

TERMS OF REFERENCE AND SPECIFICATION FOR PROCUREMENT OF E-RECRUITMENT SYSTEM FOR THE QCTO.

The Terms of Reference (TOR) outlines the QCTO requirements for the procurement of the services from a service provider for the supply and implementation of an E-Recruitment solution.

The E-Recruitment solution shall mainly support the Human Resource Management area. The solution will also be utilised across the organisation as well as by external candidates and vendors.

Project Overview

The Human Resources (HR) Business Unit contributes to the QCTO by enabling the provision of support services to the QCTO's operational activities. The following software solutions are currently used in the HR business Unit to enable its business operations:

- SAGE HR Premier
- SAGE VIP Payroll
- SAGE VIP ESS

E-Recruitment is the process of seeking potential job candidates using electronic resources, in particular the internet. Most companies and recruitment agents have moved much of their recruitment process online to improve the speed of matching with vacancies. Using the technology, employers can now fill posts in a fraction of the time as previously possible.

The QCTO has embarked on a project to procure such E-Recruitment system to fulfil its recruitment needs. The current recruitment process for the QCTO entails the following:

- Approval of the post/s
- Advertised approved vacancies – using different sourcing methods

- Response handling and
- Convene panel member for shortlist and interview
- Conduct reference checks, qualifications verification, Criminal checks and other related checks based on post requirements.
- Conduct psychometric assessments
- Placement of candidate
- On boarding of employee
- Create an employee on HR system

Objectives and Outcomes of the services to be provided

Objectives

In general the purpose of the assignment is:

- a) Procuring of the E-Recruitment software products
- b) Procuring required user licences for the proposed solution.
- c) Implementation services – this will entail providing an integrated team to ensure the following:
 - Installation of software products in line with the QCTO's technical environment and processes.
 - Solution configuration to meet the requirements.
 - Integration with existing and relevant HR solutions and systems
 - Full scope of testing and acceptance including Functional Testing and User Acceptance Testing, and approval.
 - Fulfilment of complete change management requirements, including training material, technical training, administrative training, and user training and roll-out.
- d) Legacy data upload
- e) Post implementation services.
 - Verify that the implemented system and trained personnel are able to fully utilise the solution according to specified requirements.
- f) Costed service level agreement for ongoing yearly operational support.
- g) Integration to existing QCTO systems for personnel information and hierarchy as well as integration for authentication.
- h) Project Management services to plan, monitor and control all project implementation and delivery activities, and ensure high levels of quality delivery.

Outcomes

The outcomes of this assignment should be an implemented E-Recruitment solution that will provide the following functionality:

- a) Allow workflow
- b) Approval of vacancies
- c) Loading of vacancies.
- d) Routing of vacancies to other sites e.g. intranet, recruitment agencies, online advertising platforms, social media, referral programme etc.
- e) Viewing of vacancies.
- f) Registering of internal and external candidates.
- g) Applying for vacancies.
- h) Assessing of applications.
- i) Tracking of application status.
- j) Generate e-mails and sms to users
- k) Integration with third parties which are SAGE, VIP, HR Premier, psychometric assessment and integrity checks
- l) On-boarding of candidates
- m) Password reset with security questions
- n) Have capability to access system via smartphone
- o) Reports generation capability.

Scope of Work

The following work must be included and the quotation response must provide a detail response on how the work will be performed/completed:

- a) Installation/access of the E-Recruitment solution.
- b) E-Recruitment system product training to installation and project team.
- c) Review and formalise the implementation of the business requirements and the technical requirements, as per business requirements and Non-Functional requirements.
- d) Compilation of the configuration specification based on the business requirements and non-technical requirements
- e) Configuration of the E-Recruitment solution
- f) Development of functional and user testing test cases and test data.
- g) Execution of functional tests and user acceptance test cases, and fixing of all recorded defects.

- h) Development of training material and the conducting of training for the following user groups:
- Technical Team
 - Administrator team
 - Project Team
 - Super Users
 - Users
- i) Supply deployment and installation manuals for the E-Recruitment system
- j) Deploy the E-Recruitment system in the staging, production and disaster recovery environments.
- k) Project management services to ensure all project activities and planned, scheduled, executed, monitored and controlled. Bi-weekly project status meetings are attended and a project status report presented to reflect the progress status.
- l) Provide a detail project schedule for the completion of the work

Annexures

The Service Provider must indicate whether the requirement is existing or to be develop or to be customised below.

Requirements

Process (QCTO)	Requirements (QCTO)
Load vacancy on E-Recruitment system	The user must be able to login.
	The user must be able to upload vacancy advert.
	The user must be able to set applications deadline.
	The user must be able to capture questions for candidate completion before application submission.
	The user must be able to classify vacancy as either internal or external.
	The user must be able to indicate the vacancy type, i.e. Permanent or Fixed Term Contract
	The user must be able to capture additional comments.
	The user must be able to allocate vacancy to a Recruitment Agency. The user must be able to attach job specification.
	The user must be able to load multiple vacancies per position.
	The system must be able to calculate number of positions still to be filled for multiple vacancy adverts.
	The user must be able to share vacancy advert on social media.
	The user must be able to send communication via sms
	The user must be able to edit previously uploaded vacancies.
	The user must be able to delete vacancy adverts.
	The system must be able to confirm successful upload of a vacancy advert.
	The system must be able to alert qualifying registered job candidates and recruitment line manager of new vacancy
	The system must be able to confirm vacancy advert deletion before deleting.

