

**INTERNATIONAL DEVELOPMENT LAW ORGANIZATION**  
Request For Proposal

**Reference: RFP N\_1288\_A\_HQ\_21**

**Date: December 16, 2021**

Dear Sir/Madam,

The International Development Law Organization (IDLO) kindly requests your Company/Organization to submit a Proposal for a new **Application Tracking System**, a software to manage the recruitment activities at IDLO and improve the hiring process. The full requirement is described in Annex C.

We also request that your Proposal is submitted using the format specifically detailed in Annex D, E and F.

Proposals submitted by email must be limited to a maximum of **10MB, virus-free** and no more than two email transmissions. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.

Proposal shall be evaluated based on the criteria set in Annex B.

IDLO is not bound to accept any Proposal, nor award a Contract, nor be responsible for any costs associated with a Bidder's preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

IDLO encourages every prospective Bidder to avoid and prevent conflicts of interest, by disclosing to IDLO if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this Request for Proposal (RFP).

By submitting a Proposal in response to this information, Bidders are confirming acceptance of IDLO's General Terms and Conditions in full and Payment Policy of payment within 30 days after delivery of service on presentation of complete and correct invoice.

This RFP consists of the following Annexes. Please be guided by these in preparing your Proposal:

a.	Instructions to Bidders	Annex A
b.	Technical Evaluation Criteria	Annex B
c.	Terms of Reference (TOR)	Annex C
d.	Proposal Submission Form	Annex D
e.	Bidder Information Form	Annex E
f.	Bidder's Proposal	Annex F
g.	IDLO Special Conditions of Contract	Annex G
h.	IDLO General Terms and Conditions for the Procurement of Goods or Services and IDLO Supplier Code of Conduct	Annex H

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For any questions/clarifications related to this RFP before Deadline for Submissions of Proposals, please contact IDLO on [tenders@idlo.int](mailto:tenders@idlo.int) and mention **Clarification RFP NO. N\_1288\_A\_HQ\_21** in the subject section of your email.

Deadline for Submission of Proposals: On or before

**Date: January 14, 2022**

**Time: 15:00 hours Rome, Italy** local time.

Thank you and we look forward to receiving your quotation.

Sincerely yours,

Department of Human Resources and Office Services

International Development Law Organization | IDLO

**ANNEX A  
INSTRUCTIONS TO BIDDERS**

1. General Considerations	<p>In preparing the Proposal, the Bidder is expected to examine the RFP in detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the Proposal.</p> <p>The Bidder will not be permitted to take advantage of any errors or omissions in the RFP. Should such errors or omissions be discovered, the Bidder must notify IDLO.</p>
2. Cost of the Proposal	<p>The Bidder shall bear all costs associated with the preparation and submission of the Proposal.</p> <p>IDLO will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the solicitation.</p>
3. Currency of Proposals	<p>Proposals shall be nominated exclusively in <b>EUR</b>.</p> <p><i>Note: Local Bidders/Suppliers must comply with any applicable laws regarding doing business in other currencies</i></p>
4. Language of the Proposal	<p>The Proposal and all correspondence and documents relating to the Proposal exchanged by the Bidder and IDLO shall be written in the English language.</p>
5. Deadline for Submissions of Proposals	<p>The Proposal shall be addressed to IDLO on or before  <b>Date: January 14, 2022</b>  <b>Time: 15:00 hours Rome, Italy local time.</b></p> <p><i>Note: Proposals submitted by email must be limited to a maximum of 10MB, virus-free and no more than two email transmissions. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.</i></p>
6. Delivery Term and Place	<p>Services are to be provided to:  <b>IDLO Headquarters</b>  <b>Viale Vaticano 106</b>  <b>Rome, Italy</b>  <b>00165</b></p> <p>Bidder to advise IDLO if their proposal has elements of supply of goods. If yes, Bidder must inform if Customs Clearance are required and whose responsibility it is to do so</p>
7. Documents comprising the Bidder's Proposal	<p>The Proposal shall comprise the following components:</p> <ol style="list-style-type: none"> <li>1. Proposal Submission Form (see Annex D);</li> <li>2. Bidder Information Form (see Annex E)</li> </ol>

	<p>3. Bidder's Proposal divided into:</p> <ol style="list-style-type: none"> <li>a. Technical Proposal (see Annex F1)</li> <li>b. Financial Proposal /Price Schedule (see Annex F2)</li> </ol>
8. Contents of solicitation documents	<p>Proposals must offer services for the total requirement, unless specified otherwise in this RFP.</p> <p>Proposals offering only part of the requirement will be rejected.</p> <p>The Bidder is expected to examine all corresponding instructions, forms, terms and specifications contained in the Solicitation Documents. Failure to comply with these documents will be at the Bidder's risk and will affect the evaluation of the Proposal.</p>
9. Clarification of solicitation documents	<p>A prospective Bidder requiring any clarification on this RFP may contact IDLO by email on <a href="mailto:tenders@idlo.int">tenders@idlo.int</a> no later than 72 hours prior to the deadline for submission of Proposals.</p> <p>Please mention <b>Clarification RFP N_1288_A_HQ_21</b> in the subject section of your email.</p> <p>Written copies of the organization's response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective Bidders that have received the Solicitation Documents or posted on IDLO website.</p> <p>Any delay in IDLO's response shall not be used as a reason for extending the deadline for submission, unless IDLO determines that such an extension is necessary and communicates a new deadline to all the Bidders.</p>
10. Amendments of solicitation documents	<p>At any time prior to the deadline for submission of Proposals IDLO may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Solicitation Documents by amendment.</p> <p>All prospective Bidders that have received the Solicitation Documents will be notified in writing of all amendments to the Solicitation Documents.</p> <p>In order to afford prospective Bidders reasonable time for taking the amendments into account and preparing their offers, the procuring IDLO entity may, at its discretion, extend the deadline for the submission of Proposals.</p>
11. Technical Proposal	<p>The Bidder shall structure the Technical part of the Proposal as follows:</p>

