



## REQUEST FOR PROPOSAL (“RFP”)

<b>RFP #</b>  20210008	<b>RFP Title:</b>  Human Resources, Payroll, Time & Talent Management Solutions (HRMS/HRIS)
<b>Issue Date:</b>  Monday, November 9, 2020	<b>Close Date &amp; Time:</b>  Friday, December 18, 2020 at 1:00 p.m. Eastern Standard Time)
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This RFP is subject to the rules on government procurement set out in Chapter 5 of the Canadian Free Trade Agreement (“CFTA”).

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## SECTION 1 – INTRODUCTION

The purpose of this section is to provide general information about the International Development Research Centre (“IDRC” or “Centre”) and this RFP.

### 1.1 IDRC OVERVIEW

IDRC was established by an act of Canada’s parliament in 1970 with a mandate “to initiate, encourage, support, and conduct research into the problems of the developing regions of the world and into the means for applying and adapting scientific, technical, and other knowledge to the economic and social advancement of those regions.”

A **Canadian Crown corporation**, IDRC supports leading thinkers who advance knowledge and solve practical development problems. IDRC provide the resources, advice, and training they need to implement and share their solutions with those who need them most. In short, IDRC increases opportunities — and makes a real difference in people’s lives. Working with development partners, IDRC multiplies the impact of investment and brings innovations to more people in more countries around the world. IDRC offers fellowships and awards to nurture a new generation of development leaders.

IDRC employs about **354** people at the **head office** located in Ottawa, Canada and in **five (5) regional offices** located in:

- New Delhi, India
- Montevideo, Uruguay
- Amman, Jordan
- Nairobi, Kenya
- Dakar, Senegal

IDRC is governed by a board of up to 14 governors, whose chairperson reports to Parliament through the Minister of International Development. For more details visit: [www.idrc.ca](http://www.idrc.ca)

### 1.2 PURPOSE OF THIS RFP

IDRC is seeking all-inclusive Proposals for **Software Licences**.

The specific objective of this RFP is to identify and select Vendors capable of providing Human Resources (HR), Benefits, Payroll, Time & Talent solutions enabling IDRC to replace its current HR & Payroll platforms and to deploy new Talent Management programs and initiatives.

### 1.3 DOCUMENTS FOR THIS RFP

The documents listed below form part of and are incorporated into this RFP:

- This RFP document

As a separate attachment (excel file) “**Vendor Answer Sheet**” which includes:

- ANNEX A – Mandatory Requirement Checklist
- ANNEX B – Functional Requirement-Rated Requirements Checklist
- ANNEX C – Technology Framework
- ANNEX D – Solution Vendor
- ANNEX E – References
- ANNEX F – Demo Script
- ANNEX G – Pricing

**1.4 TARGET DATES FOR THIS RFP**

The following schedule summarizes significant target events for the RFP process. The dates may be changed by IDRC at its sole discretion and shall not become conditions of any Contract which may be entered by IDRC and the selected Proponent.

<b>Event</b>	<b>Date</b>
RFP issue date	November 9, 2020
Deadline for Enquiries	December 2, 2020 See section 5.1
RFP close date	December 18, 2020
Evaluation, selection, and notification of Lead Proponent	January 4 - 15, 2020
Demo/Demo Scripts	January 18 – 29, 2021
Award	End of January, 2021
Software Contract Signed	February, 2021

## SECTION 2 – STATEMENT OF WORK

This section is intended to provide Proponents with the information necessary to develop a competitive proposal. The Statement of Work (“SOW”) is a complete description of the tasks to be done, results to be achieved, and/or the goods to be supplied.

### 2.1 INTRODUCTION AND PROJECT OVERVIEW

IDRC is seeking all-inclusive Proposals for **Software Licences**. IDRC’s in launching this RFP will:

- Build workforce reporting and analytics capabilities covering all IDRC’s Divisions;
- Provide the technical means to streamline IDRC’s HR & Payroll operations.
- Provide new, modern and efficient tools to conduct HR operations and drive key talent initiatives.

The specific objective of this RFP is to identify and select Vendors capable of providing Human Resources (HR), Benefits, Payroll, Time & Talent solutions enabling IDRC to replace its current HR & Payroll platforms and to deploy new Talent Management programs and initiatives.

**In a second RFP**, quickly following this one, **we will seek professional integration services** to deploy the chosen solution.