Process (QCTO)	Requirements (QCTO)
	The system must be able to keep audit trail for all user activities.
	No duplications should be allowed.
	All deadlines must be at 15H00.
	QCTO must own candidate database at the end of expiry date.
View Vacancy	The user must be able to view all uploaded adverts.
	The user must be able to forward vacancy adverts through e-mail.
	The system must allow unregistered users to register.
	The system must be able to keep audit trail.
	The user must be able to apply for the vacancy from within the view screen
	Only registered users can apply for a viewed vacancy
Register: Job candidate	The user must be able to create new account.
	The user must be able to create username and password.
	The system must be able to confirm e-mail address used before finalising registration.
	The user must be able to change username or password.
	The system must be able to reject previously used e-mail address.
	The system must be able to confirm registration.
	The user must be able to login.
	The user must be able to capture information on the following fields:
	<ul style="list-style-type: none"> Personal Details
	✓ First name
	✓ Last name
	✓ ID number
	✓ Date of birth

Process (QCTO)	Requirements (QCTO)
	✓ Age
	✓ Contact number/s
	✓ Preferred contact time
	✓ E-mail address
	✓ Location
	✓ Nationality
	✓ EE/AA Status
	✓ Driver's Licence (Y/N)
	✓ Disability (Y/N)
	If Yes, nature of disability must be captured
	✓ Criminal record (Y/N)
	If Yes, select type of criminal record from list (See annexure A) and year of conviction
	✓ Clearance certificate (Y/N)
	If yes, select type of clearance from list (Confidential, secret or top secret) and year clearance was obtained
	If no, a follow up question – Are you willing to go through the clearance process (Y/N)
	✓ Financial interests of active business {Y/N}
	If any, Indicate nature of business
	Consent to intergrity checks (Y/N)
	Skills, level of expertise and years of experience, e.g.; Business Analysis, Extensive/Solid, 5 to 10 years
	<ul style="list-style-type: none"> • Employment history;
	✓ Start date

Process (QCTO)	Requirements (QCTO)
	✓ End date
	✓ Position held
	✓ Job description (Limited to 3000 words)
	✓ Reason for leaving (Limited to 200 words)
	• Education details;
	✓ Start date
	✓ End date
	✓ Institution name
	✓ Name of qualification
	✓ List of subjects
	• Remuneration
	✓ Current total package
	✓ Expected package
	The user must be able to save captured details at any stage.
	The user must be able to upload CV information as text.
	The system must not change CV formation.
	The system must be able to generate a resume.
	The user must be able to view the generated resume.
	The user must be able to print the generated resume.
	The user must be able to edit captured details.
	The user must be able to declare all captured information as correct.
	The user must be able to upload and attach a PDF or MS word document.
	Only one registration must be allowed per user.
	The size of the attached document must be limited to 3MB.

Process (QCTO)	Requirements (QCTO)
Register : Recruitment agent	The user must be able to create new account.
	The user must be able to create username and password.
	The system must be able to confirm e-mail address used before finalising registration.
	The user must be able to change username or password.
	The system must be able to reject previously used e-mail address.
	The system must be able to confirm registration .
	The user must be able to login.
	The user must be able to capture information on the following fields:
	<ul style="list-style-type: none"> Contact person Details –
	✓ First name (compulsory field)
	✓ Last name (compulsory field)
	✓ ID number (compulsory field)
	✓ Contact number/s (compulsory field)
	✓ E-mail address (compulsory field)
	<ul style="list-style-type: none"> Company details
	✓ Company name (compulsory field)
	✓ Location (compulsory field)
	✓ Specialisation (compulsory field)
	The user must be able to save captured details at any stage.
	The user must be able to edit captured details.
	The user must be able to declare all captured information as correct.
	The user must be able to upload and attach a PDF or MS word document.
	The user must be able to apply for a vacancy on behalf of a job candidate.

Process (QCTO)	Requirements (QCTO)
	Only one registration must be allowed per agent.
	The size of the attached document must be limited to 3MB
Apply for a vacancy	The user must be able to login.
	The user must be able to search vacancies using the following parameters;
	<ul style="list-style-type: none"> • Date uploaded
	<ul style="list-style-type: none"> • Job title
	<ul style="list-style-type: none"> • Job type (Permanent / Contract).
	<ul style="list-style-type: none"> • Location
	The user must be able to select vacancy for application.
	The user must be able to answer job specific questions placed with the advert.
	The user must be able to capture covering letter for the application.
	The user must be able to save covering letter for future usage.
	The user must be able to edit submitted application before due date.
	The user must be able to withdraw submitted application before due date.
	The user must receive acknowledgement letter on e-mail after application is sent.
	The submitted application must be saved in user application history with the relevant status.
	No application must be accepted after due date.
Handle application	The system should not allow users to edit information after due date.
	Only registered users can apply for vacancy
	The user must be able to select each application.
	The user must be able to change application status to;
	<ul style="list-style-type: none"> • Rejected