	<p>(a) Proposed methodology</p> <p>This section should demonstrate the Bidder's responsiveness to the TOR/specifications by identifying the specific components proposed, addressing the requirements, as specified, point by point; providing a detailed description of the essential performance characteristics, proposed warranty and demonstrating how the proposed methodology meets or exceeds the requirements.</p> <p>The Technical part of the Proposal should not contain any pricing information whatsoever on the services offered. Pricing information shall be separated and only contained in the appropriate Price Schedules. Any technical proposal containing price information will be disqualified from consideration.</p> <p>It is mandatory that the Bidder's Proposal numbering system corresponds with the numbering system used in the body of this RFP. All references to descriptive material and brochures should be included in the appropriate response paragraph, though material/documents themselves may be provided as annexes to the Proposal/response.</p> <p>Information which the Bidder considers proprietary, if any, should be clearly marked "proprietary" next to the relevant part of the text and it will then be treated as such accordingly.</p>
<p>12. Format, signing sealing, marking and submission of Proposals</p>	<p>The Proposal shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the contract. The latter authorization shall be indicated by written power-of-attorney accompanying the Proposal.</p> <p>The Proposal must be submitted using the format specifically detailed in Annex D, E and F.</p> <p>A Proposal shall contain no interlineations, erasures, or overwriting except, as necessary to correct errors made by the Bidder, in which case such corrections shall be initialled by the person or persons signing the Proposal.</p> <p>The Proposal will consist of two attached files named <b>“Technical Proposal”</b> and <b>“Financial Proposal”</b>.</p> <p>The <b>“Financial Proposal”</b> file will contain Price Schedule (see Annex F2) and will be password-protected by the Bidder. If the proposal passed the Technical Evaluation, IDLO will additionally communicate with Bidders for obtaining the password for Financial Proposal. Only Financial Proposals from Bidders whose Technical Proposals have passed the Technical Evaluation will be opened.</p>



	<p>The Bidder shall send two emails; one for Technical Proposal and one for the Financial Proposal to the following e-mail address: <a href="mailto:tenders@idlo.int">tenders@idlo.int</a></p> <p>with the Subject: <b>“Technical Proposal for RFP N_1288_A_HQ_21”</b> and with the Subject: <b>“Price Proposal for RFP N_1288_A_HQ_21”</b></p> <p>before the deadline stipulated in this RFP.</p>
<p>13. Joint Venture, Consortium, or Association</p>	<p>If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Proposal, they shall confirm in their Proposal that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Proposal; and (ii) if they are awarded the contract, the contract shall be entered into, by and between IDLO and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture.</p> <p>After the Deadline for Submission of Proposal, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of IDLO.</p> <p>The lead entity and the member entities of the JV, Consortium or Association shall abide by the requirement outlined in the following section in respect of submitting only one proposal.</p> <p>The description of the organization of the IV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Proposal and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by IDLO.</p> <p>A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:</p> <ul style="list-style-type: none"> <li>a) Those that were undertaken together by the JV, Consortium or Association; and</li> <li>b) Those that were undertaken by the individual entities of the JV, Consortium or Association.</li> </ul> <p>Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium</p>



	<p>or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.</p> <p>JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.</p> <p>The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Proposal and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by IDLO.</p>
<p>14. Only One Proposal</p>	<p>The Bidder (including the individual members of any Joint Venture) shall submit only one Proposal, either in its own name or as part of a Joint Venture.</p> <p>Proposals submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <ul style="list-style-type: none"> <li>a) they have at least one controlling partner, director or shareholder in common; or</li> <li>b) any one of them receive or have received any direct or indirect subsidy from the other/s; or</li> <li>c) they have the same legal representative for purposes of this RFP; or</li> <li>d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Proposal of, another Bidder regarding this RFP process;</li> <li>e) they are subcontractors to each other's Proposal, or a subcontractor to one Proposal also submits another Proposal under its name as lead Bidder;</li> <li>f) or some key personnel proposed to be in the team of one Bidder participates in more than one Proposal received for this RFP process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Proposal.</li> </ul>
<p>15. Late Proposals</p>	<p>Any Proposal received by IDLO after the deadline for submission of Proposals, pursuant to clause <i>Deadline for the submission of Proposals</i>, will be rejected and sent back unopened or destroyed unopened if the return cannot be secured unless the Proposal was sent by email but was not properly received due to issues in IDLO mailing system.</p>
<p>16. Validity Period of Proposals</p>	<p>All Proposals will be valid for 90 days from the deadline for submission of Proposals. In exceptional circumstances IDLO may request the Bidders</p>