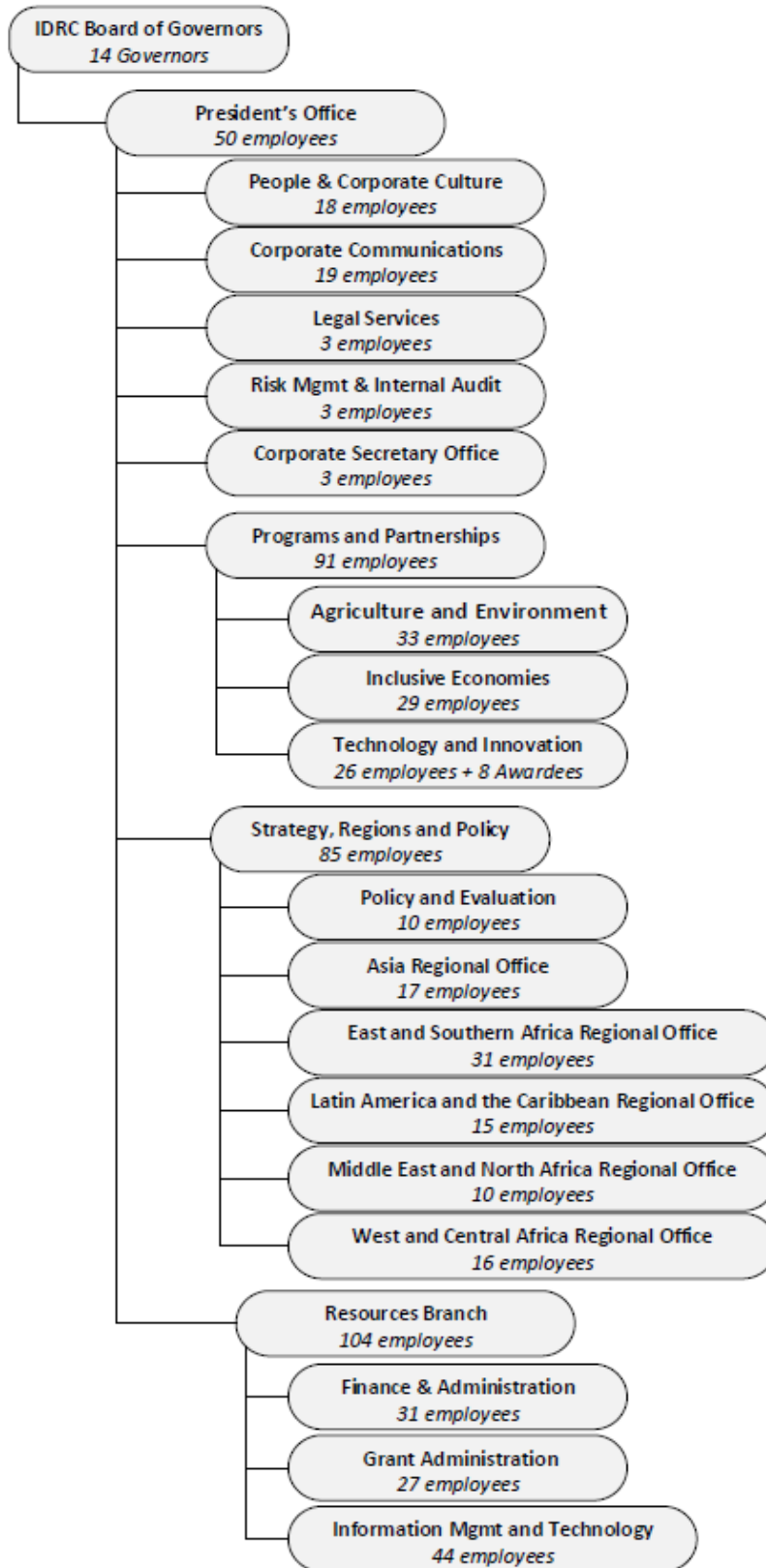
This RFP document is intended to provide Vendors with a clear understanding of IDRC’s current activities and future requirements as well as a detailed description of what information is expected in return.

It is the desire to establish a long-term relationship with the successful bidder, subject to the limitations set forth herein. In reviewing the responses to this RFP, IDRC is ready to explore various options and/or scenarios to fulfill its requirements.

### 2.2 CURRENT ORGANIZATIONAL STATUS / STRUCTURE

#### 2.2.1 IDRC Organizational Structure:

Find below an overview of IDRC’s organizational structure that includes the approximate number of positions within each department.



## 2.2.2 IDRC's HR Department Structure:

HR is referred to within IDRC as **People & Corporate Culture** and is comprised of 18 positions. It provides proactive strategic advice to improve management practice and the Centre's business support, talent management, global compensation and labour relations advice for its most important asset: its employees. This is an overview of its Structure.



