



To: Prospective Offerors

Date: November 9, 2021

RFP: HRS/001/2021

**REQUEST FOR PROPOSALS FOR: PROVISION OF HUMAN RESOURCE (HR) SERVICES**

Global Communities is an international non-profit organization that works closely with communities worldwide to bring about sustainable changes that improve the lives and livelihoods of the vulnerable.

Global Communities is inviting qualified firms with experience as Certified Human Resource Professionals to submit their proposals to help implement program activities in Kenya. The firms will serve four Global Communities programs operating in Kenya including the Cooperative Leadership, Engagement, Advocacy and Research (CLEAR) project under the USAID Cooperative Development Program; AfriScout program; a USAID funded For Better Health program; and Agribusiness Investments for Market Stimulation (AIMS) funded by the U.S. Department of Agriculture.

Interested individuals and firms should submit their proposals electronically in accordance with the language of the solicitation to the address specified. The proposals must be received no later than end of day Tuesday November 16, 2021.

Responding bidders are advised that this solicitation does not in any way obligate Global Communities to make a contract award or compensate the responding bidders for any costs associated with the preparation and submission of their proposals. Any questions or requests for information should be addressed in writing by no later than Thursday 5.PM E.A.T November 11, 2021, to [procurementke@globalcommunitieskenya.org](mailto:procurementke@globalcommunitieskenya.org)

Any information given to one prospective Offeror concerning this solicitation will be furnished to all such offerors as an amendment of the solicitation.

Please e-mail Global Communities at [procurementke@globalcommunitieskenya.org](mailto:procurementke@globalcommunitieskenya.org) of your intent to propose at the earliest practicable date, so that we may anticipate the number of proposals to be evaluated and so that you are also included on any subsequent communications regarding this solicitation.

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| <b>REQUEST FOR PROPOSAL (RFP)</b>          |  |
| <b>RFP NUMBER:</b><br>RFP No. HRS/001/2021 | <b>ISSUE DATE:</b><br>November 9, 2021 |
| <b>CLIENT:</b><br>Global Communities       | <b>PROGRAM:</b> Shared Programs        |

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| <b>PURPOSE: PROVISION OF HUMAN RESOURCE SERVICES</b>   |  |
| <b>ISSUED BY:</b><br>Global Communities/ Kenya<br>Watermark Business Park, Karen<br>PO Box 1661 Sarit Centre<br>Nairobi 00606<br>Kenya<br><br>Tel: +254 (20) 2101312/3, Tel/Fax: +254 (20) 445-0153, (+254) 020-4450-153 (phone)<br><a href="http://www.globalcommunitieskenya.org">www.globalcommunitieskenya.org</a> | <b>PROPOSAL DUE DATE:</b><br>Tuesday November 16, 2021<br><br><b>QUESTIONS DEADLINE:</b><br>Thursday November 11, 2021 |
| <b>This Request for Proposal contains the following sections:</b>  |  |
| Part 1   | Instructions to Offerors   |
| Part 2   | Evaluation Factors for Award   |
| Part 3   | Statement of Work  |
| Part 4 Annexes   | Annex A –Budget Template<br>Annex B- Evidence of Responsibility  |

## **Part 1: Instructions to Offerors**

### **I. GENERAL INSTRUCTIONS TO OFFERORS**

- A. The Offeror is requested to submit a proposal directly responsive to the terms, conditions, and clauses of this RFP. Proposals not conforming to this solicitation will be categorized as unacceptable, thereby eliminating them from further consideration.
- B. Proposals must be received no later than November 16, 2021. Proposals must remain valid for a minimum period of one year. The Offeror may submit its proposal by the following means:

Electronically - Internet email with up to 2 attachments per email compatible with MS WORD, Excel, and Adobe Acrobat in a MS Windows environment to: [procurementke@globalcommunities.org](mailto:procurementke@globalcommunities.org)

The overall proposal shall consist of two (2) physically separated parts, as follows: Volume I – Technical Proposal; and Volume II – Cost Proposal. Technical Proposals must not make reference to pricing.

