



**APPOINTMENT OF A SERVICE PROVIDER FOR IMPLEMENTATION OF E-RECRUITMENT TOOL  
AND SUPPORT FOR A PERIOD OF TWENTY-FOUR MONTHS (24) MONTHS**

**1. SCOPE OF WORK**

CEF SOC Ltd invites quotes from suitably qualified service provider for implementation of e-recruitment software and support for period of twenty (24) months.

**2. PURPOSE**

The primary purpose of an e-recruitment tool is to optimize the recruitment process by making it more efficient, effective, and aligned with modern technological advancements. The benefit is to improve the Company's ability to find, attract, and hire candidates for job positions through the use of digital technologies.

**3. Requirements:**

- 4.1 The e-recruitment service provider must offer the following:
  - 4.1.1 Ability to create job requisition and submit to appropriate channels for approval.
  - 4.1.2 Ability to advertised jobs through systems integration to external job portals and company website/intranet.
  - 4.1.3 Social media interfaces, Job board distribution, Internal careers website and Instant advertising across the web.
  - 4.1.4 Effective referral management
  - 4.1.5 Allow job candidates to create their own profiles online.
  - 4.1.6 Allow applicants to apply and submit their profiles online and be able to track their applications.
  - 4.1.7 Built in customisable pre-screening, Custom assessments and Video interviewing.
  - 4.1.8 Conduct pre-screening activities such as:
    - a) Profiling the ideal candidate,
    - b) Identifying the best candidates.



- c) Slim down the candidate pool through percentages, submitting the most qualified and relevant candidates to be reviewed by hiring manager.
- 4.1.9 Ability to schedule and book interviews through outlook integration and use 2-way video app plugins like Teams for virtual interviews.
- 4.1.10 Ability to weigh and grade applicants.
- 4.1.11 Interface with existing HR and Payroll System.
- 4.1.12 Unlimited users.
- 4.1.13 Proposed solution should Integrate seamlessly with Sage 300 People.
- 4.1.14 Ability to extract Monthly, quarterly, and annual reporting on all the e-recruitment activities.
- 4.1.15 Workflow Capabilities.
- 4.1.16 Auto populate candidate profile/ curriculum vitae.
- 4.1.17 Using common words from the advert and candidate profile/ curriculum vitae
- 4.2 The general requirements are as follows:
  - 4.2.1 Provide support and maintenance on time and material basis including support rate per hour in the bid response.
  - 4.2.2 Provide user training.
  - 4.2.3 Separate license costs and support fees.
  - 4.2.4 A quick, dedicated, and focused response to business-critical incidents.
  - 4.2.5 Service level agreement with response times for each priority level.
  - 4.2.6 Adherence to SLA targets.
  - 4.2.7 Escalation process.

## **5 EVALUATION CRITERIA**

### **5.1 Phase 1**

#### **5.2.1 Administrative Evaluation Criteria**

**Initial Screening Process:** At this phase bidder's responses are reviewed to check if bidders have responded according to CEF (SOC) Ltd RFQ document.



## 5.2.2 Phase 2

### Mandatory Requirements

At this phase service providers must submit the required supporting documents to substantiate compliance to the requirements below. It must be noted that if the service provider does not meet any of the requirements, the service provider will be disqualified and not be evaluated further.

| <b><u>5.2.2.1 CERTIFIED OWNERSHIP/PARTNERSHIP LETTER</u></b>                                                                                           | <b>Comply</b> | <b>Not Comply</b> |
|--------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|-------------------|
| Bidder must be an owner or a certified business partner for the proposed solution.<br><b>Submit a copy of a valid ownership or partnership letter.</b> |               |                   |
| <b>Substantiate / Comments</b>                                                                                                                         |               |                   |

## 5.3 Phase 3

### 5.3.1 Technical evaluation

Bidders will be evaluated according to the below technical evaluation criteria. Minimum Technical Threshold is **70%**. It must be noted that if the Bidder does not meet the **70%** minimum threshold, the bidder will be disqualified and not be evaluated further.