## 2.2.3 HR Current Software & Data Management

### HR Related Software:

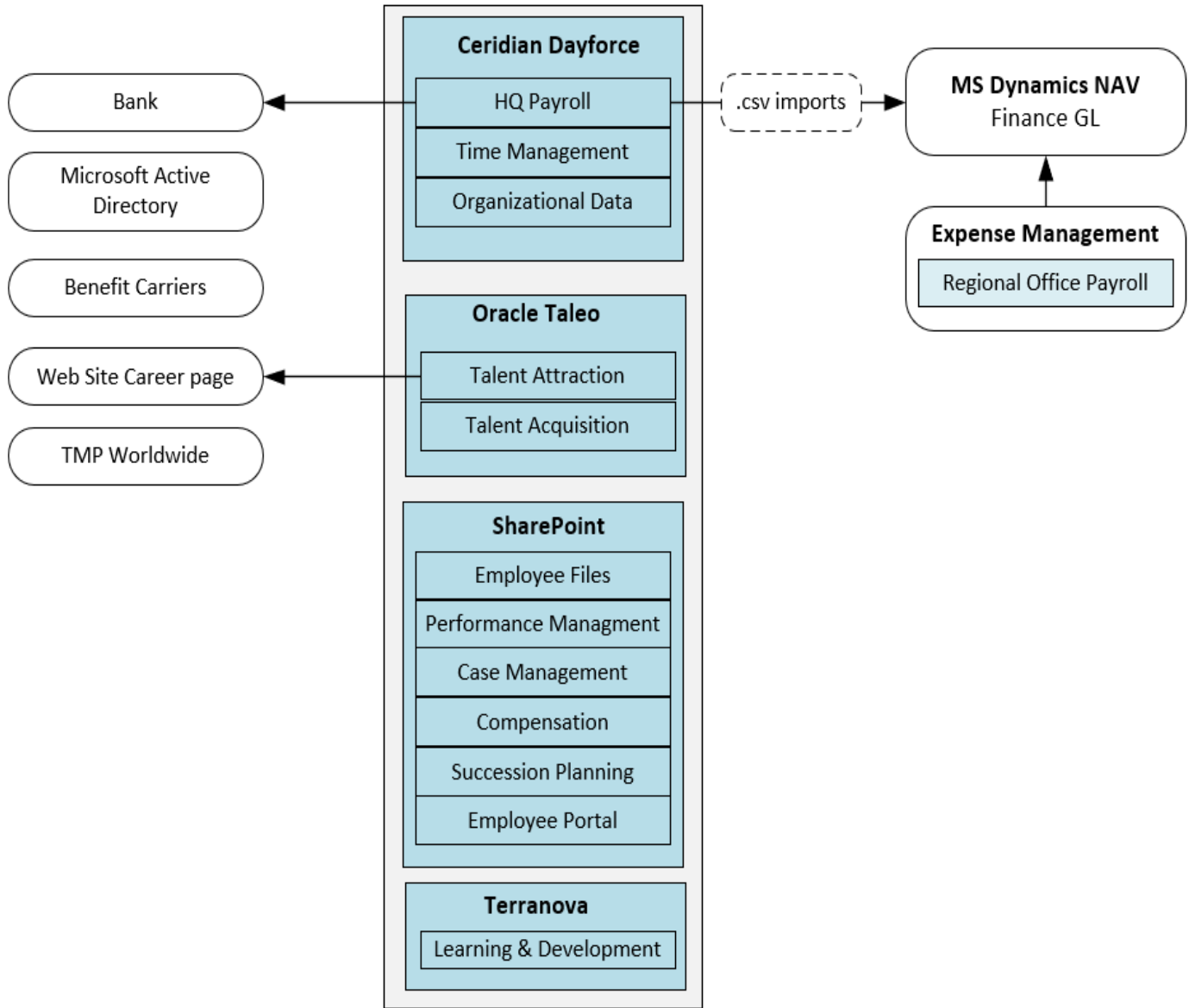
Here's an overview of the software solutions used for each HR Related functionality. See also Current IT Architecture diagram below.

- **Organizational Data:** Managed by Ceridian Dayforce for Canadian employees. For international employees, employee profile is held in Excel.
- **Payroll:** Managed by Ceridian Dayforce. International employees (Locally Engaged Staff) payroll is processed by Local providers.
- **Time and Attendance:** Managed by Ceridian Dayforce.
- **Talent Attraction and Acquisition:** Managed by Oracle Taleo (ATS) and TMP Worldwide (Job Ads Professional Services)
- **Performance Management:** Managed by a custom application built on MS SharePoint.
- **Learning and development:** Corporate training managed by Terranova (LMS).



## 2.2.4 Current IT Architecture

The current architecture is described below:



## 2.3 DESCRIPTION AND SCOPE OF WORK

### 2.3.1 HRMS Project Scope

The scope of our HRMS project is to build and deploy, between March 2021 and March 2022, Human Resources, Time, Benefits, Payroll, Time & Talent Management solutions supporting IDRC’s mission.

## **Solution Scope and Requirements (Summary)**

See Vendor Answer Sheet for details System Scope and Requirements – Annex A, B, C, D E, F and G.

### **In Scope**

The functionalities of the solution should cover.

#### **Functional Core HR-Time and Payroll**

- HR master data management including
  - Employee professional and personal data management
  - Employee life event management
- Organizational data management
- Benefits management
- Compensation management
- Time collection, time valuation and absence bank entitlement generation
- Net payroll processing with full retro calculation for Canada
- Post payroll processing functionalities and statutory reporting
- Reporting, Dashboard and Analytics
- Workflow functionalities and notifications related to employee life events, milestones, and key dates
- Talent Attraction and Acquisition
- Onboarding / Offboarding
- Performance management
- Succession management
- Learning and development management

#### **Non-Functional**

- The system must be fully operational in both English and French.
- The system must meet the legal and regulatory payroll requirements in Canada.
- The system must enable IDRC to meet its obligations under the *Privacy Act*.

### **Out of Scope**

- Payroll for locally engaged staff is not in scope, as we expect to continue relying on local providers.

IDRC is also interested in knowing about other HR & Talent modules found within the Vendor's solution, but not covered within the scope of this RFP.

- Strategic Workforce Planning (advanced features that are not initially covered by Reporting and Analytics)
- Talent Intelligence Platform (Skills and Competencies Inference, Job Market Place, Internal Job Matching for Employees).

### Implementation Roadmap:

Our roadmap is based on the following strategy and could be subject to change following the System integrators advice:

1. Build required integration points to provide HR master data and support analytics and business wide reporting.
2. Replace the current Ceridian Dayforce Payroll implementation (including Benefits & Time Management).
3. Replace the current Oracle Taleo Talent Management functionalities.
4. Replace SharePoint Performance Management functionalities
5. Replace Terranova corporate learning management functionalities.