	to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Bidders shall be invited to confirm the extension in writing, without any modification whatsoever on the Proposal. The Bidders may choose not to extend the validity period of the Proposals upon request of IDLO.
17. Modification and withdrawal of Proposals	<p>The Bidder may modify/withdraw its Proposal after the Proposal's submission, provided that written notice of the withdrawal is received by IDLO prior to the deadline prescribed for submission of Proposals.</p> <p>The Bidder's modification/withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of clause Deadline for Submission of Proposals.</p> <p>No Proposal may be modified nor withdrawn after to the deadline for submission of Proposals.</p> <p>No Proposal may be modified/withdrawn in the Interval between the deadline for submission of Proposals and the expiration of the period of Proposal validity specified by the Bidder in the Proposal Submission Form.</p>
18. Amendment of the proposal	<p>At any time prior to the deadline of Proposal submission, IDLO may for any reason, such as in response to a clarification requested by a Bidder, modify the RFP in the form of an amendment to the RFP. Amendments will be made available to all prospective bidders.</p> <p>If the amendment is substantial, IDLO may extend the Deadline for submission of proposal to give the Bidders reasonable time to incorporate the amendment into their Proposals.</p>
19. Bidders' conference	<input checked="" type="checkbox"/> N/A <input type="checkbox"/> Yes
20. Right to accept, reject, or render non-responsive any or all Proposals	IDLO reserves the right to accept or reject any Proposal, to render any or all of the Proposals as non-responsive, and to annul the solicitation process and to reject all Proposals at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Proposer(s) of the grounds for IDLO's action. Furthermore, IDLO shall not be obliged to award the contract to the lowest priced offer.
21. Clarification of Proposals	To assist in the examination, evaluation and comparison of Proposals, IDLO may at its discretion ask the Bidder for clarification of its Proposal. The request for clarification and the response shall be in writing and no change in price or substance of the Proposal shall be sought, offered or permitted.

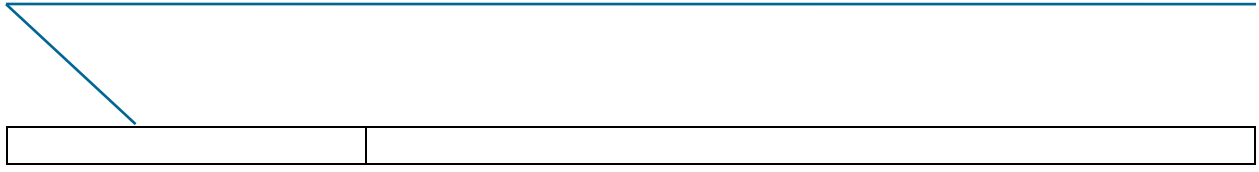


22. Evaluation of Eligibility and Qualification	<p>In general terms, Bidders that meet the following criteria may be considered qualified:</p> <ul style="list-style-type: none"> <li>a) They are not included in IDLO Sanctions lists (EU, US, UN);</li> <li>b) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments,</li> <li>c) They have the necessary similar experience, technical expertise, production capacity where applicable, quality certifications, quality assurance procedures and other resources applicable to the provision of the services required;</li> <li>d) They are able to comply fully with IDLO General Terms and Conditions of Contract;</li> <li>e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and</li> <li>f) They have a record of timely and satisfactory performance with their clients.</li> </ul>
23. Price variation	Bidders shall not vary their prices for any reason after the deadline of the tender and while the Proposal is still valid.
24. Preliminary Screening	IDLO will screen the Proposals' Annex D and E to determine whether they are complete, whether the documents have been properly signed, and whether the Proposals are generally in order. Only Bidders that pass will proceed to Technical Evaluation
25. Correction of errors	In the event of a discrepancy between the unit price and the total price, the unit price shall prevail and the total price shall be corrected by IDLO. If the Bidder does not accept the final price based on IDLO's correction of errors, its Proposal will be rejected.
26. Due Diligence	<p>IDLO reserves the right to undertake a due diligence exercise aimed at determining to its satisfaction, the validity of the information provided by the Bidder. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the following:</p> <ul style="list-style-type: none"> <li>a) Verification of accuracy, correctness and authenticity of information provided by the Bidder;</li> <li>b) Validation of extent of compliance to the RFP requirements and evaluation criteria based on what has so far been found by the evaluation team;</li> <li>c) Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or with previous clients, or any other entity that may have done business with the Bidder;</li> <li>d) Inquiry and reference checking with previous clients on the performance on on-going or contracts completed, including physical inspections of previous works, as necessary;</li> <li>e) Physical inspection of the Bidder's offices, branches or other</li> </ul>

	<p>places where business transpires, with or without notice to the Bidder;</p> <p>f) Other means that IDLO may deem appropriate, at any stage within the selection process, prior to awarding the contract.</p>
<p>27. Responsiveness of Proposals</p>	<p>IDLO will determine the substantial responsiveness of each Proposal to the RFP. For purposes of this Clause, a substantially responsive Proposal is the one which materially conforms to the requirement of the tender and any mandatory terms contained in the Solicitation Documents.</p> <p>IDLO's determination of a Proposal's responsiveness is based on the contents of the Proposal itself without recourse to extrinsic evidence.</p>
<p>28. Evaluation of Proposal</p>	<p>A two-stage procedure is utilised in evaluating the Proposals after Preliminary Screening has been conducted; with evaluation of the Technical Proposal being completed prior to Financial Proposal being opened and compared.</p> <p>The Financial Proposals (Price Schedules) of the overall Proposals will be opened only for submissions that passed minimum technical score of 490 points of the maximum obtainable 700 points.</p> <p>The evaluation will be conducted in accordance with the cumulative analysis method, according to which the Technical and Financial Proposals have pre-assigned weights and pre-assigned maximum number of scores:</p> <ul style="list-style-type: none"> <li>- Technical Proposal -70%, - 700 points maximum,</li> <li>- Financial Proposal - 30%, - 300 points maximum.</li> </ul> <p><b>Technical Evaluation</b></p> <p>The technical Proposal is evaluated on the basis of its responsiveness to the Terms of Reference (TOR) as per the evaluation criteria below. The obtainable number of points specified for each evaluation criterion indicates the relative significance or weight of the item in the overall evaluation process.</p> <p><b>Financial Evaluation</b></p> <p>In the second stage the Financial Proposals of all Bidders who attained a minimum 490 points in Technical Evaluation will be reviewed. The lowest amount for technically qualified Financial Proposal will be awarded maximum 300 points and other Financial Proposals will be awarded points in accordance with the following formula:</p>



