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

REQUEST FOR PROPOSALS
SUPPLY AND DEPLOYMENT OF A SOFTWARE AS A SERVICE HUMAN RESOURCE MANAGEMENT SYSTEM FOR THREE (3) YEARS

The Urban Development Corporation of Trinidad and Tobago Limited (UDeCOTT) invites suitably qualified and experienced entities to submit proposals for the **Supply and Deployment of a Software as a Service Human Resource Management System for Three (3) Years.**

In accordance with the Public Procurement and Disposal of Public Property Act, 2015 (as amended), suppliers of goods, works and services, interested in conducting business with UDeCOTT must be registered on the OPR Procurement Depository. The relevant guidelines for registration can be found on the OPR website via https://oprtt.org/procurement-depository/. Therefore, UDeCOTT is inviting suitably qualified suppliers to register and apply for pre-qualification in the OPR's Procurement Depository for the following:

Line of Business Code: 81162008 – Enterprise resource planning software as a service

The tender process for this project will be conducted via UDeCOTT's E-Tender System. The RFP package will be available on the E-Tender System from **Friday November 8, 2024.** To access the Tender, Proponents must register on the E-Tender System via https://udecott.etenderworld.tt/login.php.

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 Office of the Chief Procurement Officer at tenders@udecott.com.

The successful contractor shall be chosen using competitive selection process as set out in the Request for Proposals (RFP).

INFORMATION SESSION

An Online Information Session will be held **via Microsoft Teams** on **Thursday November 14, 2024 at 10:00 a.m.** Interested parties are kindly asked to confirm their availability, together with the **names and preferred email addresses** of their representatives who will be in attendance, via email to tenders@udecott.com.

SUBMISSION

Proponents are advised that submissions must 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.

The deadline date for submissions is **December 6, 2024 (AST)**.

Additional information may be requested through email forwarded to the attention of **The Office of the Chief Procurement Officer** at tenders@udecott.com.

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

THE OFFICE OF THE CHIEF PROCUREMENT OFFICER

FREQUENTLY ASKED QUESTIONS (FAQs)

SUPPLY AND DEPLOYMENT OF A SOFTWARE AS A SERVICE HUMAN RESOURCE MANAGEMENT SYSTEM FOR THREE (3) YEARS

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 Contractor to undertake the Project.

Are Proponents required to purchase the RFP package?
There will be no cost for the RFP package.

When will the RFP be available?
The RFP package will be available on UDeCOTT's E-Tender System from Friday November 8, 2024.

Are interested parties required to register with the Office of the Procurement Regulator?
Proponents are advised that in light of the proclamation of the Public Procurement and Disposal of Public Property Act, 2015, all proponent interested in conducting business with UDeCOTT must be registered on the OPR Procurement Depository. The relevant guidelines for registration can be found on the OPR website via https://oprtt.org/procurement-depository/. Proponents are required to apply for pre-qualification in the OPR's Procurement Depository for the following:

Line of Business Code: 81162008 – Enterprise resource planning software as a service

What is the Location of the site?
The Urban Development Corporation of Trinidad and Tobago Limited, Head Office located at 38-40 Sackville Street, Port-of-Spain, 100622.

Is it mandatory to attend the online information session?
Attendance to the online information session is **not** mandatory. It does however, provide a greater understanding of the requirements of the RFP.

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:
- Incorporation or otherwise registered to do business in Trinidad and Tobago as evidenced by the Certificate of Incorporation or Registration (as applicable);
- Submission of Statutory Clearance/Compliance Certificates, (for companies incorporated/registered in Trinidad and Tobago) valid as at the tender submission deadline, namely;
    o VAT Clearance Certificate
    o BIR Clearance Certificate
    o NIS Certificate of Compliance

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

No, a Bid Bond is not required for this RFP.

What is the recommended team composition?

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

1. Project Manager (1 No.)
2. Business Analyst (1 No.)
3. Solutions Expert (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 Proposal.

Urban Development Corporation of Trinidad and Tobago Limited (UDeCOTT)

TERMS OF REFERENCE
Supply and Deployment of a Software as a Service Human Resource Management System for Three Years

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1   Introduction

The Urban Development Corporation of Trinidad and Tobago Limited (UDeCOTT) is desirous of obtaining an Enterprise Resource Planning (ERP) System. This is to increase operational efficiency by standardizing and streamlining our data to produce real-time reports to assist with decision making.

At present, there is an increased need geared toward the deployment of a Software as a Service (SaaS) Human Resource Management System (HRMS). This Terms of Reference (ToR) outlines the scope of services needed by a competent software vendor to provide a comprehensive and scalable solution that assist in transforming all human resource activities and processes through an automated system.