#### High level Project Plan / Roadmap

	2021 March	2021 April	2021 May	2021 June	2021 July	2021 August	2021 September	2021 October	2022 November	2022 December	2022 January	2022 February	2022 March
Internal Preparation	█												
Kick Off	█												
Phase 1 Employee Master Data, Org. Master Data	█	█											
Phase 1 Employee Master Data		█	█										
Phase 1 Time Management and Absences			█	█									
Phase 1 Payroll and Benefits				█	█								
Phase 1 Self-Service, Mobile, SSO				█	█								
Phase 1 Historical Data Conversion				█	█								
Phase 1 Interface programming		█	█	█	█								
Phase 1 Reporting, Dashboard and Analytics						█							
Phase 1 Tests							█	█	█				
Phase 1 Go-Live Core HR and Payroll										█			
Change Management			█	█	█	█	█	█	█	█	█		
Stabilization										█	█		
Phase 2 Talent (Recruitment, Onboarding)							█	█					
Phase 2 Career Page Web Site								█					
Phase 2 Tests									█				
Phase 2 Go-Live Recruitment; Onboarding										█			
Change Management								█	█	█	█		
Stabilization										█	█		
Phase 3 Talent (Learning, Performance)								█	█	█			
Phase 3 Tests											█		
Phase 3 Go Live Learning ; Performance												█	
Change Management											█	█	█
Stabilization												█	█

### 2.3.2 Technical Scope & Requirements

IDRC is seeking a Software as a Service Solution (SaaS). The SaaS solution will have all the following characteristics:

- Multi-tenancy.
- Data Centres Located in Canada.
- Metadata services (as a means of customizing and configuring the application);
- Web-Services-based APIs.
- Integration capabilities with ERP solutions (MS Business Central)

See **Annex C** to review other technical questions including System availability, Recoverability & Data Protection.

If IDRC's SaaS proposal does not have these characteristics, the Vendor is required to state this fact clearly in the Proposal.

The SaaS Proposal needs to include all the environments for the landscape described at section 1.4.3

### 2.3.3 Target System (SaaS)

The target landscape for the SaaS solution will include:

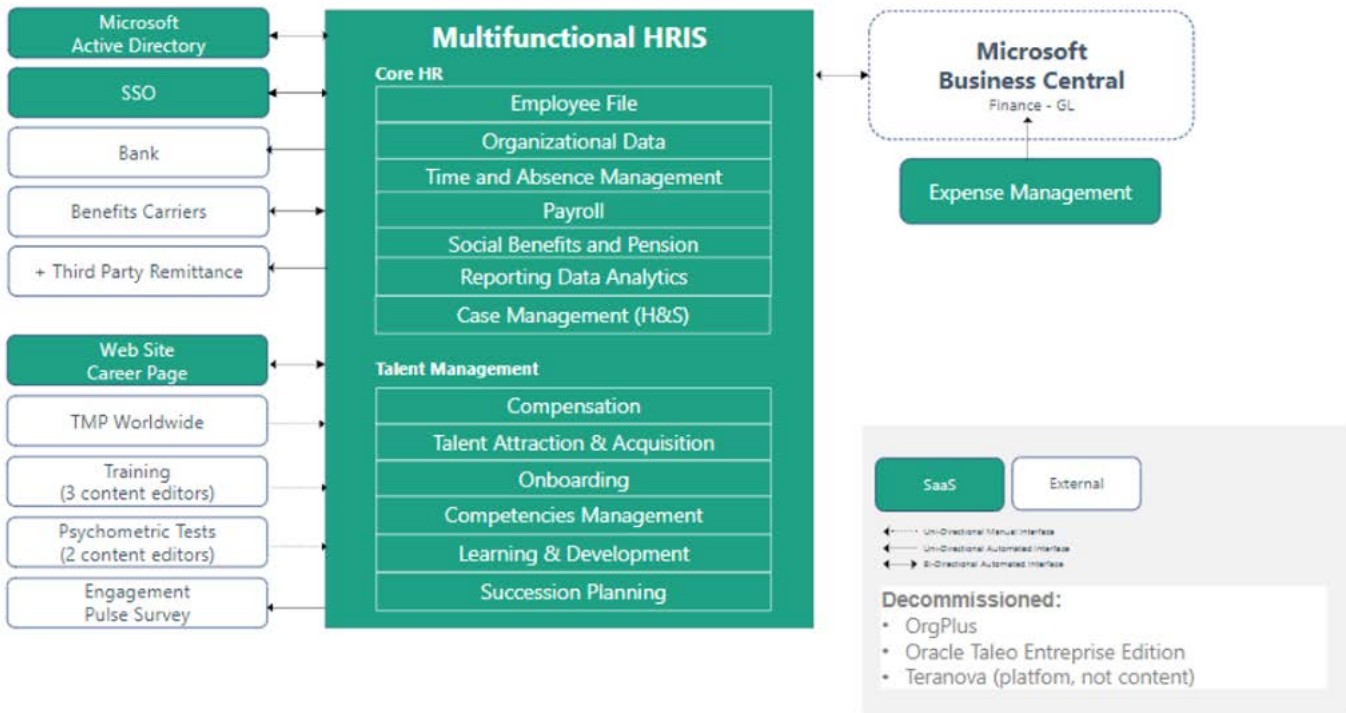
- Sandbox (trial & error) environment.
- Test environment.
- Training environment (temporary environment for the project phase).
- Production environment.