	Financial Proposal score = (Lowest Price / Price under consideration) x 300.
29. Right to Vary Requirements at the time of the Award	<input type="checkbox"/> N/A for Framework Agreement <input checked="" type="checkbox"/> <b>Yes - At the time of award of Contract, IDLO reserves the right to vary (increase or decrease) the quantity of Services, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.</b>
30. Contract Award	The contract will be awarded to the Proposal with highest combined score obtained in Technical and Financial Evaluation.
31. Contract Signature	Within five (5) calendar days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to IDLO. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Proposal Security, if any, and on which event, IDLO may award the Contract to the Second Ranked Bidder or call for new Proposals.
32. Debriefing	In the event that a Bidder is unsuccessful, the Bidder may request a debriefing from IDLO. The purpose of the debriefing is to discuss the strengths and weaknesses of the Bidder's submission, in order to assist the Bidder in improving its future proposals for IDLO procurement opportunities. The content of other proposals and how they compare to the Bidder's submission will not be discussed.
33. Payment Terms	IDLO will make payment within <b>30 days</b> after satisfactory receipt of all goods and upon submission of the invoice by the Supplier.
34. General Terms and Conditions and Supplier Code of Conduct	<p>Any Contract or Purchase Order that will be signed as a result of this RFP shall be subject to the IDLO's General Terms and Conditions and Supplier Code of Conduct attached as Annex H.</p> <p>The mere act of submission of a Proposal implies that the Bidder accepts both Annexes in full.</p>
35. Liquidated Damages	<input type="checkbox"/> N/A <input checked="" type="checkbox"/> <b>Yes - For late delivery of <u>Services</u>, IDLO shall be entitled to claim liquidated damages from the Contractor in accordance with Article 18 of the General Terms and Conditions.</b> <p><b>If the Contractor fails to perform the requested Services within the time period specified and as stipulated in the terms and conditions of the Contract, IDLO may, without formal notice and without prejudice to its other remedies under the Contract, be entitled to liquidated damages for every day delay in the provision and completion of the Services.</b></p>



**ANNEX B  
TECHNICAL EVALUATION CRITERIA**

Summary of Technical Proposal		Score Weight	Points Obtainable
Part 1.	Establishment and experience	20%	140
Part 2.	Relevance of the proposal	55%	385
Part 3.	Overall structure of the proposal	10%	70
Part 4.	Monitoring & Reporting	15%	105
Total			700

**Scoring Weight and Point**

Summary of Technical Proposal		Score Weight	Points Obtainable	Bidder A	Bidder B
<b>Part 1</b>	<b>Establishment and Experience</b>				
1.1	Relevant and documented company information, e.g., corporate profile, history, licenses and certifications.	5%	35		
1.2	Track record of comparable engagements, e.g., examples of other reputable entities ATS	5%	35		
1.3	Overall organizational ability and expertise to: <ul style="list-style-type: none"> <li>• provide comprehensive service for the full ATS cycle</li> <li>• design smart and customizable solutions</li> <li>• ATS has the ability to integrate with other solutions and systems</li> <li>• SLA provision and metrics: service availability, defect rates, technical quality, security</li> </ul>	10%	70		
<b>Part 2</b>	<b>Relevance of the proposal (as per Terms of Reference in Annex C)</b>				
2.1	The comprehensiveness of the proposed ATS, and the extent to which the features and functions of the platform meets IDLO's internal needs and requirements as detailed in Annex C. Be able to provide regular system updates and upgrades to ensure that the ATS remain relevant to new and emerging technologies in the field, and compatible with changes and/or upgrades in various operating environments.	20%	140		
2.2	Proposed overall methodology, plan, timeline, and extent of project management support for all initial set-up and implementation work necessary to fully operationalize the ATS including system training.	20%	140		

2.3	Thorough explanation of the Customer Support Services offered with the proposed ATS, accompanied by the submission of a Service Level Agreement (SLA), with details of proven track record and relevant experience in ATS hosting and management, including those of the proposed personnel assigned to service IDLO, summarizing their technical experience as well as communication skills in English.	15%	105		
<b>Part 3</b>	<b>Overall structure of the proposal</b>				
3.1	Comprehensiveness of the proposal, addressing all elements required.	5%	35		
3.2	Clarity and conciseness of the language in English, as well as layout, formatting and presentation.	5%	35		
<b>Part 4</b>	<b>Monitoring &amp; Reporting</b>				
4.1	Progress monitoring, risk assessment, mitigation and management measures to ensure timely completion of work	5%	35		
4.2	The institutional ability to guarantee personal data protection and other measures to mitigate data and information security risks	10%	70		
	<b>Total</b>	<b>100%</b>	<b>700</b>		
	<b>Minimum Score to determine Pass/Fail</b>		<b>490</b>		
	<b>Bidder's Score</b>				
	<b>Bidder Pass/Fail to proceed to opening of Financial Proposal</b>				

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**ANNEX C**  
**TERMS OF REFERENCE**  
**Automated Recruitment System**

**A. About IDLO**

The International Development Law Organization (IDLO) is an intergovernmental organization exclusively devoted to promoting the rule of law. Established in 1983, IDLO works to enable governments and empower people to reform laws and strengthen institutions to promote peace, justice, sustainable development and economic opportunity. Its programs, research and policy advocacy cover the spectrum of rule of law from peace and institution building to social development and economic recovery in countries emerging from conflict and striving towards democracy. (Please also see [IDLO website page “About IDLO”](#) for more information about its vision, mission, values, etc.)