This TOR specifies the modules needed to integrate and achieve UDeCOTT's strategic and organizational goals which includes the functions and processes of the Human Resource Division.

The modules required are as followed:

   (i)   Employee management - The management of both biographical and work-related data of employees.
   (ii) Application Tracking - The tracking and filtering of the Recruitment Process.

   (iii) Recruitment - The process of sourcing, recruiting, and interviewing potential employees.

   (iv) New Hire, Onboarding and Off boarding - The management of the lifecycle of employees, from their initial onboarding to resignation, contract end, retirement or termination.

   (v)   Leave Management -The management of time-off requests and balances.

   (vi) Time and Attendance - The monitoring of all time-related details of an employee such as attendance tracking and time clock management.

   (vii) Internship Management – The management of internship lifecycle and performance management.

  (viii) Learning and Development - The management of training and learning activities for each employee.

   (ix) Performance Management - Tracking employee performance, automating the performance appraisal process, setting and tracking objectives, recording performance feedback

   (x) Workforce Planning and Analytics - The planning and scheduling of employees based on the current needs of the organization.

   (xi) Reward and Recognition- Nominations and approvals, types of recognition and tracking and reporting.

  (xii) Payroll Processing- Automated deductions such an NIS, PAYE and Health Surcharge; ACH integration, eTax Compliance, Payslip integration (including email), retroactive calculations, recurring earnings and deductions and managing loans.

  (xiii) Benefits Administration – Managing health insurance, retirement plans and pension plans.

  (xiv) Succession Planning –Identify high potential employees and create development plans for succession.

  (xv) Employee Engagement – Feedback mechanism, surveys, and tools for gauging employee satisfaction, morale and engagement levels.

2   Purpose

Human resources encompass a plethora of functions from recruitment to retirement or termination and as such, it is essential to have a digitally automated system that can streamline all human resource functions through one system. This increases efficiency, productivity and provides a greater visualization for the Corporation through workforce data. This in turn allows Executive Management to make data driven decisions for business continuity and strategy.

UDeCOTT requires a Software as a Service (SaaS) Human Resource Management System (HRMS) to meet the needs of the Corporation by having a system that:

i. Be easily accessible by users;
ii. Provides self-service capabilities;
iii. Allow for faster information processing of the Corporation's human resources data;
iv. Provide valuable real-time reporting;
v. Seamlessly integrates into a wider ERP system;
vi. Enhance productivity and efficiency;
vii. Improve talent management;
viii. Enhance risk management;
ix. Facilitate planning and program development and
x. Ensure business continuity.

3   Company Background

3.1 General

The Urban Development Corporation of Trinidad and Tobago Limited (UDeCOTT) was created in 1994 as a special purpose company with responsibility for managing projects and facilities in the urban spaces of Trinidad and Tobago. The company is wholly owned by the Government of the Republic of Trinidad and Tobago. There are also six (6) subsidiary companies.

3.2 Office Locations

UDeCOTT's Head Office is located at 38-40 Sackville Street, Port of Spain.

There are three main branch offices located at:

- 12 Abercromby Street, Port of Spain
- The Parkade - Corner Edward, Queen and Richmond Streets, Port-of-Spain
- Ashora Court, Lower Milford Road, Scarborough, Tobago

3.3 Staffing

UDeCOTT currently has approximately four hundred (400) staff members. The following is a list of the various departments within UDeCOTT:

NO.	DIVISION/ DEPARTMENT NAME
1.	Chairman's Office
2.	Chief Executive Officer Office • Corporate Communications • Internal Audit
3.	Corporate Secretary
4.	Construction and Engineering • Architectural Unit • Quantity Surveying Unit Project Feasibility & Planning Unit
5.	Facilities Maintenance Division • Commercial Business Development • Health, Safety, Security and Environment
6.	Finance Division
7.	Human Resources Division • Office Administration • Information Systems ○ Records Management Unit
8.	Legal Division
9.	Procurement

4 Existing System

At present, UDeCOTT utilizes multiple solutions to capture specific parts of its human resource functions, that is:

i. HRp5: captures bio-data, payroll processing and management.
ii. Matrix Cosec: captures time and attendance for employees.
iii. Multiple Microsoft Excel Workbooks and Word documents.

5 Scope of Services

UDeCOTT seeks the services of a highly qualified Human Resource Management System (HRMS) Software vendor with expert human resource technical implementation capabilities to supply, install, configure and deploy a software solution that is reliable, scalable and can replace the current systems and form part of an Enterprise Resource Planning (ERP) system.