### To Be Architecture

The targeted architecture is described below:

# To Be Architecture

## Multifunctional HRMS



### 2.3.4 Critical Success Factors

IDRC has identified the following 6 success factors for this HRMS Project:

- Transform the HR Division from being procedural to become strategic partner
- Minimize HR Staff manual labour, data entry, manual reports, etc.
- Increase systems and data integration
- Ensure that HR data is accurate and relevant
- Stop using paper-based processes and remove content duplication
- Increase employee & manager self-service

### 2.4 IDRC RESPONSIBILITIES, SUPPORT, AND REPRESENTATIVES

IDRC will identify a **Project Authority** to whom the successful Proponent will report during the period of a resulting Contract. The Project Authority will be responsible for coordinating the overall delivery of service, providing as required direction and guidance to the Proponent, monitoring Proponent performance and accepting and approving Proponent deliverables on behalf of IDRC.

IDRC will identify a **Travel Administrative Representative**, who will manage all travel requirements approved by the Project Authority.

IDRC will identify a **Contracting Authority**, who will oversee a resulting Contract throughout its lifecycle, in conjunction with the Project Authority and the Proponent, create amendments for any changes to a resulting Contract, and answer questions on terms and conditions.

## **2.5 LOCATION OF WORK AND TRAVEL**

The Proponent may be required to participate in meetings with IDRC in Ottawa either by telephone, virtually or in person. For onsite work, IDRC will provide the necessary workstation and access to conduct all work. All travel costs and living expenses are the responsibility of the Proponent.

## **2.6 PERIOD OF A RESULTING CONTRACT**

The initial term of a resulting Contract is expected to be for three (3) years with option to extend for two (2) one (1) year periods under the same terms and conditions.

## **2.7 LANGUAGE OF WORK**

The Proponent acknowledges and understands that IDRC is governed by the Official Languages Act and agrees to take any measures necessary to ensure compliance with the Official Languages Act.

When providing internal services to IDRC employees, in person, virtually, over the phone, or in writing (including electronic correspondence), the Proponent must actively offer bilingual services in accordance with the Official Languages Act and indicate clearly by verbal and/or visual means that employees can communicate with and obtain available services in either English or French. The Proponent must also ensure that there is sufficient capacity to provide services that are comparable in terms of quality and timeliness in both official languages.

## **SECTION 3 – PROPOSAL EVALUATION**

This section describes the process that IDRC will use to evaluate Proposals and select a Lead Proponent.

### **3.1 EVALUATION COMMUNICATION**

During Proposal evaluations, IDRC reserves the right to contact or meet with any individual Proponent in order to obtain clarification of its submission or to gain insight into the quality and scope of relevant services. A Proponent will not be allowed to add, change, or delete any information during the process. IDRC is in no way obligated to meet with any or all Proponents for this purpose.

### **3.2 EVALUATION METHODOLOGY**

IDRC will use the following methodology to evaluate Proposals:

#### **3.2.1 Step 1 - Mandatory Requirements**

Each Proposal will be examined to determine compliance (pass or fail) with all IDRC's **Mandatory Requirements**.

A **Mandatory Requirements Checklist** is located in **Annex A**.

A mandatory requirement is a minimum standard that a proposal must meet in order to be considered for further evaluation. Mandatory is defined as having substantial compliance as assessed by IDRC in its sole and absolute discretion.

**Important Note:** Proposals which fail, in the sole discretion of IDRC, to meet any mandatory requirement will be eliminated from further consideration in the evaluation process

Non-compliant Proposals will receive no further consideration.

**Summary Table:**

RFP Section	Mandatory Requirements	Pass or Fail
<b>Annex A</b>	Functional Requirements - Mandatory Requirements in response to the Statement of Work	
	Met submission close date and time	
	Included all required files	

### 3.2.2 Step 2 - Rated Requirements

Compliant Proposals will be evaluated and attributed points according to the degree to which they meet or exceed IDRC's **Rated Requirements**.

A **Rated Requirements Checklist** is located in **Annex B**.

**Summary Table:**

RFP Section	Rated Requirements	Weighting % A	*Scoring Table B	Score A x B
<b>Technical Requirement</b>				
<b>Annex B</b>	Functional Requirements	35%		

**Important Note:** Weight for each rated question is written in the Vendor Answer Sheet – **Annex B**

**\*Points Table – Functional Requirement (rated):**

IDRC Prioritisation	Weight
Important	3 to 5
Optional	1 to 2

Vendor Answer	Points
Fully Supports	2 Points
Partially Supports	1 Point
Does not support	0 Points

### 3.2.3 Technology Requirements

Compliant Proposals will be evaluated and attributed points according to the answers they provide in **Annex C**

RFP Section	Requirements	Weighting A	*Points Table 0-10 B	Score A x B
Annex C	Technology & Support	10%		

#### \*Points Table – Technology and Support:

Points	Points Description
0	Barely addresses any of the stated requirements and completely lacking in critical areas
3	Adequately meets most of the stated requirements. May be lacking in some areas which are not critical
5	Meets most stated requirements
7	Meets all stated requirements
8	Meets all stated requirements and may exceed some
10	Exceeds the stated requirements in superlative and beneficial ways