IDLO has its Headquarters in Rome, a Branch Office in The Hague, IDLO Representative Offices to the United Nations Missions in New York and Geneva, and Country Offices in Afghanistan, Armenia, the Bahamas, Burkina Faso, Honduras, Indonesia, Kenya, Kyrgyzstan, Jordan, Liberia, Mali, Mexico, Moldova, Mongolia, Myanmar, Niger, the Philippines, Somalia, Tunisia, Uganda and Ukraine. (Please see also [IDLO website page “Where we work”](#) for details.)

The work of IDLO is sustained by a dynamic, diverse, multinational and multicultural workforce, comprised of over 400 employees plus additional 200 personnel in the non-employee category such as consultants and interns. About one fourth of the IDLO workforce is based in its Headquarters in Rome, while the rest are spread across the globe in our Branch and Country offices.

**About the IDLO workforce**

Given its unique mission in the areas of rule of law and access to justice, about 80% of the workforce population is in our Programs Department, involved directly in program planning, development implementation, monitoring and evaluation. These professionals mainly comprise of international legal and development expertise. Almost 90% of the personnel in the program area are field-based, i.e., based in an IDLO Country Office. The Office of the General Counsel provides overall guidance and direction on all legal matters concerning the organization, from individual contracts to institutional legal frameworks. Last but not least, support services teams provide the organizational backbone in overall management of organizational resources; i.e., the Financial and Support Services Department which houses teams involved in finance, budgeting, ICT and procurement, and the Human Resources and Office Services Department comprised of professionals in human resources, security, office services and administration.

**B. Background**

The organization has gone through a number of organizational changes, including a New Employment Model (NEM) which was introduced in January 2018, effectively bringing in new HR policies, employment practices and culture. The managerial cadre of organization has gone

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through transitions since January 2020, which also brought in renewed visions of the organization's mission and values, as expressed in the [IDLO Strategic Plan 2021-2024](#). IDLO's work has expanded, including areas of work as well as locations of operations, diversifying the organizational workforce and workplaces. Various systems and platforms have been introduced, impacting workflows, roles and internal procedures.

Recruitment is one area which has been impacted with the above changes and is continuously growing across all departments and regions where IDLO is operating. There is an immediate need to adopt a new ATS which will enable efficient hiring and optimize recruitment KPI's such as quality of hire and time to hire. Reporting capabilities can also be leveraged to provide vital data and metrics, to minimise costs and identify improvement areas. Having said that, candidate experience is a pillar when it comes to employer branding and is a main focal area of the Recruitment strategy. The HR team will use the ATS to engage more candidates, create candidate pools and conduct surveys to collect data and monitor performance. This also applies to internal clients such as Hiring Managers and other stakeholders who will be involved in the process.

Moreover, the ability of the ATS to integrate with other systems is a key. Currently, the HR team uses MS Dynamics CRM as HRM system for the Leave Module and employee data. Ideally, the ability of the ATS to integrate into the HRM will be an optimal solution to our operations. This also includes onboarding of new employees.

Some key figures:

1. Average job positions in one year 160 positions
2. Jobs are posted in the following regions: Europe (including Eastern Europe), Africa and Central Asia, Latin & South America
3. Language requirements vary as per location and are very diverse

The main objectives of the ATS are to:

- Increase sourcing channels and outreach
- Improve employer branding
- Easy reporting and metrics – Focus on Hiring KPI's
- Tasks Automation and speeding up the recruitment process including a systematic approval process
- Customizations such as screening questions, cultural fit tests and video interviews
- Creating candidate pools and maintaining candidate data for future use
- Focus on user experience for both candidates and hiring managers
- Automated surveying capabilities
- Automated job offering process and on boarding
- Data integration with current systems

Therefore, and in compliance with IDLO's Procurement Policy, IDLO is launching a bidding process for the selection of a ATS to support the organizational hiring requirements across all locations. This Request for Proposals (RFP) elaborates on the Scope of Work as well as other conditions and interests involved. An award will be made to the Contractor that demonstrates experience and



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expertise in designing, developing and implementing a comprehensive ATS platform within reasonable fees, and meets the overall requirements of this RFP.

Timelines: Our current ATS system contract will expire on **December 31, 2021**, which makes this bid very urgent. Deadlines highlighted below are very important and delays in delivering outcomes will have a direct impact on our recruitment process.