6

The Proponent is required to submit a proposal for an HRMS with the following:

5.1   Assessment

The Proponent will be required to review all human resource governing documentation such as policies, procedures, process maps and frameworks to ensure that the proposed solution is in alignment with both the strategic and operational goals and objectives.

5.2   Migration

Migration of payroll information and bio-data from HRP5, the existing Human Resource System, from 2017 to present.

5.3   Software

Supply and deploy the proposed software based on the specifications in these terms of reference.

5.4   Workflow

Create standardized and customized workflows to automate business processes, approvals and document management.

5.5   Application Integration

Supply any add-on technologies that may be required for integration with multiple lines of business applications. This includes required interoperability with products such as:

  i.   Adobe Acrobat Pro DC or Adobe Sign
 ii.   Microsoft Outlook and Office 365 applications
iii.   Microsoft Dynamics Solomon (2018)
iv.   Matrix Cosec System
 v.   Udemy (Learning Management System)
vi.   Electronic Document Management System

5.6   Training

Provide administrator, power user and end user training.

6   Deliverables

The Proponent will be required to supply and deploy the following:

i.   A reliable and scalable Software as a Service (SaaS) Human Resource Management System solution for four hundred (400) employees for a period of three (3) years. The solution must encompass the operating policies and procedures, governing processes, and frameworks of UDeCOTT.

7   Functional Requirements

Employment Application / Recruitment Tracking System	i. Automatically store and evaluate resume information and documents ii. Track applicant status from screening to the hiring stage iii. Filter applications based on job specifications, qualifications, and experience iv. Perform applicant screening, assessments, and evaluations. v. Send automated notifications to applicants using standardized email templates vi. Create a web-based application form vii. Create and customize or upload job description templates for vacancies viii. Generate a report on the number of applications for a specific job title
Employee Benefits Administration	i. Manage Group Health Insurance Programs ii. Manage Employee Assistance Programs (EAP) iii. Capture dependent benefit information iv. Capture and manage Retirement Plans v. Capture and manage Pension Plan vi. Generate a report of all eligible employees for pension benefits vii. Generate a report that displays the number of persons accessing EAP and the timelines
Employee Engagement	i. Generate and distribute surveys ii. Analyze survey results iii. Generate reports based on engagement metrics such as employee satisfaction, morale and engagement levels

Employee Management		
	i.	Capture general information for each employee such as name, employee code, qualifications, experience, contact numbers, addresses, e-mail, photo, department, job title, date of birth, BIR number, NIS number, etc.
	ii.	Capture the salary structure for each employee
	iii.	Capture payroll information for each employee
	iv.	Capture employee dependents' details such as employees' dependents that are required.
	v.	Track employee status: active, on leave or terminated
	vi.	Assign a job description to an employee.
	vii.	Maintain records for retired or separated employees
	viii.	Track employee transfer information
	ix.	Build an electronic copy of employee files
	x.	Attach resumes, certifications, letters, etc.
	xi.	Manage the disciplinary and grievance process
Employee Self Service	i.	Access the system with user authentication information
	ii.	Ability to change the password
	iii.	Update their personal information and bank details
	iv.	View leave entitlement, leave history, salary history, performance appraisals and training attended
	v.	Attach documents such as medical certificates, educational certificates and letters
	vi.	Apply for leave, edit leave dates or cancel leave if required
	vii.	View the status of the leave approval
	viii.	Approve or reject leave applications
	ix.	View a pay slip
	x.	Request a job letter, pay slips and TD4s
	xi.	Send approval or rejection notifications
Internship	i.	Create and manage intern profiles, which include personal information, academic details, and contact information
	ii.	Generate a list of interns
	iii.	Manage the performance/discipline of interns
	iv.	Create and manage intern profiles, which include personal information, academic details, and contact information

Learning and Development	i. Integrate with Udemy, our third party learning resources ii. Maintain information on training programs attended by each employee iii. Identify training opportunities based on job title or performance review iv. Generate a report that displays the list of training courses to complete according to succession planning v. Notify employees of training opportunities and requirements
Leave Management	i. Create an online leave application ii. Approve or reject a leave application by Executive Management, Senior Managers or Supervisors iii. Calculate leave balances based on employee type (permanent or fixed term) for the contract period and calendar year iv. View leave approvals and information about the type of leave taken v. Track dates of absence and return information for an employee vi. View leave history vii. Generate reports for employees based on leave types and departments/divisions
New Hire, Onboarding and Off-boarding	i. Convert Application Tracking System (ATS) data into new hire data ii. Generate a master list of all assets assigned to each employee iii. Perform asset tracking (Employee ID, equipment, etc.) iv. Facilitate orientation i.e. documents or videos v. Trigger workflow to complete documents by new hire vi. Generate a unique Employee ID for new hires vii. Request resources from all departments involved (i.e. equipment preparation and assignment, stationery assignment, cubicle assignment and set up) viii. Create contracts for new hires. ix. Schedule exit reviews and interviews.

