**Request for Proposal for Developing HR System for NPA Lebanon**

**REFERENCE: No. NPA-HRSystem-112016**

1. **About NPA**

Norwegian People’s Aid (NPA) is a humanitarian organization rooted in the Norwegian Labor Movement. We work with International Development Partnerships, Humanitarian Disarmament, Rescue Service and First Aid, and Asylum and Integration. Norwegian People’s Aid has more than 12000 members in Norway and 2400 staff worldwide. We work in 39 countries around the world, and in 2015 we will have an expected turnover of 920 MNOK. NPA in Beirut cover Lebanon and Regional MENA Programmes. NPA Lebanon is currently implementing Development, Humanitarian assistance, and Humanitarian Disarmament Projects throughout Lebanon, including the Palestinian camps and gatherings. NPA’s development Programme centers on partnerships with local actors, including capacity building and organizational development, especially in human rights, youth and vocational training and health. NPA’s humanitarian Programme centers on partnerships with local actors in food security, livelihoods, and protection sectors.

1. **Services to be provided**

Norwegian People’s Aid (NPA) – Lebanon is looking for a company to provide us with HR software that meets organization rules and regulations along with Governmental policies.

**HR Information Database**

Employee information database needed to eliminate or reduce the need for hard-copy employee files, keeping all of the information very organized and easy to access in a virtual electronic filing cabinet. This software database should include a full list of all employees and relevant data to them including any information that would normally be in an employee file and this data can be added to, revised, or otherwise manipulated when needed.

**Payroll Systems**

The software should have the ability to streamline the payroll process, and payroll features which allow us to track time, attendance ,additions, deductions , NSSF , MOF and more all legal /financial related staff benefits /obligations in addition to basic payroll functions.

**Performance Reviews**

The HR employee should be able to tap into information directly from the system without having to dig through paperwork, even filling out appraisal forms directly in the system. track employee performance through a simple scoring system , tracking training efforts, retention programs, and much more if available .

**Benefits Administration**

The HR system should offer [benefits administration](http://www.hrpayrollsystems.net/hris-benefits-administration/) to be able to manage all aspects of employee benefits / obligations easily, including all related legal and financial employees’ issues updates and obligations from the employee as well as the organization .

**Recruiting and Onboarding Options**

The system should be able to place job postings on social media and company websites, simplify the application process, filter applicants by qualifications, and even transfer information into employee files when hiring decisions have been made.

The following are detailed points of our requirements which for sure is your field of expertise to compile consecutively and provide it in an HR system that meets it.

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| Section |
| **Human Resources Management** |
| On line application for new jobs |
| Keeps records for all recruitments |
| Organizational structure which is automatically updated with any new recruitment . |
| Employees checklist which indicates the needed documents from employee and gives an alert if the file is missing . |
| Tracking of Employee status changes and its reflection on obligations/benefits |
| Insurances |
| Employees dependents |
| Payroll and non-payroll related assets and benefits |
| Issuance of letters /certificates /memos |
| Legal status of Lebanese and non-Lebanese employees |
| **Pay Roll** |
| Employee documents and history of record keeping |
| Employee deductions |
| Employee Earnings |
| Income based calculations |
| Leave and terminations |
| Salary increases |
| Currency conversion |
| Payroll and time mapping |
| Calendar Run Groups |
| Tax calculations |
| GL interface facility |
| Reports: Master Payroll, Reconciliation of Payroll, Department Summary, Year to date payroll reports, Final settlement reports |
| Systems generation pay slips and bank transfers reports as per Government requirements |
| Indemnity: Leave balances of leave and sick leaves. |
| Time attendance , approval and integration |
| Multiple leave calendar details |
| Balances of leaves |
| Reconciliation of leaves |
| Feasibility of reporting and extracting from the system. |
| Applications of leaves /Online approvals of leaves |
| Full personal details report |
| Electronic pay slip online |
| Time sheets submission approval online |
| Document expiry notification |
| Policy manual |
| Helpdesk |
| Claiming expenses and refund request |
| **Recruitment and Selection** |
| Internal and external job applications |
| Amendment of policy online. |
| Recruitment: List of vacancies and directly linked to JDs |
| Online application of vacancies. |
| Candidate log in. |
| Recruitment website such as daleel-madani |
| Pre-screening, screening and evaluation. |
| Complete online interview process |
| Scheduling, drawing up interview questionnaire, |
| Offer letters |
| Document uploading of recruitments |
| Search facility of applicant. |
| Data transfer from applicant to Employee. |
| Employee performance management. |
| Overtime to be compensated by day to be transferred to leave balances after manager approval. |
| Letters for bank transfers |
| Link to existing database. |

1. **Content of offers**

The offer, all correspondence and documents related to this process exchanged by the company offering the service and NPA must be written in English.