### C. Expected Output

The below section outlines the expected outputs and provides a list of system related questions where the Contractor's input is required:

#### 1. Main features:

- Streamlining the hiring process from requesting a new job requisition to onboarding the selected candidate. This also includes approvals of key stakeholders at each level.
- Attracting & Sourcing: Source candidates directly from a large number of channels such as social media, top job boards & IDLO's career page
- Easy Application Method: Focus on simplifying the application method for the candidates and ensure that the system is mobile friendly.
- Customized Career Page: Create a career page that emphasizes IDLO's organizational culture, use of interactive material and videos.
- Automation: Automate and streamline the application and selection process by using customized assessments, videos, search tools, candidate scoring and pipeline options.
- Reporting & Analytics: Establish Recruitment KPIs, extract reports and system analytics.
- Data Protection & Technical Support: Personal data protection measures, in compliance with [IDLO's Personal Data Protection Policy](#).
- Data Migration & Integration: System flexibility to enable integration with any existing system (MS Dynamics CRM) or possibly new suppliers (assessments & video interviewing)
- Engagement: Team collaboration and engagement of stakeholders – Hiring managers to have access to candidate profiles, score top candidates and be an integral part of the process
- Training and support for HR team members on system usage
- Customization of Features: Allow the introduction of new features in phases as per the business and operational requirement. This includes screening assessments, videos, candidate/hiring manager satisfaction surveys and feedback forms.
- On time technical support for external candidates as well as IDLO recruiters managing the positions.

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## 2. **Key Requirements:**

The below criteria will be considered in evaluating and determining the ATS:

### I. **Hiring Process:**

- 1- Approving new job vacancies in a systematic way
- 2- Customization of the hiring process & approvals
- 3- Access to a candidate data base
- 4- Upload of Resumes on the system
- 5- Ability to manage referrals
- 6- Sending job offer letters through the system
- 7- Automation of emails to both hiring managers and candidates
- 8- Job ads templates
- 9- Promotion of job ads on social media
- 10- Ability to add multimedia on job postings such as video content

### II. **Integrations:**

- 11- Integration of ATS with main job boards
- 12- Integrate and connect the ATS with IDLO career page on IDLO website  
Customization of the job board integration – selective job boards that the system can integrate with.
- 13- Integration with with employee/ background checking services
- 14- Integration with LinkedIn

### III. **Candidate & User Experience**

- 15- Ability of the system to capture duplicate candidate profiles
- 16- Ability to create customized email templates on the system
- 17- Ability to schedule interviews through the system
- 18- Access with mobile devices with Android & IOS – Job application optimization with mobile
- 19- Ability of candidates to apply using their LinkedIn profile

### IV. **Implementation and sustainability**

- 20- Support services post implementation – availability of a focal point of contact to respond to system queries
- 21- Contractor’s ability to resolve issues (e.g. Crashes, slow loading, email malfunctions) in a timely manner
- 22- Training during the implementation period including training resources & material
- 23- Consistent upgrade and system maintenance
- 24- Provide support services in English language

### V. **Security & Data Protection**

- 25- Evidence of security standards/certifications
- 26- Conducting regular security audits

- 27- Storage of candidate personal data and protection of data from breaches, losses.
- 28- Ability of system to grant candidate requests about accessing & rectifying data
- 29- Ability of system to grant different levels of access for different internal and external users

**VI. Reporting:**

- 30- Ability of system to provide detailed reporting and analytics in different formats and within a short period of time
- 31- Classification and customization of reports based on different criteria such as function, location, role.

The below questions will help in further understanding the products and services provided and analyze the best solution that best fits our needs:

General: Information about your company, products & services	
Question	Answers
Has your system been implemented to other companies of our size or industry? Please provide examples.	
What licensing schema is applicable for the HR team and internal IDLO staff that access the system?	
Is your system cloud-based? If not what other solutions you offer?	
Section I & II: Hiring Process & Integrations	
Question	Answers
Are there extra costs for us to use your integrations?	
Do you offer custom integrations with different systems?	
Integration with HRIS or MS Dynamics CRM	
Section III: Candidate and user experience	
Question	Answers
Does your system offer new hire onboarding capabilities? Please specify.	
Which countries and languages is your product available in?	
Are there provisions in your system for people with disabilities?	
Automation of candidate and hiring manager satisfaction surveys	
Does your system sync with candidate calendars to add interview invitations?	
Do you offer an electronic signature service for candidates?	
Section IV: Implementation and sustainability	
Question	Answers
What is your usual implementation procedure and who takes part in it?	



How long does it typically take to fully implement your system?	
What's your support services' average response time?	
How often the system is under maintenance ? How are the maintenance activities conducted?	
How do you notify users when you're upgrading/ maintaining your system?	
<b>Section V: Security and Data Protection</b>	
<b>Question</b>	<b>Answers</b>
What are your security standards/ certifications? Please provide evidence.	
What security measures can be activated for IDLO system contributors? Multi Factor Authentication? Sessions management with logs and monitoring?	
How do you manage crises related to your system (e.g. data breaches, data deletion)?	

#### D. Outputs – Work Plan and Timelines

The below table outlines the project plan and the deliverables that are expected from the Contractor. The timelines are approximate as these may vary due to different factors. The deadline to complete this project is **June 15, 2022** and the new ATS is expected to go live before or on this date.

<b>Work Plan &amp; Timelines</b>		
<b>Implementation Phases</b>	<b>Activities</b>	<b>Timelines</b>
<b>Detailed Planning</b>	Finalize the terms and conditions of the contractual agreement with the selected vendor Agree on the main top features in terms of software development and develop a detailed plan on the development and implementation phases Set a project plan with the vendor on the software development, mapping and identify stakeholders who will be involved in the process Set a project workgroup	December 2021 - March 2022
<b>Development &amp; Training</b>	Roll out the project Implement data migration Ensure integration with any current systems Design system test scenarios Train the key stakeholders in the project	March - May 2022

	Tackle any improvements or system changes as a result of testing Validate Data Prepare stakeholder user guides & training material Finalize the implementation and approve the launch of the system	
<b>Implementation</b>	Define support process & structure Validate operational readiness Finalize recruitment process and policies relevant to system usage Conduct training sessions to hiring managers and gather feedback	May - June 2022
<b>Launch the system - Go Live</b>	Announce the new recruitment system to end users Track system usage and provide support Go Live	June 2022

**Deadlines:**

Full Project completion: Project is expected to be full operational and system must go live by June 15, 2022 as per the below plan.