#### \*Weight Table

Category	Description	%
General	Based on the Vendor's answers IDRC is confident in the solution's high-level architecture and features.	5
Release Management	Based on the Vendor's answer IDRC is confident in the Solution's release management process and its implications.	5
Audit	Based on the Vendor's answer IDRC is confident in the Solution's Event tracking and logging capabilities.	10
Data Management	Based on the Vendor's answer IDRC is confident in the Solution's Data management capabilities.	10
ERP & BI integration	Based on the Vendor's answer IDRC is confident in the Solution's ERP integration & Business Intelligence capabilities.	10
Operational SLA/Recovery	Based on the Vendor's answer IDRC is confident in the Solutions solution's backup and data recovery mechanisms.	5
Interoperability	Based on the vendor's answer IDRC is confident in the Solution's capabilities with external services providers connections.	10
Network	Based on the Vendor's answers IDRC is confident in the Solution's high-level network capabilities.	10
Capacity/ Performance	Based on the Vendor's answers IDRC is confident in the Solution's performance and scalability.	10
Service Assurance	Based on the Vendor's answers IDRC is confident in the Solution's Service assurance process.	5
Security	Based on the Vendor's answers IDRC is confident in the Solution's security measures, including IAM; Confidentiality; Privacy and Data integrity.	15
Issue Tracking	Based on the Vendor's answers IDRC is confident in the Solution's issue tracking capabilities	5



### 3.2.4 Solution Vendor

Compliant Proposals will be evaluated and attributed points according to the answers they provide in **Annex D & E**.

RFP Section	Requirements	Weighting A	*Points Table B	Score A x B
<b>Annex D &amp; E</b>	Solution Vendor & References	5%		

### 3.2.5 Step 3 – Shortlist and HRMS Demo

Proponents that are compliant with all mandatory requirements and the five (5) highest scoring proponents in technical proposals will be **shortlisted** for further review. Shortlisted Proponents will be asked to do a demo presentation based on **Annex F**.

IDRC reserves the right to supply more information to those Proponents who are shortlisted.

RFP Section	Rated Requirements	Weighting % A	*Points 0-4 B	Score A x B
<b>Demo Script</b>				
<b>Annex F</b>	Demo Script	30%		

#### Points Table – Demo Script

Points	Points Description
<b>0</b>	Fail, do not meet our needs
<b>1</b>	Low, meets certain needs
<b>2</b>	Well, some weakness
<b>3</b>	Very good, meets most of our needs
<b>4</b>	Exceptional, exceeds all our needs

### 3.2.6 Step 4 - Financials

The **shortlisted** Proponents' Financial Proposals will be scored. The Proponent submitting the lowest price will receive the maximum 10 points on the standard evaluation scale of 0-10. All other Proponents will receive a prorated score out of 10 based on the relative proportion of their price to the lowest price submitted.

RFP Section	Rated Requirements	Weighting A	Points 0-10 B	Score A x B
<b>4.6</b>	Total pricing, exclusive of taxes	20%		
	<b>Total %</b>	<b>20%</b>		

### 3.2. Final Score

Scores for the shortlisted Proponents' proposals will be calculated, and IDRC may select the Lead Proposal achieving the highest total points ("Lead Proponent"), subject to IDRC's reserved rights.

### 3.3 EVALUATION TABLE - SUMMARY

IDRC will evaluate Proponent's proposal based on the following:

RFP Section	Mandatory Requirements	Pass or Fail
<b>Annex A</b>	Functional Requirements - Mandatory Requirements in response to the Statement of Work	
	Met submission close date and time	
	Included all required files	

RFP Section	Rated Requirements	Weighting % A
<b>Technical Requirement</b>		
<b>Annex B</b>	Functional Requirements	35%
<b>Annex C</b>	Technology & Support	10%
<b>Annexes D &amp; E</b>	Solution Vendor & References	5%
<b>Annex F</b>	Demo Script	30%
<b>Annex G</b>	Financial – total pricing	20%
	<b>TOTAL %</b>	<b>100%</b>

### 3.4 PROPONENT FINANCIAL CAPACITY

IDRC reserves the right to conduct an assessment of the **Lead Proponent's** financial capacity. IDRC may request that the Lead Proponent provide proof of financial stability via bank references, financial statements, or other similar evidence. This is a pass/fail test. Pass means that Contract discussions begin. Fail means that the Lead Proponent may not enter into Contract discussions and is disqualified from further consideration. The Lead Proponent must provide this information upon 72 hours of IDRC's request; failure to comply may result in disqualification.

**Note:** In the case of a joint venture or consortium, each and all members of the joint venture or consortium must provide the information required for their legal form.

### 3.5 PROPONENT SELECTION

As noted in section 5.8, acceptance of a proposal does not oblige IDRC to incorporate any or all of the accepted proposal into a contractual agreement, but rather demonstrates a willingness on the part of IDRC to enter into negotiations for the purpose of arriving at a satisfactory contractual arrangement with one or more parties.

Without changing the intent of this RFP or the Lead Proponent's proposal, IDRC will enter into discussions with the Lead Proponent for the purpose of finalizing the Contract.

In the event no satisfactory Contract can be negotiated between the Lead Proponent and IDRC, IDRC may terminate negotiations. In such event, if IDRC feels that the Proponent with the second highest score may meet the requirements, IDRC will continue the process with the secondary Proponent, and so on.

Announcement of the successful Proponent will be made to all Proponents following the signing of a Contract no later than 72 days following the award of a Contract. Upon request from an unsuccessful Proponent, IDRC will provide the reasons why that particular proposal was not selected.