- C. Alternative proposals will not be considered.
- D. Any proposal received in response to this solicitation will be reviewed strictly as submitted and in accordance with the evaluation criteria specified in Part 2, Evaluation Factors for Award.
- E. The person signing the Offeror's proposal must have the authority to commit the Offeror to all the provisions of the Offeror's proposal.
- F. Global Communities is not obligated to make an award or to pay for any costs incurred by the Offeror in preparation of a proposal in response hereto.
- G. The Offeror should submit its best proposal initially as Global Communities intends to evaluate proposals and make an award without discussions. However, Global Communities reserves the right to conduct discussions should Global Communities deem it necessary.
- H. Proposals must be clearly and concisely written and must describe and define the Offeror's understanding and compliance with the requirements contained in STATEMENT OF WORK, which can be found in Part 3 of this RFP. The proposal should clearly address each of the evaluation factors set forth in Part 2. All pages of each volume (cost and technical) must be sequentially numbered and identified with the name of the Offeror and the RFP number.
- I. Applicants must submit the following documents as a **mandatory requirement**:
  - 1. Copy of company registration certificate or business registration certificate.
  - 2. Copy of KRA PIN certificate
  - 3. Copy of academic certificates for the proposed HR consultants, i.e. only diploma/degree certificates and above are required.
  - 4. Copy of relevant professional certificates for the proposed HR consultants, i.e. CHRPK certification.
  - 5. Copy of organization's current IHRM Human Resource practicing certificate
  - 6. Copies of proposed consultant(s) current IHRM Human Resource practicing certificate.

## II. SPECIAL RFP CONSIDERATIONS

- A. This RFP is open to interested Offerors that have the relevant work experience and HR certification.
- B. The anticipated type of contract to be awarded under this solicitation is an hybrid contract. For the purposes of cost analysis, Offerors must prepare a detailed budget in accordance with Subpart IV below “Instructions for the Preparation of the Cost Proposal.”
- C. Unnecessarily elaborate brochures or other presentations beyond those sufficient to present a complete and effective response to this solicitation are not desired and may be construed as an indication of the Offeror’s lack of cost consciousness. Elaborate artwork, expensive paper and bindings, and expensive visual and other presentation aids are neither necessary nor desired.
- D. Offerors are informed that Global Communities complies with U.S. Sanctions and Embargo laws and Regulations including Executive Order 13224 on Terrorist Financing, which effectively prohibit transactions with persons or entities that commit, threaten to commit or support terrorism. Any person or entity that participates in this bidding process, either as a prime or sub to the prime, must certify as part of the bid that he or it is not on the U.S. Department of Treasury Office of Foreign Assets Control (OFAC) Specially Designated Nationals (SDN) List and is eligible to participate. Global Communities/CHF shall disqualify any bid received from a person or entity that is found to be on the List or otherwise ineligible.

Firms or individuals that are included on the Excluded Parties List System ([www.epls.gov](http://www.epls.gov)) shall not be eligible for financing and shall not be used to provide any commodities or services contemplated by this RFP.

### III. INSTRUCTIONS FOR THE PREPARATION OF THE TECHNICAL PROPOSAL

- A. The Technical Proposal should provide a straightforward, concise delineation of how the Offeror intends to carry out and satisfy the requirements of the STATEMENT OF WORK found in Part 3 of this RFP. No contractual price information is to be included in the Offeror’s technical proposal in order that it will be evaluated strictly on its technical merit.
- B. Technical proposals shall be limited to 8 pages in total. Pages in excess of 8 pages will not be read or evaluated. Detailed information should be presented only when required by specific RFP instructions. Items such as graphs, charts, tables may be used as appropriate but will be considered part of the page limitation. **Personnel resume/CV, mandatory attachments like copies of registration certificate and degree certificates are not included in the page limitation.** No material may be incorporated in the proposal by reference, attachment, appendix, etc. to circumvent the page limitation.
- C. Technical Proposals shall be written in English, typed on standard A4 paper, single spaced, only 12 font type may be used, with each page numbered consecutively. Page margins shall be a minimum of one inch at the top, bottom and each side.
- D. The technical proposal shall include the following elements:
  - 1. Technical Approach

The Offeror shall demonstrate its understanding, ability and overall approach to performing the requirements described in the STATEMENT OF WORK, specifically related to providing HR services. Technical Approach should include:

- Applicant’s brief proposal demonstrating their understanding of the SOW (one-page maximum).
  - Applicant’s proposed approach in executing the proposed tasks.
2. Applicants Qualification and Experience

Bidders shall submit a complete and current resume/CV demonstrating HR experience and certification for the proposed consultant(s) who will be carrying out the work if award is made. The resume must clearly describe the individuals’ education, experience, and professional certifications and should not exceed three (3) pages.

