

# UNDP Expression of interest (EOI) UNDP-EOI-OHR-2020-001 Applicant Tracking System

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UNDP is the UN Development Programme and works in some 170 countries and territories, helping to achieve the eradication of poverty, and the reduction of inequalities and exclusion. UNDP helps countries to develop policies, leadership skills, partnering abilities, institutional capabilities and build resilience in order to sustain development results. UNDP supports the [2030 Agenda for Sustainable Development](#) and the 17 new [Sustainable Development Goals](#) (SDGs), as they help shape global sustainable development for the next 15 years.

UNDP is progressively transforming its capacity and capability to deliver better results for the Sustainable Development Goals and deliver on its [Strategic Plan for 2018-2021](#). As part of this process in 2019 UNDP launched its new [People Strategy](#) as well as a its [Digital Strategy](#).

The Digital Strategy sets the pathways for UNDP's digital transformation, including using digital technologies to improve the quality, relevance and impact of UNDP's work, while also improving the efficiency of its operational systems and internal processes. One of the objectives is to use digital to increase cost-effectiveness and efficiency in UNDP.

One of the key focus areas of UNDP's People Strategy (People for 2030) is to attract, select and retain top talent for jobs with UNDP. However, to achieve that, there is a need to strengthen current recruitment mechanism and streamline processes to make them more efficient and relevant to the current market. The Strategy states that UNDP needs to leverage IT systems in recruitment in order to improve the candidate experience.

The United Nations Development Programme (UNDP) hereby invites you to submit an Expression of Interest (EOI) to be part of a short list of ATS providers that will be invited to submit proposals in a Request for Proposal (RFP) for the above-referenced subject.

## **Summary of proposal:**

One of the key focus areas of UNDP's People for 2030 Strategy is to attract, select and retain top talent for jobs with UNDP. However, to achieve that, there is a need to strengthen current recruitment mechanism and streamline processes to make them more efficient and relevant to the current market.

Therefore, in order to enhance and streamline the recruitment process, strengthen the candidate experience and UNDP employer brand, it is critical that UNDP leverages new digital tools and replaces the current e-recruit system (PeopleSoft) with a new Applicant Tracking System (ATS).

At present, UNDP is currently working to introduce new HR systems to enhance talent management and effectiveness of HR service delivery, including an enhanced employee experience. Specifically, UNDP will introduce a new ERP system (Oracle Cloud) and is currently implementing Service Now for case management and with an employee portal. A new ATS solution should integrate with Service Now.

In addition, UNDP is working on:

- 1) introducing testing for cognitive skills, competencies and personality, to be managed through a digital testing platform, which would also require integration with the ATS
- 2) acquiring a capability/talent map solution.

UNDP has a workforce of more than 18,000 personnel in country, regional and headquarters offices. The workforce includes national employees (85%) and international employees (15%). In 2019 the organization posted 4,800 job vacancies for internal and/or external candidates, and hired and onboarded 2,613 new employees, including 2,174 national employees (638 National Officer/General Service staff and 1,536 Service Contract holders) and 439 International Professional staff. In addition, the organization reassigned/relocated 740 International Professional staff within the organization.

**The Service provider shall provide the following:**

An Applicant Tracking System/ATS solution for UNDP which will serve as a platform for the recruitment of candidates into the organization globally, including international and national employees independent of contract modality, interns and consultants.

The chosen solution will be required to:

- Modernize the recruitment process with a view to improving UNDP's reputation as an employer among applicants for its jobs
- Support the creation of a strong, market-leading candidate experience, streamlining and supporting iterative candidate data capture (applications) and providing flexibility within the application framework to tailor the experience to each individual role, where required
- Deliver a straightforward, intuitive user-friendly experience for all UNDP users of the system, consolidating all external activities and communications into one, centralized solution, providing for detailed in-platform tracking and measurement
- Automate and streamline processes and activities across all aspects of the recruitment process and candidate/colleague communication, minimizing the UNDP's needs for ongoing input and administration at every stage of the process
- Leverage and integrate with third party technology solutions (during and post-implementation) that support the UNDP's recruitment requirements (including those reflected above (ERP solution, Peoplesoft, and ServiceNow), and in addition platforms such as: self-selection, online assessment, behavioral assessment, machine learning and AI technologies that streamline the process, as well as video interviews, etc.)
- Create logical, seamless talent pooling/talent pipeline functionality for UNDP internal and external users, maximizing visibility of key skills and experience using intelligent search solution built into the ATS

- Deliver multi-lingual content and functionality
- Support automated and bespoke reporting and data extraction – aligned to the specific requirements of the organization that will allow the UNDP to track recruitment processes and KPIs and facilitate oversight/audit of recruitment processes.
- Provide an acceptable level of accessibility for users, and provide tools and functionality that aids candidates with disabilities in applying
- Provide in-built flexibility and customization of the solution over the duration of the contract period, enabling the UNDP to update and amend functionality and processes/external technologies to support the changing needs of the organization and its users.
- Offer software subscription and implementation support services. If bidders do not provide implementation support services, they may partner with other firms and present the bid as one complete proposal with the software vendor taking on own primary responsibility for meeting project objectives.