## SECTION 4 – PROPOSAL FORMAT

Proposal responses should be organized and submitted in accordance with the instructions in this section.

### 4.1 GENERAL

Proposals should be in 8 1/2" x 11" (letter) format, with each page numbered. Elaborate or unnecessary voluminous proposals are not desired. The font used should be easy to read and generally be no smaller than 11 points (smaller font can be used for short footnotes).

### 4.2 OFFICIAL LANGUAGES

Proposals may be submitted in English or French.

### 4.3 ORGANIZATION OF RESPONSES

Responses should be organized as follows, where the sections that follow provide more details:

See RFP Section for full details	Contents
4.4 (separate file)	Cover Letter
4.5 (Annex A, B, C, D, E)	Vendor Answer Sheet
4.6 (separate file)	Technical Proposal
4.7 (Annex G)	Financial Proposal

### 4.4 COVER LETTER

The Proponent should provide *as a separate file*.

A one (1) page covering letter on the Proponent's letterhead should be submitted and should include the following:

- a. A reference to the RFP number and RFP title.
- b. The **primary contact person** with respect to this RFP: the individual's name, address, phone number and email address.
- c. A statement confirming the **validity** of the proposal (refer to section 5.4).
- d. A statement confirming the Proponent does not have a **conflict of interest** with this RFP, real or perceived (refer to section 5.7).
- e. The letter **signed** by person(s) duly authorized to sign on behalf of the Proponent and bind the Proponent to statements made in response to the RFP.

### 4.5 MANDATORY AND RATED REQUIREMENTS CHECKLIST

The proponent shall use the **Vendor Answer Sheet** to answer the following:

- The Proponent should answer all **Mandatory Requirements** and all **Rated Requirements** listed in **Annex A - Functional Requirements**
- The Proponent should answer all questions pertaining to Technology Requirements in **Annex B – Technology Requirements**
- The Proponent should answer all questions pertaining to their company profile and provide references using **Annex C & D**.

## 4.6 TECHNICAL PROPOSAL

The Proponent should provide *as a separate file*.

### 4.6.1 Table of Contents

The Proponent should include a table of contents that contains page numbers for easy reference by the evaluation committee.

### 4.6.2 Response to the Statement of Work

The Proponent **must** provide detailed information relative to their solution features and how they can address the scope of work as described in **2.3.1** with emphasis on the **Mandatory Requirement** Listed in **Annex A**.

Proponent **must** also provide detailed information related to the Technology Scope & Requirements described in **2.3.2**.

## 4.7 FINANCIAL PROPOSAL

The Proponent should provide a *as a separate file*.

### 4.7.1 General

The Proponent should provide a separate response relative to the pricing of its proposed solution (reference section 5.3.2)

### 4.7.2 Financial Requirements

The Proponent **must** provide pricing for all of its proposed Services. When responding, the Proponent must complete the response grid in **Annex G – Financial Requirements Checklist**.

#### Financial Requirements

- All prices are to be quoted in Canadian dollars (CAD) and be exclusive of the Goods and services Tax (GST) or Harmonized Sales Tax (HST). The GST or HST, whichever is applicable, shall be extra to the prices quoted by the Proponent and will be paid by IDRC.
- Firm Ceiling License, Maintenance and Support Costs
- *Maintenance* Costs: The Proponent is to provide firm all-inclusive rates based on a five (5) year initial contract term.
- The firm all-inclusive rates and/or prices shall include all labor, materials, photocopies, telephone charges, overhead, profit, travel, and all other costs associated with providing the Services outlined in the Statement of Work.
- Any Proponent who is a non-resident of Canada for tax purposes shall clearly state this fact in its financial proposal; otherwise, the Proponent will be deemed to have represented and warranted that it is a resident of Canada for tax purposes.
- IDRC may exercise its option to add additional users, at any time during the contract period or option period
- Proponent's prices in Annex G include the supply and delivery of the Licensed Software, User Licenses, including Warranty and Documentation, and as required to meet the functional requirements detailed in the Statement of Work.

- The Proponent's price must be based on a Saas solution.
- The Proponent's price must accurately reflect the assumptions in their proposed project plan and the resources included in the technical bid.
- Proponent's price must be based on the priority modules outlined in the Statement of Work.

#### **4.7.3 Mathematical Errors**

If there are errors in the mathematical extension of unit price items, the unit prices prevail and the unit price extension is adjusted accordingly.

If there are errors in the addition of lump sum prices or unit price extensions, the total is corrected, and the correct amount reflected in the total price.

Any Proponent affected by mathematical errors shall be notified by IDRC and be given the corrected prices.

All other conditions regarding pricing are found in Annex **G**.

## SECTION 5 – CONDITIONS

The purpose of this section is to inform the Proponent about IDRC's procedures and rules pertaining to the RFP process.

### 5.1 ENQUIRIES

All matters pertaining to this RFP are to be referred exclusively to the RFP Authority named on page 1.

No verbal enquiries or verbal requests for clarifications will be accepted.

Proponents should, as much as feasible, aggregate enquiries and requests for clarifications and shall submit them **in writing via email** to the **RFP Authority - Anjeza Sheno** at [asheno@idrc.ca](mailto:asheno@idrc.ca) by **Wednesday, December 2, 2020, at 11:00 a.m.** EDT in order to receive a response prior to the close date. When submitting, Proponents *email subject line* should cite **"RFP # 20210008, Human Resources, Payroll, Time & Talent Management Solutions (HRMS/HRIS)"**.

