version with host hardening will be required

7.2   User Rights Management

i.   Adequate controls must be put in place to facilitate the transmission of sensitive data. The system must establish a secure connection between all parties involved.

ii.   Data must be encrypted using relevant protocols and technologies to prevent unauthorised individuals from viewing or manipulating any aspect of the process.

iii.   The system shall allow for auditing.

iv.   The system shall provide customisable audit options that would allow for an authorized user to monitor various aspects of the system, system usage and system logs.

v.   User authentication shall be provided to prompt for user ID and password to verify legitimacy of user. Users shall be forced to reset their passwords at specific intervals.

vi.   Log on attempts for each user shall be recorded.

vii.   User ID and system date shall be recorded on all transactions.

viii.   Users shall be restricted to only those functions for which access privileges have been granted.

ix.   System must allow for a password recovery mechanism that utilizes a password reset via email or administrator console and also should support dual factor authentication.

x.   The system must allow for a least privilege security design for enrolled users

8   System Compatibility

Currently, UDeCOTT utilizes Microsoft Office 2013 and 2016 Standard versions and specialized applications itemized hereunder. The proposed system must be able to seamlessly extract data from these systems:

    i.   Microsoft Dynamics Solomon (2018) - Accounting software
    ii.   Micropay - Payroll software
    iii.   Jantek – Time and attendance software
    iv.   HRp5 – Payroll Software
    v.   Matrix – Time and attendance software

9   Technical Support

In order to troubleshoot and resolve issues in a timely manner, the service provider will be required to provide the following technical support.

    i.   **Post Implementation**. After implementation of the software the service provider must be available in a timely manner to resolve any issues arising for a period of three (3) months.

    ii.   **Service Level Agreement:** The service provider must state in the proposal the type of ongoing support that is provided within their proposal and advise if the support is included in their proposal or if it is a separate cost.

10   User Acceptance Test (UAT)

A system and system integration test plan must be provided with the proposal to ensure that all required areas are included within the scope of the testing. The UAT must be clearly identified in the Project Schedule (See below).

A representative from UDeCOTT must be present during the testing and both parties will be required to sign off on the project certifying that all deliverables have been met.

11   Training

The Proponent will be required to provide adequate and specialized training to the following groups to allow for efficient usage of the implemented system particularly highlighting the individual's role for input and maintenance to ensure the effective and successful use of the system.

 Required training:
i.   **Specialized user/operator training** for the Human Resource Division
ii.   **Administrator Training** will be required for both the Human Resource Division and the Information Systems department, approximately (10) staff members.

12   Manuals and Documentation

Upon completion of the installation and prior to the project sign off, the following must be provided in both hard copy and soft copy:

i.   'As built' system documentation
ii.   Systems Administrator's operational manual
iii.   End user manual (HR Division/employee); which will provide a detailed, step by step approach for self-service administration

13   Project Cost

The service provider must provide a detailed cost breakdown showing costs of all items. This will include the following:
- Software
- Any customization of software
- Any bespoke software development work
- License – initial and renewal
- Training – identifying the various levels of training available
- Post implementation support
- Any other relevant costs

14   Project Schedule

A project schedule detailing all tasks, sub tasks and the timeframes for implementation of each task must also be provided.

15   Presentation

The Proponent will be required to conduct a demonstration of their proposed solution showing all functional aspects of their recommended solution.

FREQUENTLY ASKED QUESTIONS (FAQs)

What is the purpose of this Request for Proposal?

The purpose of this Request for Proposal is to identify and contract a suitably qualified and experienced Service Provider with the specialised expertise necessary to undertake the Project.

I am interested in this project. Can I view the RFP before purchasing to confirm the requirements prior to purchasing?

The RFP will be available for viewing at UDeCOTT's office from **July 15, 2022**. Due to Covid-19 protocols, proponents are requested to forward an email to the Secretary of the Tenders Committee indicating the date and time that they would like to come in to view the RFP. A confirmatory email will be sent accompanied by UDeCOTT's Covid-19 Visitor Screening Questionnaire. Proponents will be required to complete and return the questionnaire via e-mail prior to the appointment date.

What is the Location of the site?

The System is to be installed at UDeCOTT's Head office 38 – 40 Sackville Street Port of Spain Trinidad, 100622.

Are there any eligibility requirements for this Procurement Process?

In order to be eligible for evaluation and/or consideration to provide the Works, Proponents must be able to demonstrate the following:

- Submission of Annual Return – 2021 (2022 if applicable)
- Incorporation or otherwise registered to do business in Trinidad and Tobago **prior** to the award of any contract for the provision of the Works, as evidenced by the Certificate of Incorporation or Registration (as applicable),
- Submission of valid statutory clearance/compliance certificates, namely,
  - VAT Clearance Certificate
  - BIR Clearance Certificate
  - NIS Certificate of Compliance

Are Proponents required to submit a Bid Bond with their Proposals?

No.

What is the recommended team composition?

At a minimum, the proposed team should comprise the following:

1. Project Manager (1 No.)
2. Lead Software Developer (1 No.)
3. Business Analyst (1 No.)

Proponents are to note that the responses provided as guidance to these Frequently Asked Questions does not relieve the Proponent of its obligation and responsibility to fulfil and comply with all requirements of the Request for Proposals.