Process (QCTO)	Requirements (QCTO)
	<ul style="list-style-type: none"> • Short listed
	<ul style="list-style-type: none"> • Appointed
	<ul style="list-style-type: none"> • Offer rejected
	The user must be able to upload documents and attach to individual applications.
	The user must be able to set appointments with the candidate.
	The system must be able to save appointment on e-mail calender.
	The user must be able to send SMS and e-mail notifications to candidates (MSG 06).
	The system must allow responsible line manager to view applications.
	The system must be able to keep audit trail.
	Responsible line manager must only have access to their vacancy applications till the finalisation of the particular position.
Onboarding	The User must be able to onboard new hires
	The user must be able to communicate onboarding information to relevant internal stakeholders
Maintenance	The user must be able to login.
	The user must be able to re-set password using security questions.
	The system must be able to confirm password re-set (MSG 07).
	The system must be able to confirm account de-registration (MSG 08).
	The system must be able to keep audit trail.
	The user must be able to view all submitted applications.
	The user must be able to view statuses of all submitted applications.
	The user must be able to view own account creation date.
	The user must be able to view last accessed date.
	The user must be able to withdraw from job application.

Process (QCTO)	Requirements (QCTO)
	The user must be able to de-register themselves.
	The system must be able to delete personal details for de-registered users.
	The user must be able to configure processes / workflows for different types of recruitment.
	The user must be able to view all received applications.
	The user must be able to view statuses of all received applications.
	The user must be able to view account creation dates of all registered users.
	The user must be able to see last accesses date of all registered users.
	The user must be able to de-register any registered user.
	The user must be able to capture security questions for uploaded vacancy.
Reports	FIC must be able to generate the following reports, daily, weekly and monthly:
	<ul style="list-style-type: none"> • Cost per hire
	<ul style="list-style-type: none"> • Total applications received per position.
	<ul style="list-style-type: none"> • Total number of candidates short listed per position.
	<ul style="list-style-type: none"> • Total number of appointments / candidates placed.
	<ul style="list-style-type: none"> • Total number of regretted candidates.
	<ul style="list-style-type: none"> • Total number of shortlisted candidates.
	<ul style="list-style-type: none"> • Total number of candidates who declined offers.
	<ul style="list-style-type: none"> • Total number and list of disabled applicants.
	<ul style="list-style-type: none"> • Total number of registered users per skills set.
	<ul style="list-style-type: none"> • Total number of registered users.
	The user must be able to export all reports to csv,pdf, excel, etc.
	The system must be able to present all reports graphically.
	The user must be able to create custom reports.

Annexure B: Non –Functional Requirements

Process (QCTO)	Requirements (QCTO)
Non-Functional Requirements	The users should be able to access E-Recruitment from any computer.
	E-Recruitment must be available 24 hours per day and 7 days per week to enable continuous and uninterrupted accessibility.
	E-Recruitment must be adaptable such that mobile users can access the system when required.
	E-Recruitment must be operational 99.9 % of the time
	E-Recruitment must ensure data integrity and availability
	The E-Recruitment response time per page accessed should be a maximum of 60 seconds or less.
	Any screen shall take on average less than 10 seconds to display, and should not take more than 20 seconds to display.
	E-Recruitment must prevent modification of the audit data.
	E-Recruitment must provide records of all system events (authorised and / or unauthorized).
	E-Recruitment must prevent modification of the event records.
	The audit of the actual action must show exactly what happened, when (date and time) it happened, computer where it happened and done by who
	All logs must be non-editable in all events
	E-Recruitment must be able to cope with peak loads of users at any given time.
	E-Recruitment must be expandable for future growth.
	E-Recruitment Interface elements, e.g. menus etc., must be user friendly

	E-Recruitment interface actions and elements should be consistent.
	E-Recruitment Error messages should provide clear descriptions of error messages and provide the option to exit from the error.
	E-Recruitment must be customisable to meet specific user needs.
	E-Recruitment authentication and logon procedure must be synced with the FIC's Windows Authentication for internal users.
	E-Recruitment must not allow unauthorized access to the system and its data.
	Integrity of the system must be ensured from accidental or malicious damage.
	E-Recruitment must support the QCTO defined backup processes.
	E-Recruitment must be able to perform the required encryption on all communication between FIC and external entities.
	E-Recruitment must be able to audit all user actions on any data, including the username, timestamp and nature of any change.
	E-Recruitment must support management report to review audit results.
	E-Recruitment must support migration of existing data.
	E-Recruitment must support intergration with other HR systems.
	The existing data is in both electronic and physical formats however only the electronic data must be migrated.
	E-Recruitment must allow exchange of information with relevant external bodies.
	FIC must own candidate database at the end of expiry date.
System Intergration	Candidate details must be integrated into HRM Solution
	The system must intergrate to the following third parties:
	VIP SAGE HR Premier
	Assessment service provider

	Online advertisement platforms
	Social Media
	Integrity checks
	Referral programme