3. Past Performance

The Offeror shall submit a list of all current contracts and subcontracts and those completed within the last three (3) years that are similar in size, scope and complexity to the STATEMENT OF WORK in this RFP. Additionally, for the three most recent similar contracts, the Offeror shall provide the client’s name, contract number, contract value, current postal and e-mail addresses, and telephone number for a currently available point of contact.

The list of current and previous contracts/sub-contracts may be attached as an annex to the Technical Proposal and will not count against the page limit.

#### **IV. INSTRUCTIONS FOR THE PREPARATION OF THE COST PROPOSAL**

- A. The Offeror must propose costs that it believes are realistic and reasonable for the work in accordance with the Offeror’s technical approach. The Offeror shall provide a complete budget in **Kenya Shillings** by the cost elements described in the SOW (section 5-Schedule of Deliverables and Distribution of the Level of Effort) using *Annex A - Budget Template*.
- B. All cost and financial data should be complete in every detail, and organized in a manner that facilitates clear review and permits cost analysis. The cost and financial data shall include the following information/data:
1. Proposed daily rate in Kenya shillings i.e. a day is equivalent to 8 hours.
  2. Applicable taxes
  3. Administration costs required in implementing the consultancy if applicable.
- C. The Offeror shall submit as part of its Cost Proposal **Annex B** “Evidence of Responsibility”, completed and signed. See Part 4 of this RFP for a list of annexes.

## **Part 2: Evaluation Factors for Award**

**I. GENERAL – PROPOSAL EVALUATION**

- A. Part 1 provides guidance to Offerors concerning the documentation necessary to conduct an informed evaluation of each proposal. The Offeror must furnish adequate and specific information in its proposal. A proposal may be eliminated from further consideration before a detailed evaluation is performed if the proposal is considered obviously deficient as to be totally unacceptable on its face or which prices are inordinately high or unrealistically low. In the event a proposal is rejected, the Offeror will be sent a notice stating the reason(s) that the proposal will not be considered for further evaluation.
- B. In conducting its evaluation of proposals, Global Communities may seek information from any source it deems appropriate to obtain or validate information regarding an Offeror’s proposal.
- C. Competitive Range: If Global Communities determines that discussions are necessary, Global Communities may establish a Competitive Range composed of only the most highly rated proposals. Global Communities may exclude an offer from the competitive range if it is so deficient as to essentially require a new technical proposal. Global Communities may exclude an offer from the competitive range so unreasonably priced, in relation to more competitive offers, as to appear that there will be little or no chance of becoming competitive. Global Communities may exclude an offer from the competitive range requiring extensive discussions, a complete re-write, or major revisions such as to allow an Offeror unfair advantage over those more competitive offers.
- D. Global Communities reserves the right to award one or more contracts under this RFP on the basis of initial offers without discussions or without establishing a competitive range.

**II. BASIS FOR CONTRACT AWARD**

- A. The evaluation factors presented below will serve as the basis upon which proposals will be evaluated. The relative weight accorded to each factor is expressed in points with 100 points possible.

|                    | <b>Criteria</b>  | <b>Maximum Score/Points</b> |
|--------------------|--|-----------------------------|
| Technical proposal | Technical approach   | <b>20</b>                   |
|                    | Applicants experience and qualifications   | <b>25</b>                   |
|                    | Past Performance   | <b>15</b>                   |
| Cost proposal      | Cost effectiveness in relation to services to be provided including reasonableness of proposed daily rates and the Overall cost competitiveness weighed against other technically responsive bids. | <b>40</b>                   |
|                    | Total Marks  | <b>100</b>                  |

Global Communities will evaluate all proposals received based on the above evaluation criteria. The review may include follow-up questions to offerors and/or face to face interviews. Global Communities will enter into negotiations with the Offeror that scores the highest number of points for the technical evaluation using the above criteria.

- B. Offerors are reminded that Global Communities is not obliged to award a contract on the basis of lowest proposed cost or highest technical evaluation score. Although for this procurement technical proposal merits are considered more important than cost relative to deciding who might best perform the work, cost factors and Global Communities prime recipient budget must also be considered. Therefore, after the final evaluation of proposals, Global Communities will make the award to the Offeror whose proposal offers the best value to Global Communities, considering both technical and cost factors.

