

To: Prospective Offerors

Date: August 25, 2022

RFP: HRS/001/2022

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 together local ingenuity and global insights to save lives, advance equity, and secure strong futures.

Global Communities is inviting qualified firms or individuals with experience as Certified Human Resource Professionals to submit their proposals for consideration. The selected consultant 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 **Friday September 9, 2022**.

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 **Friday 5.PM E.A.T September 2, 2022**, to procurementke@globalcommunities.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@globalcommunities.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.

REQUEST FOR PROPOSAL (RFP)	
RFP NUMBER: RFP No. HRS/001/2022	ISSUE DATE: August 25, 2022,
CLIENT: Global Communities	PROGRAM: Shared Programs

PURPOSE: PROVISION OF HUMAN RESOURCE SERVICES	
ISSUED BY: Global Communities/ Kenya Riverina Court, Watermark Business Park, Ndege Road, Karen, Nairobi. P. O Box 1661 - 000606, Nairobi, Kenya Tel: (+254) 781 829 768, (+254) 769 646 830, (+254) 735333243 www.globalcommunities.org www.globalcommunitieskenya.org	PROPOSAL DUE DATE: Friday September 9, 2022. QUESTIONS DEADLINE: Friday September 2, 2022.
This Request for Proposal contains the following sections:	
Part 1	Instructions to Offerors
Part 2	Evaluation Factors for Award
Part 3	Statement of Work
Part 4 Annexes	Annex A –Budget Template 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 **September 9, 2022**. 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

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 refer 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 ID for individual consultants
 - 3. Copy of KRA PIN certificate and valid Tax Compliance Certificate.
 - 4. Copy of academic certificates for the proposed HR consultants, i.e., only diploma/degree certificates and above are required.
 - 5. Copy of relevant professional certificates for the proposed HR consultants, i.e., CHRPK certification.
 - 6. Copy of organization's current IHRM Human Resource practicing certificate
 - 7. 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 a 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) 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 more than 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 HR tasks as described in the SOW.

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.
- Bidders shall submit capability statement tailored to SOW requirements (One-page Maximum).

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 and the prevailing market rates for similar consultancy services. The Offeror shall provide a daily consultancy rate for the proposed consultants in **Kenya Shillings** to be engaged in providing any of the HR services as described in the SOW (section 3. Human Resource Service Description) 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 for each of the proposed consultant i.e., a day is equivalent to 8 hours. If a firm proposes a team of consultants e.g., lead consultant, senior consultant, associate consultant, support consultants etc. a clear daily rate applicable in performing any of expected human resource service category will be required for each of the consultant.

2. Firms registered for VAT obligation will be required to include VAT charge on their proposed daily rates. Withholding tax should not be factored in your proposed daily rate.
3. Firms quoting for other direct costs should provide reasonable costs and detailed explanation on the same to facilitate review.

The proposed consultant's daily rates are required for bid comparison purposes and the selected firm or individual(s) will be engaged on specific SOWs and appropriate consultancy contract to provide required HR services to Global Communities.

- 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.

	Criteria	Maximum Score/Points
Technical proposal	Technical approach	20
	Applicants experience and qualifications	25
	Past Performance	15
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.	40
	Total Marks	100

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 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 based on 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

1. Background

Global Communities is an international non-profit organization that works closely with communities worldwide to bring together local ingenuity and global insights to save lives, advance equity, and secure strong futures. The organization achieves this mission in collaboration with a wide range of public and private sector partners, including communities directly affected by poverty, disasters, and conflict.

Global Communities Kenya is inviting qualified firms or individuals with experience as Certified Human Resource Professionals to submit their proposals for consideration as consultants. The selected consultant 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.

2. Consultancy Objective

The objective of this procurement is to competitively identify an experienced and qualified human resources firm or individual 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

3. 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">• Position Description (PD) Creation• Job Advertisement• Applicant Screening• Interview Process Management• Reference checks, background checks, WatchDog• Job Offers• Offer Letters / Employment Contracts / Renewals
Staff Onboarding	<ul style="list-style-type: none">• New hire paperwork – sending and collecting• Support employee training for effective performance across the program.

	<ul style="list-style-type: none"> • Staff onboarding and orientation process for all staff and all associated processes.
Benefits and Compensations	<ul style="list-style-type: none"> • New hire enrollments • Supports merit processes, salary adjustments based on market data, and salary changes based on staff movements. • 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. • Maintains cost information for plans and makes recommendations to management for adjustments/changes. • Manages enrollments and invoice payments, in consultation with Finance.
Employee Relations	<ul style="list-style-type: none"> • Employee & Supervisor Counseling • Grievance Management / Investigations
Performance Management	<ul style="list-style-type: none"> • Probationary Period management • Annual Performance Planning/Goal Setting/ Review Management
Staff Separations/Offboarding	<ul style="list-style-type: none"> • Exit Interviews • Separation Notifications • Separation Process Management / Redundancies
Policies	<ul style="list-style-type: none"> • Provides recommendations, maintains, and advises on Human Resources policies and procedures for country staff. • Maintains Employee Manual compliant with host-country labor laws; facilitates and communicates updates as needed.

4. 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 provision of general human resource services for international non-governmental organization (INGO) or local non-governmental organizations.
- v. Ability to meet deadlines and pay attention to detail.
- vi. Experience in working for USG funded organization will be an added advantage.

5. 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