The offer must comprise of a Technical part of the proposal and a financial part of the proposal.

1. **Technical offer**

The Technical offer must include the following documents:

1. Description of the services provided. It should also state any specific conditions (if any) such as training on the system details, annual maintenance ( if any), procedures per change(s) request ( if any), any other services…description of the online support and availability, etc…
2. Description of the company and its experience in providing similar services (to also include list of customers who used the company’s services).
3. **Financial offer**

The Financial offer must be presented as an amount **in USD**– it should be based on the list of requested items to be included in the system with its corresponding cost(s). It needs to be signed.

It should contain annual costs ( if any), updates or amendments request costs ( if any), any other hidden costs ( if any), etc….

The financial offer should also contain proposed billing process.

The offer should also indicate any discounts.

# Additional information before the deadline for submission of proposals

Companies taking part in this process may submit questions requesting additional information/clarification in writing to the following address up until 09 December 2016, specifying the reference number above:

E-mail: [RFPLebanon@npaid.org](mailto:RFPLebanon@npaid.org) & [HRLebanon@npaid.org](mailto:HRLebanon@npaid.org)

NPA has no obligation to provide clarifications after this date.

Any companies seeking to arrange individual meetings with NPA regarding this request for proposals during the Request for Proposal period may be excluded from this request for proposals procedure.

Any clarification/answers by NPA will be communicated in writing to the bidders the same day.

1. **Application procedure**

A proposal, containing both technical and financial parts as per requested services above should be sent to [HRLebanon@npaid.org](mailto:HRLebanon@npaid.org) as well as [rfplebanon@npaid.org](mailto:rfplebanon@npaid.org) no later than the 13 of December 2016.

Should you need any additional details about the specifications or have any inquiries, please contact Mounir Salim on 00961 3 088 796.

Proposals submitted by e-mail should contain two separate file attachments in .pdf formats: One named Technical offer (containing all parts of the offer other than the financial offer) and a Financial offer.

The e-mail subject should also state the RFP reference number: NPA-HRSystem-112016

# Evaluation of offers

1. **Evaluation of technical offers**

Technical offers will be evaluated based on the activities and conditions provided.

1. **Evaluation of Financial offers**

Upon completion of the technical evaluation, documents containing the financial offers will be opened and evaluated for only the companies whose Technical offers fulfilled the requirements of the Terms of reference.

1. **Choice of selected offer**

The best value for money established by weighing technical quality against price on 50/50 basis. Throughout the process NPA reserves the right to ask the companies for the clarifications on their offers – either financial or technical part. Companies should provide the contact person for such clarifications in their offers.

1. **Confidentiality**

The entire evaluation procedure is confidential. The evaluation reports and written records, in particular, are for official use only and may be communicated neither to companies taking part in this process nor to any party other than the NPA, its donors and auditors.

# Signature of contract(s)

The successful company will be informed in writing that its offer has been accepted.

Before NPA signs the contract with the successful company based on the accepted offer, he/she might be asked to provide additional information to finalise the contract. It is expected that the contract shall be finalised by 07 January 2017.

Failure of the selected company to provide additional information/clarification may constitute grounds for the annulment of the decision to award the contract.

In such a case, NPA may award the contract to another company or cancel this request for proposal procedure.

The other companies will be informed that their offers were not accepted by 07 January 2017 at the latest. NPA will bear no costs that companies will have with preparations of their offers.

1. **Cancellation of this request for proposal process**

In the event of cancellation of this process, companies will be notified of the cancellation by NPA.

Cancellation may occur where:

* the procedure has been unsuccessful, ie, no qualitatively or financially worthwhile offer has been received;
* exceptional circumstances or force majeure render normal performance of the contract impossible;
* all compliant offers exceed the financial resources available;
* there have been irregularities in the procedure, in particular where these have prevented fair competition;
* the award is not in compliance with sound financial management, i.e. does not respect the principles of economy, efficiency and effectiveness (e.g. the price proposed by the tenderer to whom the contract is to be awarded is objectively disproportionate with regard to the price of the market).

In no event shall NPA be liable for any damages whatsoever including, without limitation, damages for loss of profits, in any way connected with the cancellation of this process.