

**STANDARD PROPOSAL SOLICITATION  
DOCUMENT**

**GOVERNMENT OF GUYANA**



**Guyana Revenue Authority**

*200-201 Camp Street, Georgetown, Guyana*

**Request for Proposal for:  
Supply and Delivery Of The Human Resource  
Capital Management (HCM) Payroll System,  
Guyana Revenue Authority Headquarters  
(GRA H/Q), Georgetown, Region #4**

*(April, 2024)*



## **Preface**

This Standard Bidding Document (SBD) was prepared by the National Procurement and Tender Administration Board (NPTAB) for use by all Procuring Entities for the procurement of works in accordance with the relevant sub-sections of the Procurement Act 2003, Chapter 73:05. The procedures and methods presented in this document were developed on the basis of practical experience and are mandatory for use in the procurement carried out in whole or in part from the state funds in accordance with the provisions of the Procurement Law.

In the preparation of the bidding documents for each individual procurement, the SBD groups the provisions that are intended to be used unchanged in “the Instructions to Bidders”, “the General Conditions of Contract” and “The Evaluation Criteria”, unless written approval is granted by the NPTAB.

Data and provisions specific to each procurement should be included in the Proposal Data Sheet, the Special Conditions of the Contract, Technical Specifications (including any drawings and plans) and Bill of Quantities. The standard applicable forms are listed in the table of contents and in the relevant sections herein.

For additional information on this Proposal Document, please contact:

**Guyana Revenue Authority**

**Telephone number: 592-227-6060**

**Ext 4503, 4511 or 4518**

## CONTENTS

Invitation for Proposals	.....	4
Instruction To Bidders (ITB)	.....	5-12
Proposal Data Sheet	.....	13-14
General Conditions of Contract (GCC)	.....	15-20
Special Conditions of Contract (SCC)	.....	21-22
Schedule of Requirements	.....	23
Technical Specifications	.....	24-48
Supplier's Proposal	.....	49-50
Price Schedule	.....	51
Performance Security	.....	52-53
Proposal Securing Declaration	.....	54-55
Letter of Acceptance	.....	56
Power of Attorney for Signing the Proposal	.....	57
Qualification Information	.....	58
Inspection and Test	.....	59
Declaration for Individual Bidders	.....	60
Evaluation and Qualification Criteria	.....	61-62

22 MAR 2024

APPROVED

## INVITATION FOR PROPOSALS (IFP)

1. Guyana Revenue Authority hereinafter referred to as “the Procuring Entity”, invites eligible bidders to submit their proposals for the supply of goods and related services for – **“Request for Proposal for: Supply and Delivery of the Human Resource Capital Management (HCM) Payroll System, Guyana Revenue Authority Headquarters (GRA H/Q), Georgetown, Region #4”**
  2. The proposal documents may be obtained and be examined by any interested bidder. Proposal documents can be obtained free of charge on the Guyana Revenue Authority’s official website, using the following URL: <https://www.gra.gov.gy/request-for-proposal-for-supply-delivery-of-the-human-resource-capital-management-hcm-payroll-system-guyana-revenue-authority/>
  3. All bidders should submit their proposals no later than 09:00 hours on April 25, 2024 at the address below:  
The Chairman  
National Procurement and Tender Administration Board  
Ministry of Finance  
49 Main & Urquhart Streets  
Georgetown
- All late proposals will be rejected and returned to bidders, unopened.
4. A Bid Securing Declaration form is required.
  5. Proposals shall be valid for one hundred and twenty (120) days after the date of bid opening.
  6. Proposals shall be opened by the Tender Board in the presence of Bidders’ representatives who wish to attend it at 09.00 hours on April 25, 2024 at the address: National Procurement and Tender Administration Board (NPTAB), Ministry of Finance, 49 Main and Urquhart Streets, Georgetown, Guyana, or may request a video link from [npta.procurement@finance.gov.gy](mailto:npta.procurement@finance.gov.gy)

\_\_\_\_\_  
Representative of Procuring entity

\_\_\_\_\_  
/Full name/

# INSTRUCTIONS TO BIDDERS

## A. Introduction

### 1. Description of the Procurement

The Procuring Entity identified in the *Proposal Data Sheet* intends to procure the goods identified in the *Proposal Data Sheet* and in the Schedule of Requirements.