Timelines for this project are extremely critical due to the following reasons:

1. All vacancies are currently posted on IDLO career page.
2. Any delay in the project completion will directly impact the hiring process at IDLO and the ability to post any vacancies and hire new candidates which will negatively affect operations across various departments and locations.

**E. Institutional Arrangement**

The project will be directly supervised by Head of HR Operations & Talent Acquisition Specialist

The Contractor is expected to work independently under the supervision of the Contract Manager and have regular consultations with the below departments for the duration of the agreed Contract.

Contractor is expected to collaborate with the following IDLO Departments:

- HR DEPARTMENT
- Procurement
- ICT

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## **F. Duration of the Work**

The Services will be provided for the duration of the timeline designated and proposed as the subscription package. IDLO intends to enter into Contract for an initial period of 12 months, with an option to extend at the same price, terms and conditions for two (2) periods of 24-months each (i.e., total of 60 months, or five (5) years), however subject to: satisfactory evaluation of services provided in the preceding year(s); IDLO's needs for the services remain unchanged; and agreement by both parties

## **G. Work Location**

All work is expected to be done remotely. Contractor does not need to be physically present in IDLO and travelling is not required.

## **H. Qualifications of the Successful Contractor**

As minimum requirements, the Contractor should:

- Have at least eight (8) years of experience in development and hosting of ATS platforms.
- Have comprehensive service capabilities for the full cycle of the ATS, including its design, development, delivery, hosting, and provision of ordinary and extraordinary technical support.
- Have the ability to develop customized and intuitive solutions which will keep IDLO up to date with latest recruitment best practices.
- Have a support team with proven track record and experience, possessing quality standards of customer support and care; high levels of technical expertise in ATS at hosting, management and troubleshooting; and excellent writing, editing, and oral communication skills in English.

## **I. Scope of Tender Price and Schedule of Payments**

Please provide the total price for the full delivery of all requirements listed under Section C. Expected Output above and any additional fees for any optional services that may be required or can be considered by IDLO during the contracted period

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**ANNEX D  
PROPOSAL SUBMISSION FORM**

**(This Form must be submitted using the Supplier's Official Letterhead/Stationery in the format specified below)**

Dear Sir / Madam,

Having examined the Solicitation Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide Professional Services for [INSERT AMOUNT OF MONEY AND CURRENCY] as may be ascertained in accordance with the Financial Proposal (Price Schedule) attached herewith and made part of this Proposal.

We undertake, if our Proposal is accepted, to commence and complete delivery of all services specified in the contract within the time frame stipulated.

We agree to abide by this Proposal for a period of 90 days from the date fixed for opening of Proposals in the Request for Proposals, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We hereby accept the IDLO's General Terms and Conditions in full and Payment Policy of payment within 30 days after delivery of service on presentation of complete and correct invoice.

We understand that you are not bound to accept any Proposal you may receive.

Company/Organization: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: Select date \_\_\_\_\_

Signature: \_\_\_\_\_


*Duly authorized to sign this Proposal*

**ANNEX E**  
**BIDDER INFORMATION FORM**

*Delete before submission - Note: This is a sample, please edit as appropriate to context*

<b>Name of Bidder:</b>	[Insert Name of Bidder]	<b>Date:</b>	Select date
<b>RFP reference:</b>	RFP N_1288_A_HQ_21		
<b>Legal name of Bidder</b>	[Complete]		
<b>Legal address</b>	[Complete]		
<b>Year of registration</b>	[Complete]		
<b>Bidder's Authorized Representative Information</b>	Name: [Complete] Title: [Complete] Telephone numbers: [Complete] Email: [Complete]		
<b>Are you an IDLO vendor?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No		
<b>Countries of operation</b>	[Complete]		
<b>No. of full-time employees</b>	[Complete]		
<b>Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):</b>	[Complete]		
<b>Does your Company hold any accreditation such as ISO 14001 or ISO 14064 or equivalent related to the environment? (If yes, provide a Copy of the valid Certificate):</b>	[Complete]		
<b>Contact person that IDLO may contact for requests for clarifications during Bid evaluation</b>	Name: [Complete] Title: [Complete] Telephone numbers: [Complete] Email: [Complete]		
<b>Please attach the following documents:</b>	<ul style="list-style-type: none"> <li>▪ Certificate of Incorporation/ Business Registration</li> <li>▪ Tax Registration/Payment Certificate issued by the Internal Revenue Authority evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder</li> <li>▪ Trade name registration papers, if applicable</li> <li>▪ Quality Certificate for goods (e.g., ISO, etc.) and/or other similar certificates, accreditations, awards and citations received by the Bidder, if relevant</li> <li>▪ Patent Registration Certificates, if any of technologies submitted in the tender is patented by the Bidder</li> </ul>		



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|  | <ul style="list-style-type: none"><li>▪ Certification or authorization to act as Agent on behalf of the Manufacturer, or Power of Attorney.</li><li>▪ Export Licenses, if applicable</li><li>▪ Local Government permit to locate and operate in assignment location, if applicable</li><li>▪ Official Letter of Appointment as local representative, if Bidder is submitting a Bid on behalf of an entity located outside the country</li><li>▪ Audited financial statements (balance sheets, including all related notes, and income statements) for the last 3 years</li></ul> |
|--|--|

## ANNEX F1- TECHNICAL PROPOSAL

### B. Establishment and Experience

1. Company profile, including printed brochures and product catalogues relevant to the goods and/or services being procured, information on number of years in operation, country of incorporation, and types of activities undertaken.
2. General organizational capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls, extent to which any work would be subcontracted (if so, provide details).
3. Relevance of specialized knowledge and experience on similar engagements done in the region/country within past 8 years; to be substantiated with copies of prior contracts, or contactable references and details of project size/scope
4. Experience working with other Inter-Governmental Organizations such as the World Bank and the United Nations and/or International Non-Governmental Organizations
5. Project resources planned to be assigned to this Contract (including CVs, certifications and qualifications of team members). Excellent command of English is required.