	x. Generate a report that displays the number of new hires in a month or timeline.
	xi. Generate a report that displays the number of terminations by month, quarter or annually.
	xii. Generate a report that displays the number of employees due for contract expiration by month, quarter or annually.
Payroll Processing	i. Calculate gross pay for each employee such as hours worked, overtime pay, gratuity, transport allowance, reimbursement, and deductions
	ii. Generate deductions such as National Insurance deductions, Group Health Insurance, Health Surcharge, loans, and standing orders from employees' gross salary
	iii. Calculate net pay for each employee
	iv. Calculate retroactive payments
	v. Process off-cycle payments such as termination payments
	vi. Perform tax calculations according to Trinidad and Tobago's laws and regulations
	vii. Generate payslips for each employee that can be printed and emailed
	viii. Generate automated National Insurance calculations for each employee
	ix. Generate automated PAYE calculations for each employee.
	x. Generate automated Health Surcharge calculations for each employee
	xi. Deposit net pay via ACH integrations
	xii. Generate TD4 certificates that are compliant with Trinidad and Tobago's Ministry of Finance Inland Revenue Division specifications
	xiii. Integrate with Financial Management System to post to General Ledger
	xiv. Generate monthly, quarterly and annual salary reports

Performance Management		
	i.	Create performance appraisal templates for each job title
	ii.	Capture electronic entering of employee performance evaluation data by the Reporting Manager
	iii.	Compute performance scores
	iv.	Determine employee rank based on scoring.
	v.	Set and manage Key Performance Indicators (KPIs) according to job title
	vi.	Record achievements against each KPI selected
	vii.	Execute performance review planning
	viii.	Create automatic workflows for performance reviews and approvals by each employee and the Reporting Manager
	ix.	Electronically sign performance appraisals
	x.	Facilitate employee surveys
	xi.	Generate an employee recognition list based on pre-defined ratings
	xii.	design and assign strategic performance goals at different levels such as individual,
	xiii.	View goal status as each level is identified
	xiv.	Track goal progress and target date
	xv.	Generate a report that displays disciplinary records
Recruitment	i.	Generate vacancies on the job board marketplace
	ii.	Create a job requisition for management approval
	iii.	Delete a job posting
	iv.	Create job templates to capture specific information for a job requisition
	v.	Prepopulate job-posting fields with pre-defined information
	vi.	Allow applicants to create and update their profiles
	vii.	Maintain a database of all applicants
	viii.	Allow applicants to apply for a job vacancy
	ix.	Allow the applicant to view the status of their application
	x.	Allow applicants to create a resume electronically
	xi.	Categorize applicants by internal or external
	xii.	Automatically shortlist applicants who meet specified requirements

	xiii.	Create minimum requirements applicable to the vacancy posted
	xiv.	Create a minimum requirements questionnaire for applicants to complete
	xv.	Online screening or evaluation of applicants for general aptitude and specialized testing
	xvi.	Generate automatic rejection notifications via email to applicants who do not meet the specified requirements
	xvii.	Search system generated reject lists
	xviii.	Override rejected shortlists of applicants
	xix.	Schedule interviews with shortlisted applicants
	xx.	Integrate interview schedules with Outlook calendar
	xxi.	Generate a report that displays all open and filled positions
	xxii.	Generate a report that displays all vacant positions
	xxiii.	Generate a report that displays the number of candidates for each position
	xxiv.	Generate a report that displays the total number of interviews
	xxv.	Generate a report that displays the average time and cost to hire for each position
Reward and Recognition	i.	Make salary revisions
	ii.	Keep track of salary revisions
	iii.	Generate reports that display high performance employees
	iv.	Generate reports that display low performance employees.
Time Management	i.	Integrate with and import time keeping data from existing time and attendance software server
	ii.	Ability to handle multiple time and work schedules for various employee types
	iii.	Ability to access online daily time records
	iv.	Make workweek changes i.e. national holidays, work suspension, natural disasters, and unforeseen events
	v.	Create overtime schedules for a unit/ department

	vi. Convert overtime hours into compensatory time off
	vii. Generate reports that display habitual absenteeism and tardiness of employees
	viii. Integrate with and import time keeping data from existing time and attendance software server
Workforce Planning and Analytics	i. Dynamically create and view UDeCOTT's organizational chart
	ii. View vacant positions in the organizational chart
	iii. Generate a vacant position list
	iv. Manage organizational succession planning
	v. Create talent paths for employees
	vi. Search for talent using employee profiles
	vii. Close talent gaps by linking career paths and development plans
	viii. Predict the needs of the organization using data captured and 'What If' scenarios
	ix. Track employee turnover rates
	x. Produce employee count and turnover by location, department, or function report
	xi. Produce a report that displays retention rates across job levels or titles