## Part 3: Statement of Work (SOW): Provision of Human Resource (HR) Services

### Background

Global Communities is an international non-profit organization that works closely with communities worldwide to bring about sustainable changes that improve the lives and livelihoods of the vulnerable.

Global Communities is inviting qualified firms with experience as Certified Human Resource Professionals to submit their proposals to help implement program activities in Kenya. The firms will serve four Global Communities programs operating in Kenya including the Cooperative Leadership, Engagement, Advocacy and Research (CLEAR) project under the USAID Cooperative Development Program; AfriScout program; a USAID funded For Better Health program; and Agribusiness Investments for Market Stimulation (AIMS) funded by the U.S. Department of Agriculture.

### Consultancy Objective

The objective of this procurement is to competitively identify an experienced and qualified human resources firm to fulfill the following Scope of Work for Global Communities in Kenya:

- Recruitment, engagement and onboarding of staff members
- Benefits enrollment for new staff and renewals for existing staff
- Counseling of supervisors and employees on employee relations, and management and investigation of grievances
- Coordination of the performance appraisal and goal setting process
- Advice on merit increases and equity in compensation
- Termination processes
- Advice on policy interpretation per Kenyan law, guided by the Global Communities Human Resources Manual for Kenya

### Human Resource Service Description

The following table presents a detailed description of the identified HR services to be provided by the selected firm:

| HR Service Category        | Summary of Service description   |
|----------------------------|--|
| Recruitment & Selection    | <ul style="list-style-type: none"> <li>• Position Description (PD) Creation</li> <li>• Job Advertisement</li> <li>• Applicant Screening</li> <li>• Interview Process Management</li> <li>• Reference checks, background checks, WatchDog</li> <li>• Job Offers</li> <li>• Offer Letters / Employment Contracts / Renewals</li> </ul> |
| Staff Onboarding           | <ul style="list-style-type: none"> <li>• New hire paperwork – sending and collecting</li> <li>• Support employee training for effective performance across the program.</li> <li>• Staff onboarding and orientation process for all staff and all associated processes.</li> </ul>   |
| Benefits and Compensations | <ul style="list-style-type: none"> <li>• New hire enrollments</li> </ul>   |



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|                               | <ul style="list-style-type: none"> <li>• Supports merit processes, salary adjustments based on market data, and salary changes based on staff movements.</li> <li>• Supports the administration of compliant country compensation and benefits structures, including but not limited to medical, life, disability, and retirement plans as well as salary range and level structures.</li> <li>• Maintains cost information for plans and makes recommendations to management for adjustments/changes.</li> <li>• Manages enrollments and invoice payments, in consultation with Finance.</li> </ul> |
| Employee Relations            | <ul style="list-style-type: none"> <li>• Employee &amp; Supervisor Counseling</li> <li>• Grievance Management / Investigations</li> </ul>  |
| Performance Management        | <ul style="list-style-type: none"> <li>• Probationary Period management</li> <li>• Annual Performance Planning/Goal Setting/ Review Management</li> </ul>  |
| Staff Separations/Offboarding | <ul style="list-style-type: none"> <li>• Exit Interviews</li> <li>• Separation Notifications</li> <li>• Separation Process Management / Redundancies</li> </ul>  |
| Policies                      | <ul style="list-style-type: none"> <li>• Provides recommendations, maintains and advises on Human Resources policies and procedures for country staff.</li> <li>• Maintains Employee Manual compliant with host-country labor laws; facilitates and communicates updates as needed.</li> </ul>   |

### Minimum Qualifications

- i. A degree in any relevant field and Higher Diploma in Human Resource Management.
- ii. The proposed consultant(s) must be Certified Human Resource Professional (CHRPK).
- iii. A Member of the Institute of Human Resource Management for the organization and the proposed consultant(s).
- iv. A minimum of at least 3 years' experience on Human resource recruitment for international non-governmental organization (INGO) or local non-governmental organizations.
- v. Ability to meet deadlines and pay attention to detail.
- vi. Past experience in working for USG funded organization.

### Timelines

The consultant must be able to commence the assignment within one week upon contracting.

## Part 4: Annexes

Annex A – Budget Template

Annex B – Evidence of Responsibility