| <b><u>5.3.1.1 EXPERIENCE OF THE COMPANY</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                             |              |                    |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|--------------|--------------------|
| The company must have experience implementing and supporting e-recruitment software, supported by reference letters from clients that are not older than 3 years.<br><br><b>Please provide reference letters as proof of similar services or work done in the past 3 years.</b><br><br><b>The reference letters are to be signed and dated by the client, must be on client's letterhead and include the company name, contact person, contact details (telephone number) and it should indicate when the service was done.</b> |                             |              |                    |
| <b>Evaluation Criteria</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>Document as Evidence</b> | <b>Score</b> | <b>Weighting %</b> |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                             |              | <b>20%</b>         |

|                                 |                   |   |  |
|---------------------------------|-------------------|---|--|
| 5 Reference letters and more    | Reference letters | 5 |  |
| 4 Reference letters             |                   | 4 |  |
| 3 Reference letters             |                   | 3 |  |
| 2 Reference letters             |                   | 2 |  |
| 1 Reference letters             |                   | 1 |  |
| No Reference letter(s) provided |                   | 0 |  |

### **5.3.1.2 E-RECRUITMENT FUNCTIONALITY**

- Ability to create job requisition and submit to appropriate channels for approval.
- Ability to advertised jobs through systems integration to external job portals and company website/intranet.
- Social media interfaces, Job board distribution, Internal careers website and Instant advertising across the web.
- Allow job candidates to create their own profiles online.
- Allow applicants to apply and submit their profiles online and be able to track the application.
- Built in customisable pre-screening, Custom assessments and Video interviewing.
- Ability to capture screening evaluation criteria.
- Slim down the candidate pool through percentage, submitting the most qualified and relevant candidates to be reviewed by hiring manager.
- Ability to schedule and book interviews through outlook integration and use 2-way video app plugins like Teams for virtual interviews.
- Interface with existing HR and Payroll System
- Auto populate candidate profile/ curriculum vitae.

**Provide product brochure with the list of required system capabilities**

| Evaluation Criteria                      | Document as Evidence                                                   | Score | Weighting % |
|------------------------------------------|------------------------------------------------------------------------|-------|-------------|
| Solution meets all 11 requirements       | Provide product brochure with the list of required system capabilities | 5     | 30%         |
| Solution meets less than 11 requirements |                                                                        | 0     |             |

### **5.3.1.3 GENERAL FUNCTIONALITY**

- a) Workflow Capabilities.
- b) Proposed solution should Integrates seamlessly with Sage 300 People.
- c) Ability to extract Monthly, quarterly, and annual reporting on all the e-recruitment activities.
- d) The system must be able to have guaranteed up-time of 99.5%.

**Provide product brochure with the list of required system capabilities.**

| <b>Evaluation Criteria</b>              | <b>Document as Evidence</b>                                            | <b>Score</b> | <b>Weighting %</b> |
|-----------------------------------------|------------------------------------------------------------------------|--------------|--------------------|
| Solution meets all requirements         | Provide product brochure with the list of required system capabilities | 5            | <b>10%</b>         |
| Solution meets 3 requirements           |                                                                        | 3            |                    |
| Solution meets 2 requirements           |                                                                        | 1            |                    |
| Solution meets less than 2 requirements |                                                                        | 0            |                    |

### **5.3.1.4 E-RECRUITMENT FUNCTIONALITY**

#### **Additional requirements**

- a. Using common words from the advert and candidate profile/ curriculum vitae
- b. Effective referral management
- c. Ability to weigh and grade applicants.
- d. Capability to perform background and credential verification checks.
- e. Identifying the best candidates.

| <b>Evaluation Criteria</b>      | <b>Document as Evidence</b>                                            | <b>Score</b> | <b>Weighting %</b> |
|---------------------------------|------------------------------------------------------------------------|--------------|--------------------|
| Solution meets all requirements | Provide product brochure with the list of required system capabilities | 5            | <b>10%</b>         |
| Solution meets 4 requirements   |                                                                        | 4            |                    |
| Solution meets 3 requirements   |                                                                        | 3            |                    |
| Solution meets 2 requirements   |                                                                        | 2            |                    |



|                               |  |   |  |
|-------------------------------|--|---|--|
| Solution meets 1 requirement  |  | 1 |  |
| Solution meets 0 requirements |  | 0 |  |

#### **5.3.1.5 TEAM EXPERIENCE**

On average, the project team that will be assigned to CEF must have a minimum of three (3) years' experience implementing and supporting the proposed e-recruitment software.