**Scope:**

The scope of the work will ideally be split into five components as outlined below:

- Identifying and mapping detailed technical requirements/processes, aligned to platform functionality
- Setting up of the ATS system and integration with other tools and platforms
- Customization and BETA testing
- Launch and initial post-launch support/troubleshooting
- 3-year subscription/contract and relevant technical support, with possibility of extension for additional 2 years, total of 5 years, subject to UNDP needs, availability of budget and satisfactory contract performance.

### **Evaluation criteria**

If the technical application fails to provide details regarding any of the mandatory technical requirements listed in the table below, the EOI may be directly disqualified.

**TABLE 1:**

<b>List of mandatory attributes</b>	<b>Benchmark</b>	<b>MANDATORY Compliance</b>	<b>Information to provide through application in the relevant section of the application</b>
Company Stability	At least 5 years of relevant experience providing Applicant Tracking Systems, and a proven track-record of delivering and supporting large global organizations with ATS implementation and ongoing support across multiple markets and languages.	Yes/No (Not compliant companies may be directly disqualified)	Company profile description / presentation  <b>SECTION A<sup>1</sup></b>
Cybersecurity	Please confirm your data center has been certified or accredited to at least one of the following SAS 70 (Type II), ISO/IEC 27001. If the company holds a different relevant certificate, please provide copy. Proof to be submitted.	Yes / No (Non-compliant companies may be directly disqualified)	Certification attached to EOI application.  <b>SECTION A</b>
Reporting	Please confirm that your platform is available in at least English, French and Spanish.	Yes / No (Non- compliant companies may be directly disqualified)	Indicated through detailed platform service description.  <b>SECTION B</b>
Reporting	Does your solution provide reporting with 24/7 access to real-time data?	Yes / No (Non-compliant companies may be directly disqualified)	Indicated through detailed platform service description.

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<sup>1</sup> The SECTION A/B/C/D/E indicator refers to the section of your expressions of interest in which the information must be presented. Please refer to the Section 2 below for the submission instructions. Please make sure that your expression of interest contains enough information to facilitate the evaluation of the criteria listed in Table 1 and 2.

			<b>SECTION B</b>
Hosting	Is your platform Cloud based?	Yes / No (Non-compliant companies may be directly disqualified)	Indicated through detailed platform service description.  <b>SECTION B</b>
Integration	Is your platform compatible with the Oracle <u>Cloud</u> ERP platform?	Yes / No (Non-compliant companies may be directly disqualified)	Indicated through detailed platform service description and examples of similar integrations.  <b>SECTION B</b>
SSO	Does your platform support SSO (Single Sign-On) as standard?	Yes / No (Non-compliant companies may be directly disqualified)	Indicated through detailed platform service description.  <b>SECTION B</b>
Workflow adaptability	UNDP have identified a new end-to-end recruitment process that meets business requirements. Is your platform adaptable to fit a client process, either natively or through using third-party integrations?	Yes / No (Non-compliant companies may be directly disqualified)	Indicated through detailed description of the workflow adaptability.  <b>SECTION B</b>
Media-tracking	Does your platform support Pixel or UTM-based media tracking throughout the whole application and recruitment process, in addition to any native tracking solution?	Yes / No (Not compliant companies may be directly disqualified)	Indicated through detailed platform service description.  <b>SECTION B</b>
Application Process	Does your platform allow a client to build multiple recruitment processes to suit the needs of a given job-family/country/region/etc. including the automation of communications?	Yes / No (Not compliant companies may be directly disqualified)	Indicated through detailed platform service description.  <b>SECTION B</b>
UNDP GTCs	Acceptance of UNDP Contract General Terms and Conditions	Yes / No (Not acceptance)	Written acceptance of UNDP

		may lead to direct disqualification)	General Terms and Conditions <b>SECTION D</b>
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Interested bidders who met the minimum requirements listed in the table above, will be further screened through a desk review based on the technical evaluation criteria listed in the following **TABLE 2:**