#### Format for CV of Proposed Key Personnel

<b>Name of Personnel</b>	[Insert]
<b>Position for this assignment</b>	[Insert]
<b>Nationality</b>	[Insert]
<b>Language proficiency</b>	[Insert]
<b>Education/ Qualifications</b>	<i>[Summarize college/university and other specialized education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.]</i>
<b>Professional certifications</b>	<p><i>[Provide details of professional certifications relevant to the scope of goods and/or services]</i></p> <ul style="list-style-type: none"> <li>▪ Name of institution: [Insert]</li> <li>▪ Date of certification: [Insert]</li> </ul>
<b>Employment Record/ Experience</b>	<i>[List all positions held by personnel (starting with present position, list in reverse order), giving dates, names of employing organization, title of position held and location of employment. For experience in last five years, detail the type of activities performed, degree of responsibilities, location of assignments and any other information or professional experience considered pertinent for this assignment.]</i>

	[Insert]	
<b>References</b>	<i>[Provide names, addresses, phone and email contact information for two (2) references]</i>	
	Reference 1: [Insert]	Reference 2: [Insert]

### C. Methodology

1. This section should demonstrate the Bidder’s responsiveness to the Terms of Reference (TOR) and has the highest percentage of Points
2. Explanation of the proposed overall methodology for producing the expected results of the TOR
  - a) Please explain the proposed overall methodology for producing the expected results of the TOR realistically, efficiently and effectively. Include the features of the ATS system.
  - b) Please provide a sufficiently detailed Project Implementation Plan which includes:
    - The overall project schedule, including mobilization timeline from the signing of the contract;
    - The objectives and approaches taken for each stage or phase of the project;
    - A list of milestones and how each corresponding deliverables can be met on time;
    - Internal training plan for the HR team
    - Integration capabilities with other systems

### D. Monitoring and Reporting

1. Please provide an explanation of the project management strategies and approaches to be taken, including progress monitoring, risk assessment, mitigation and management measures to ensure timely completion of work
2. Please provide details on the institutional ability to guarantee personal data protection and other measures to mitigate data and information security risks

## ANNEX F2- FINANCIAL PROPOSAL

The Bidder is requested to prepare the Financial Proposal/Price Schedule as a separate envelope from the rest of the RFP response as indicated in the Instructions to Bidders.

The Price Schedule must provide a detailed cost breakdown. Provide separate figures for each functional grouping or category.

The format shown in the below table should be used while preparing the price schedule. The format includes specific expenditures, which may or may not be required or applicable but are indicated to serve as examples.

Description of Activity/Item	Estimated amount In EUR
1. Annual license fee for unlimited users with ability of concurrent use, indicating also the extent of what this fee covers in terms of related services	
2. Any optional fees related to the initial implementation and operationalization of the ATS, if any and if separate from the annual license fee	
3. Integration fees with existing systems if applicable such as the HRM 365 (Microsoft)	
4. Customization fees (customized assessments, video interviews..) if applicable	
5. Any optional training costs, where/if separate from the annual license fee	
6. Any additional costs where applicable	
<b>TOTAL COST</b>	

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**ANNEX G**  
**IDLO SPECIAL CONDITIONS OF CONTRACT**

The following Special Conditions of Contract shall supplement and/or amend the IDLO General Terms and Conditions for the Procurement of Services. Whenever there is a conflict, the provisions of the Special Conditions of Contract shall prevail over those in IDLO General Terms and Conditions for the Procurement of Services.

Place of delivery	IDLO Headquarters Viale Vaticano 106 Rome, Italy 00165
Delivery date	Services shall be completed by 15 June 2022.
Payment terms	IDLO will process payment within 30 days after satisfactory receipt of all goods/ provision of services and upon receipt of the complete and correct invoice by the service provider.

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**ANNEX H**  
**IDLO GENERAL TERMS AND CONDITIONS FOR THE PROCUREMENT OF GOODS OR SERVICES**  
**AND**  
**IDLO SUPPLIER CODE OF CONDUCT**

Any bid submission will imply the unconditional acceptance of IDLO General Terms and Conditions for Goods and Services and adherence to the Supplier Code of Conduct.

The documents are available on IDLO Procurement Website:

[https://www.idlo.int/sites/default/files/documents/general\\_terms\\_and\\_conditions\\_for\\_goods\\_august\\_2020.pdf](https://www.idlo.int/sites/default/files/documents/general_terms_and_conditions_for_goods_august_2020.pdf)

[https://www.idlo.int/sites/default/files/documents/general\\_terms\\_and\\_conditions\\_for\\_services\\_august\\_2020.pdf](https://www.idlo.int/sites/default/files/documents/general_terms_and_conditions_for_services_august_2020.pdf)

<https://www.idlo.int/sites/default/files/documents/idlo-supplier-code-of-conduct.pdf>