The RFP Authority will provide simultaneously to all Proponents, all answers to significant enquiries received without revealing the sources of the enquiries.

In the event that it becomes necessary to revise any part of the RFP as a result of any enquiry or for any other reason, **an Amendment** to this RFP will be issued and posted on [buyandsell.gc.ca](http://buyandsell.gc.ca)

**Important note:** Proponents must download all RFP documents directly from the Buy and Sell website. IDRC will not distribute RFP documents that are posted on [buyandsell.gc.ca](http://buyandsell.gc.ca).

**Important note:** Proponents must download all RFP documents directly from the Buy and Sell website.

### 5.2 SUBMISSION DEADLINE

IDRC will only accept proposals up the close date and time indicated on the cover page.

**Important note:** Late proposals will not be accepted. No adjustments to proposals will be considered after the close date and time.

### 5.3 PROPOSAL SUBMISSION INSTRUCTIONS

Proposals should be submitted in accordance with the instructions in this section.

#### 5.3.1 Method of Sending

The preferred method of proposal submission is electronic, via **email**, in **Microsoft Word, PDF** and Excel File for the Appendixes' format to [asheno@idrc.ca](mailto:asheno@idrc.ca) the RFP Authority named on page 1. Proponents *email subject line* should cite **"RFP # 20210008, Human Resources, Payroll, Time & Talent Management Solutions (HRMS/HRIS)"** when submitting via email.

**Important Note:** Email messages with large attachments can be slowed down in servers between the Proponent's email and the RFP Authority's email inbox. It is the Proponent's responsibility to ensure that large emails are sent sufficiently in advance to be at IDRC by the close date and time. Proponents should use electronic receipt confirmation and or contact the RFP Authority to confirm receipt.

**Important Note:** The maximum size of an email that IDRC can receive is 10MB. If necessary, Proponents can send multiple emails.

### **5.3.2 Number of Files**

The Proponent's electronic submission should consist of **four (4) files**: one (1) for the cover letter, one (1) for the Excel File "Vendor Answer Sheet", one (1) for the technical proposal explaining in detail their solution, and one (1) for the financial proposal as noted in section **4.7**.

### **5.3.3 Changes to Submission**

Changes to the submitted proposal can be made, if required, provided they are received as an Addendum (or an Amendment) to, or clarification of, previously submitted proposal, or as a complete new proposal to cancel and supersede the earlier proposal. The addendum, clarification, or new proposal should be submitted as per the delivery instructions outlined above, be clearly marked "**REVISION**", and **must be received no later than the submission deadline**. In addition, the revised proposal should include a description of the degree to which the contents are in substitution for the earlier proposal.

### **5.3.4 Multiple Proposals**

IDRC will accept only one (1) proposal per Proponent.

## **5.4 VALIDITY OF PROPOSAL**

Proposals must remain open for acceptance for **ninety (90) days** after the close date.

## **5.5 PROPONENTS COSTS**

All costs and expenses incurred by a Proponent in any way related to the Proponent's response to the RFP, including but not limited to any clarifications, interviews, presentations, subsequent proposals, review, selection or delays related thereto or occurring during the RFP process, are the sole responsibility of the Proponent and will not be chargeable in any way to IDRC.

## **5.6 GOVERNING LAWS**

This RFP is issued pursuant to the laws of the province of Ontario and the laws of Canada.

## **5.7 CONFLICT OF INTEREST**

In submitting a Proposal, the Proponent must avoid any real, apparent or potential conflict of interest and will declare to IDRC any such conflict of interest.

In the event that any real, apparent, or potential conflict of interest cannot be resolved to the satisfaction of IDRC, IDRC will have the right to immediately reject the Proponent from consideration and, if applicable, terminate any Contract entered into pursuant to this RFP.

## 5.8 RIGHTS OF IDRC

IDRC does not bind itself to accept any proposal submitted in response to this RFP, and may proceed as it, in its sole discretion, determines following receipt of proposals. IDRC reserves the right to accept any proposal(s) in whole or in part, or to discuss with any Proponents, different or additional terms to those envisioned in this RFP or in such a Proponent's proposal.

After selection of preferred proposal(s), if any, IDRC has the right to negotiate with the preferred Proponent(s) and, as a part of that process, to negotiate changes, amendments or modifications to the proposal(s) at the exclusion of other Proponents.

Without limiting the foregoing, IDRC reserves the right to:

- a. seek clarification or verify any or all information provided by the Proponent with respect to this RFP, including, if applicable to this RFP, contacting the named reference contacts;
- b. modify, amend or revise any provision of the RFP or issue any addenda at any time; any modifications, amendment, revision or addendum will, however, be issued in writing and provided to all Proponents;
- c. reject or accept any or all proposals, in whole or in part, without prior negotiation;
- d. reject any proposal based on real or potential conflict of interest;
- e. if only one proposal is received, elect to accept or reject it;
- f. in its sole discretion, cancel the RFP process at any time, without award, noting that the lowest or any proposal will not necessarily be accepted;
- g. negotiate resulting Contract terms and conditions;
- h. cancel and/or re-issue the RFP at any time, without any liability whatsoever to any Proponent;
- i. award all or any part of the work to one or more Proponents based on quality, services, and price and any other selection criteria indicated herein; and
- j. retain all proposals submitted in response to this RFP.