List of attributes to be scored through desk review	Benchmark	Scoring Modality	Information to be provided in the relevant section of the application
Languages	Please confirm that your platform has supported/implemented projects in the following languages during the last 12 months: English, French, Spanish.	3 languages = 10 points  1 or 2 languages but platform is ready to support 3 languages= 5 points  0 languages = 0 point	Description of past projects for which support in the three relevant languages was provided (with contact references and visual evidence of language support).  <b>SECTION B</b>
Talent pool/pipeline functionality	Does your platform support talent pooling/pipelining, including a robust full-database search functionality to access candidate data?	Yes = 10 points No = 0 points	Indicated through description of your platform's talent pool/pipeline functionality.  <b>SECTION B</b>
Media integration	Does your platform support multi-channel job distribution to both free and paid/contracted channels?	Yes = 10 points No = 0 points	Please provide a detailed description of your media integration platform.

			<b>SECTION B</b>
Application Process	Does your platform allow white-labelling and/or custom branding of the candidate UI?	Yes = 10 points No = 0 points Partially = 5 points	Please confirm the extent to which this element is customizable.  <b>SECTION B</b>
Mobile apply	Please indicate if your platform is (a) built for mobile (b) optimised for mobile (c) not mobile friendly?	A = 10 points B = 5 points C = 0 points	Please provide visual evidence.  <b>SECTION B</b>
Post-implementation integration	Can you support post-implementation additional third-party software/solution integrations, and if so, what is your typical process for this activity?	Yes = 10 points No = 0 point	Please provide an overview of how you manage post-launch integration activities.  <b>SECTION B</b>
Accessibility	Please indicate if your platform conforms to the UN's System Accessibility requirements, which can be accessed here: <a href="https://www.un.org/en/webaccessibility/index.shtml">https://www.un.org/en/webaccessibility/index.shtml</a>	The platform is compliant = 10 points  The platform uses third party technology to be compliant = 5 points  Not compliant = 0 points	Please describe how your platform complies with the UN System Accessibility requirements and (if applicable) how your company leverages third party technologies to comply with the requirements.  <b>SECTION B</b>
Data migration	How many data migrations have you delivered in the last 3 years from legacy ATS/ERP?	5 or more = 10 points 1 to 4 data migration = 5 points 0 data migrations = 0	Please provide relevant past projects evidence. Also, indicate with accuracy the number of assignments in which the data

		points	was optimized before being transferred to your platform.  <b>SECTION B</b>
Integrations	How many HR value-chain third-party integrations (ERP, case management, testing platforms etc.) have you implemented in the last 3 years?	5 or more = 10 points 1 to 4 integrations = 5 points 0 integrations = 0 points	Please list relevant past projects evidence.  <b>SECTION B</b>
Business continuity	Please provide an overview of your business continuity and disaster recovery processes including details of the levels of RTO/RPO (Recovery Time Objective/Recovery Point Objective).	Recovery time completed within 24 hours = 10 points  Recovery time completed between 24 and 48 hours = 5 points  Recovery time completed in more than 48 hours = 0 points	Please provide examples of business continuity and disaster recovery processes and details regarding the levels of RTO/RPO. If no recovery processes have been carried out, please indicate what are the platform provisions for it.  <b>SECTION B</b>
User Management	Can your platform automatically adjust user permissions using an Active Directory (AD) or single sign-on (SSO) integration?	Yes = 10 points No = 0 points	Indicated through detailed platform service description.  <b>SECTION B</b>



### **Submission details**

Your expression of interest should be submitted in accordance with Section 2 of this EOI.

You are kindly requested to submit your Expression of Interest to UNDP through the e-tendering portal as per the link provided in the UNDP procurement notice.

The EOI should be received by UNDP no later than **24 July 2020, 12:00 PM New York Time**. EOIs received after the above deadline will not be considered. EOIs received via email may not be accepted.

Should you require further clarifications, kindly communicate to: [cpu.bids@undp.org](mailto:cpu.bids@undp.org) no later than 14 July 2020.

Vendors will be selected in accordance with the procedure set out in the UNDP Procurement Guidelines and UNDP Financial Rules and Regulations.

EOI from suppliers failing to provide the request information will be disregarded.