8   Non-functional Requirements

Access Privileges	Provide various levels of access privileges to preserve the integrity of the data, protect sensitive information and ascertain system and user level breaches.
Accessibility	Provide self-service to all employees, using secure access and adequate controls.
Auditability	Log every aspect of user and system activity and have an audit functionality.
Data Recovery and Backup)	i. Back up data locally.

	ii. Facilitate data recovery in cases of disasters or unforeseen events.
Reporting	i. Present information and produce output within common office productivity formats i.e. PDF, Microsoft Excel or Microsoft Word, etc. ii. Provide real-time dashboard updates. iii. Generate custom reports are required
Scalability	i. Scalable and capable of upgrading to future version releases or upgrades a required. ii. Seamlessly connect to a wider ERP system which includes Procurement, Logistics, Contract Management and Financial Management.

9   Technical Requirements

9.1   User Rights Management

i.   Adequate controls 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 unauthorized individuals from viewing or manipulating any aspect of the process.

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

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

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

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

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

viii. The system must allow for a password recovery mechanism that utilizes a password reset via email or administrator console and should support dual-factor authentication.

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

10 Technical Support

The service provider will be required to provide the following technical support.

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.

Support. Access to a support service where administrators will be able to raise tickets and access support for the system for a period of three (3) years. Cost for ongoing support and maintenance for one (1) year including software license renewal must be listed separately in the cost summary.

11 System Acceptance, Testing and Handover

The vendor must provide a test plan with the proposal to ensure that all requirements are met and included within the scope of the testing.

12 Training

The Proponent will be required to provide adequate and specialized training to the following groups of users 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. **User Training** will be required for the Human Resource Division for approximately ten (10) staff members.

ii. **Administrator Training** will be required for one (1) staff member.

iii. **Train-the-trainer** will be required for four (4) staff members.

13 Manuals and Documentation

Upon deployment and before 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).

14 Project Cost

The service provider must provide a detailed cost breakdown in Trinidad and Tobago Dollars (TT$), showing the total costs of all items involved.

This will include the following:

- License cost for eight (8) users for one year
- Implementation services
- Training
- Post-implementation support
- Any other relevant costs

15 Project Schedule

The vendor must provide a project schedule detailing all tasks, sub-tasks and the time frames for implementation of each task.

16 Proposal Submission

The Proponent is required to include and adhere to the following format in their proposal.

    i.   **Experience of the Company in Similar Works** – Proponents should demonstrate having completed works of a similar nature and value.
    ii.   **Experience and Qualifications of the Key Personnel –** A breakdown of the Experience and Qualifications of the Proponents' key human resources for the project.
    iii.   **Design** – A detailed description of the proposed project including any proposed additions or changes not addressed in the Terms of Reference.
    iv.   **Functional Requirements** – All functional requirements that the Proponent will be implementing as part of the project.

     v.   **Non-Functional Requirements** – All non-functional requirements that the Proponent will be implementing as part of the project.

     vi.   **Security Documentation** – Documentation outlining security and auditing features.

     vii.   **Migration Plan**- A plan outlining the migration details and resources needed.

     viii.   **Material Requirements** – All hardware, software and any other requirements must be clearly stated.

     ix.   **Software** - All features of the software must be listed together with a description of the functionality of the feature.

     x.   **A Communication Plan** –A plan illustrating how resources and roles on the project will communicate and the methods and frequency.

     xi.   **Project Plan** – A high-level project plan detailing all tasks, sub-tasks and the time frame for implementation must also be provided.

     xii.   **Training Plan –** A detailed training plan indicating the method of delivery, modules to be covered and training strategy for administrator, power user and end user training.

     xiii.   **Cost** – An itemized detailed cost breakdown of all material and services inclusive of training and manuals.

     xiv.   **Support Plan** – The support details, schedules and costs for ongoing support.

17   Presentation

The Proponent will be required to conduct a demonstration of their proposed solution showing all functional aspects of their recommended solution as part of the evaluation process.