**Provide a profile/ curriculum vitae for each of the personnel that will be part of the team, clearly indicating their roles and responsibilities.**

| Evaluation Criteria                                 | Document as Evidence                                                                            | Score | Weighting % |
|-----------------------------------------------------|-------------------------------------------------------------------------------------------------|-------|-------------|
| 5 and more years of experience                      | Profile/Curriculum Vitae of the Proposed team clearly listing the name of clients and work done | 5     | <b>20%</b>  |
| > 3 years of experience but < 5 years of experience |                                                                                                 | 4     |             |
| 3 years of experience                               |                                                                                                 | 3     |             |
| < 3 years of experience                             |                                                                                                 | 0     |             |

#### **5.3.1.6 SERVICE LEVEL AGREEMENT**

All service providers must provide a draft copy of the Service Level Agreement (SLA) in their response. The draft Service Level Agreement (SLA) must include the following requirements:

| Evaluation Criteria                                                    | Document as Evidence | Score | Weighting % |
|------------------------------------------------------------------------|----------------------|-------|-------------|
| <b>Turnaround time for restoring system when it is not accessible:</b> | Draft SLA            |       | <b>2.5%</b> |
| Less than 2 hours                                                      |                      | 5     |             |

| 2 Hours                                                                                                         |                      | 3     |             |
|-----------------------------------------------------------------------------------------------------------------|----------------------|-------|-------------|
| More than 2 hours                                                                                               |                      | 0     |             |
| Evaluation Criteria                                                                                             | Document as Evidence | Score | Weighting % |
| <b>Turnaround time for restoring critical fault: a major function or component of system is not functioning</b> | Draft SLA            |       | <b>2.5%</b> |
| Less than 4 hours                                                                                               |                      | 5     |             |
| 4 Hours                                                                                                         |                      | 3     |             |
| More than 4 hours                                                                                               |                      | 0     |             |
| Evaluation Criteria                                                                                             | Document as Evidence | Score | Weighting % |
| <b>Turnaround time for restoring non-critical system service that is down:</b>                                  | Draft SLA            |       | <b>2.5%</b> |
| Less than 24 hours                                                                                              |                      | 5     |             |
| 24 Hours                                                                                                        |                      | 3     |             |
| More than 24 hours                                                                                              |                      | 0     |             |
| Evaluation Criteria                                                                                             | Document as Evidence | Score | Weighting % |
| <b>Turnaround time for implementing enhancements and reporting requests</b>                                     | Draft SLA            |       | <b>2.5%</b> |
| Less than 72 hours                                                                                              |                      | 5     |             |
| 72 Hours                                                                                                        |                      | 3     |             |
| More than 72 hours                                                                                              |                      | 0     |             |

#### **5.3.1.7 ORAL PRESENTATION**

**All service providers must demonstrate a thorough understanding of the objectives and scope of work for this work assignment including displaying the relevant competencies and experience by preparing and providing an oral presentation for CEF Management.**

| Evaluation Criteria                                                                                                                                                                                                                                                                                                                     | Document as Evidence     | Score | Weighting % |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|-------|-------------|
| <p>At a minimum, the presentation must cover the following aspects:</p> <ul style="list-style-type: none"> <li>➤ Company experience in e-recruitment tools.</li> <li>➤ Key system functionalities and abilities</li> <li>➤ Proposed teams (Organogram), team qualifications</li> <li>➤ Provision of real time system support</li> </ul> | <b>Oral presentation</b> |       | <b>100%</b> |
| Comprehensive presentation adequately addressing critical aspects of the scope of work.                                                                                                                                                                                                                                                 |                          | 5     |             |
| Less comprehensive presentation addressing some critical aspects of the scope of work.                                                                                                                                                                                                                                                  |                          | 3     |             |
| Generic presentation not addressing critical aspects of the scope of work.                                                                                                                                                                                                                                                              |                          | 1     |             |
| No presentation provided.                                                                                                                                                                                                                                                                                                               |                          | 0     |             |