**This EOI does not entail any commitment on the part of UNDP, either financial or otherwise. UNDP reserves the right to accept or reject any or all EOI without incurring any obligation to inform the affected applicant/s of the grounds.**

# Annex 2: Instructions to Express Interest

## A. GENERAL

1. UNDP hereby solicits Expressions of Interest (EOI) for consultant firms that if selected in a short list will be invited to submit proposals in response to this Request for Proposal (RFP). Applicants must strictly adhere to all the requirements of this EOI. No changes, substitutions or other alterations to the rules and provisions stipulated in this EOI may be made or assumed unless it is instructed or approved in writing by UNDP in the form of Supplemental Information to the RFP.
2. Submission of an application shall be deemed as an acknowledgement by the Applicant that all obligations stipulated by this EOI will be met and, unless specified otherwise, the Applicant has read, understood and agreed to all the instructions in this EOI.
3. These notices do not constitute solicitations. The UNDP reserves the right to change or cancel these requirements at any time in the EOI and/or solicitation process. UNDP will consider the vendor's qualifications and experience in the particular area of consultant services, and previous performance, when preparing a short list. Thus submitting an EOI does not automatically guarantee a consultant firm will be considered for receipt of the Request for Proposal when issued.
4. UNDP implements a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical practices, and obstruction. UNDP is committed to preventing, identifying and addressing all acts of fraud and corrupt practices against UNDP as well as third parties involved in UNDP activities. (See [http://www.undp.org/content/dam/undp/library/corporate/Transparency/UNDP Anti Fraud Policy English FINAL june 2011.pdf](http://www.undp.org/content/dam/undp/library/corporate/Transparency/UNDP%20Anti%20Fraud%20Policy%20English%20FINAL%20june%202011.pdf) and <http://www.undp.org/content/undp/en/home/operations/procurement/protestandsanctions/> for full description of the policies)
5. In responding to this EOI, UNDP requires all Applicants to conduct themselves in a professional, objective and impartial manner, and they must at all times hold UNDP's interests paramount. Applicants must strictly avoid conflicts with other assignments or their own interests, and act without consideration for future work. All Applicants found to have a conflict of interest shall be disqualified. Without limitation on the generality of the above, Applicants, and any of their affiliates, shall be considered to have a conflict of interest with one or more parties in this solicitation process, if they:

5.1 Are or have been associated in the past, with a firm or any of its affiliates which have been engaged UNDP to provide services for the preparation of the design, specifications, Terms of Reference, cost analysis/estimation, and other documents to be used for the procurement of the goods and services in this selection process;

5.2 Were involved in the preparation and/or design of the programme/project related to the services requested under this RFP; or

5.3 Are found to be in conflict for any other reason, as may be established by, or at the discretion of, UNDP.

In the event of any uncertainty in the interpretation of what is potentially a conflict of interest, proposers must disclose the condition to UNDP and seek UNDP's confirmation on whether or not such conflict exists.

6. Similarly, the Applicants must disclose in their proposal their knowledge of the following:
  - a) That they are owners, part-owners, officers, directors, controlling shareholders, or they have key personnel who are family of UNDP staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving services under this RFP; and
  - b) All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices.

Failure of such disclosure may result in the rejection of the EOI affected by the non-disclosure.

7. The eligibility of Applicants that are wholly or partly owned by the Government shall be subject to UNDP's further evaluation and review of various factors such as being registered as an independent entity, the extent of Government ownership/share, receipt of subsidies, mandate, access to information in relation to this EOI, and others that may lead to undue advantage against other Proposers, and the eventual rejection of the Application.
8. All Applicants must adhere to the UNDP Supplier Code of Conduct, which may be found at this link: [http://www.un.org/depts/ptd/pdf/conduct\\_english.pdf](http://www.un.org/depts/ptd/pdf/conduct_english.pdf)

## **B. CONTENTS OF APPLICATION**

Bidders are required to complete, sign and submit the following documents:

- Section A: QUALIFICATIONS OF THE SERVICE PROVIDER: COMPANY PROFILE
- Section B: SERVICE DESCRIPTION
- Section C: SELF-DECLARATION FORM
- Section D: ACCEPTANCE OF UNDP GTCS
- Section E: FINANCIAL STABILITY

### **SECTION A: QUALIFICATIONS OF THE SERVICE PROVIDER: COMPANY PROFILE**

The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by indicating the following:

1. Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;
2. Business Licenses – Registration Papers, Tax Payment Certification, etc.
3. Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc. at least one of the following SAS 70 (Type II), ISO/IEC 27001. If the company holds a different relevant certificate, please provide copy. Proof to be submitted.

**Important Note:** please refer to the mandatory and evaluation criteria listed in the EOI Terms of Reference. All the information regarding criteria connected to Section A should be provided in this section of the EOI (please refer to table 1). Section A of your proposal should provide sufficient information to facilitate the evaluation of the criteria listed in **Tables 1**. Absence of information may lead to direct disqualification.

### **SECTION B: SERVICE DESCRIPTION**

1. Relevant experience: description of relevant experience with emphasis on ATS and including real examples of data migrations, implementation of HR value-chain integrations and business continuity/disaster recovery implemented processes.

- a. List of data migrations delivered in the last 3 years from legacy ATS/ERP (indicating description of contract scope, contract duration, detailed description of the services rendered, contract value, contact references)
  - b. List of HR value-chain third-party integrations (ERP, case management, testing platforms etc.) implemented in the last 3 years. (indicating description of contract scope, contract duration, detailed description of the services rendered, contract value, contact references)
  - c. List of projects supported/implemented projects in the following languages during the last 12 months: English, French, Spanish. (indicating description of contract scope, contract duration, detailed description of the services rendered, contract value, contact references)
2. Overview of the business continuity and disaster recovery processes including details of the levels of RTO/RPO (Recovery Time Objective/Recovery Point Objective).
3. Platform capabilities – detailed and evidenced answer to the following aspects:
  - a. Capacity to support talent pooling/pipelining, including a robust full-database search functionality to access candidate data
  - b. Capacity to support multi-channel job distribution to both free and paid/contracted channels?
  - c. Capacity provide reporting with 24/7 access to real-time data.
  - d. Capacity to allow white-labelling and/or custom branding of the candidate UI?
  - e. Mobile apply: platform is (a) built for mobile (b) optimized for mobile (c) not mobile friendly?
  - f. Capacity to support post-implementation additional third-party software/solution integrations, and if so, what is your typical process for this activity?
  - g. Conformity to the UN's System Accessibility requirements, which can be accessed here: <https://www.un.org/en/webaccessibility/index.shtml>
  - h. Capacity to automatically adjust user permissions using an Active Directory (AD) or single sign-on (SSO) integration?

**Important Note:** please refer to the mandatory and evaluation criteria listed in the EOI Terms of Reference's tables. All the information regarding criteria connected to Section B should be provided in this section of the EOI (please refer to tables 1 and 2). Section B of your proposal should provide sufficient information to facilitate the evaluation of all mandatory and technical evaluation criteria in Tables 1 and 2. Absence of information may lead to direct disqualification.

## **SECTION C: SELF-DECLARATION FORM**

The technical application must be accompanied by a written declaration of the following:

*a) All the information and statements made in this EOI are true and we accept that any misrepresentation contained in it may lead to our disqualification;*

*b) We are currently not on the removed or suspended vendor list of the UN or other such lists of other UN agencies, nor are we associated with, any company or individual appearing on the 1267/1989 list of the UN Security Council;*

*c) We have no outstanding bankruptcy or pending litigation or any legal action that could impair our operation as a going concern;*

*d) We do not employ, nor anticipate employing, any person who is or was recently employed by the UN or UNDP.*

*e) We have examined and have no reservations to the Prequalification Documents, including any Addendum (or Addenda to same effect), issued by the procuring UNDP entity in accordance with Instructions to Applicants.*

*f) We are not associated, or have been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by the Employer to provide consulting services for the preparation of the design specifications, and other documents to be used for the services to be procured.*

*g) We understand that UNDP may cancel the prequalification process at any time and that you are neither bound to accept any application that you may receive nor to invite the prequalified applicants to bid for the contract subject of this prequalification, without incurring any liability to the Applicants*

## **SECTION D: ACCEPTANCE OF UNDP GTCS**

The EOI application must contain bidder's written acceptance of the UNDP Contracts General Terms and Conditions:

[https://procurement-notice.undp.org/view\\_file.cfm?doc\\_id=205222](https://procurement-notice.undp.org/view_file.cfm?doc_id=205222)

## **SECTION E: FINANCIAL STABILITY**

The EOI application shall contain Financial Audited Account/Bank Reference/Bank Statement/Credit Scoring for the last two years or proof of financial soundness/stability.

## **C. EVALUATION OF APPLICATIONS**

1. UNDP shall examine the Applications to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, whether or not the Applicant is in the UN Security Council 1267/1989 Committee's list of terrorists and terrorist financiers, and in UNDP's list of suspended and removed vendors, and whether the Proposals are generally in order, among other indicators that may be used at this stage. UNDP may reject any Applications at this stage. To assist in the examination of applications, UNDP may, at its discretion, ask any Proposer for a clarification of its Applicant. UNDP's request for clarification and the response shall be in writing.
2. On the basis of the Applications received and examined, UNDP will prepare a shortlist of interested vendors.