### 2. Eligibility and qualifications of Bidders

- 2.1 In order to be awarded a procurement contract, bidders should possess the technical and financial capacity needed to perform the contract, should fulfill their tax and social insurance fund liabilities in Guyana, and should not currently be subject to a debarment penalty, and must comply with the specific eligibility and qualification requirements referred to in the *Proposal Data Sheet and Evaluation Criteria*.
- 2.2 The bidders should not have conflicts of interest, including involvement in more than one proposal in this proceeding, should not be associated nor have been associated in the past, directly or indirectly, with any agency or any of its representative(s), affiliate(s), that have been engaged by the Procuring Entity to provide consulting services at the preparation stage of the proposal, technical specifications and other documentation that are subject to be used in the procurement of goods which must be purchased in accordance with the Invitation for Proposals. In case when the indicated facts are discovered, the Bidder's proposal shall be rejected.

## B. Proposal

### 3. Clarification and amendment of proposal

- 3.1 The Procuring Entity, in not more than three (3) working days, will respond in writing or electronic mail to any request for clarification of the bidding documents to be received in writing or electronic mail not later than seven (7) days before the expiry of a deadline for submission of proposals. At the same time, the Procuring Entity's response shall without identifying its source of the request, be distributed to all bidders who have received the bidding documents from the Procuring Entity.
- 3.2 At any time before the deadline for submission of proposals, the Procuring Entity may amend the proposal by issuing an Addendum and notifying it to the bidders.

**C. Preparation of Proposal**

**4. Language of Proposal**

- 4.1 The proposal prepared by the Bidder, as well as all correspondence and documents related to that proposal and exchanged by the Bidder and the Procuring Entity shall be written in the language *specified in the Proposal Data Sheet*.

**5. Documents Included in Proposal**

- 5.1 The proposal prepared by the Bidder should contain the Form of Proposal, the Price Schedules and the other documents to be submitted in accordance with these Instructions to Bidders, Proposal Data Sheet and Evaluation Criteria.

**6. Proposal Price**

- 6.1. Subject to the choice of INCOTERMS as indicated in the Proposal Data Sheet, the prices given in the Price Schedule shall include all transportation costs to the destination point indicated in the Contract, all taxes, duties, payments collected, in accordance with the laws of Guyana and delivery related and other costs on performing of contractual obligations.
- 6.2. The prices offered by the Bidders shall remain fixed during the whole period of Contract performance and shall not be modified in any circumstance.

**7. Proposal and Payment Currency**

- 7.1 The prices shall be indicated in Guyana Dollars, unless otherwise specified in the *Proposal Data Sheet*.

**8. Proposal Security**

- 8.1 Unless otherwise provided in the *Proposal Data Sheet*, the bidder shall furnish, as part of his proposal, an original Proposal Security, in the form, currency and amount specified in the *Proposal Data Sheet* with a validity period for not less than two (2) weeks upon the expiry of the proposal validity period and in accordance with the specified form.
- 8.2 The proposal security may be forfeited, if the Bidder:

(a) withdraws his/her proposal after it is opened during the period of validity specified in the proposal; or,

(b) having been awarded the contract fails:

(1) to sign the contract on the terms and conditions provided in his proposal; or

(2) to furnish the Performance Security, if required to do so.

## **9. Period of Validity of Proposal**

9.1 Proposals shall remain in force during the period specified in *the Proposal Data Sheet* after the date of proposal opening.

## **10. Format, Signing and submission of Proposal**

10.1 The Bidder shall prepare an original proposal which shall be completed in writing in indelible ink and shall be signed by the Bidder, or by the person (persons) duly authorized to sign the proposal in accordance with the power of attorney and 2 (two) exact electronic PDF copies of the proposal on Flash Drive, to be submitted with the proposal. All pages of the proposal where new information, modifications or erasures entered shall be initialed (signed) by the person or persons signing the proposal. In the event of discrepancies between them, the original shall prevail.

10.2 The proposal shall contain no interlineations, erasures or overwriting, except the cases when the Bidder needs to correct errors which must be initialed by the person or persons signing the proposal.

10.3 The Bidder shall seal the original and Electronic PDF copy of the proposal in different envelopes, marking them “**ORIGINAL**” and “**COPY**”, as appropriate. The envelopes shall then be sealed in an outer envelope.

10.4 The envelope shall:

(a) be addressed to the **Chairman, National Procurement & Tender Administration Board (NPTAB), 49 Main & Urquhart Streets, Georgetown** (the address specified in the Invitation for Proposals);

(b) **bear the Invitation – “Request for Proposal for: Supply and Delivery of the Human Resource Capital Management (HCM) Payroll**

**System, Guyana Revenue Authority Headquarters (GRA H/Q), Georgetown, Region #4”**

the words: **“DO NOT OPEN BEFORE,” 09:00 hours on April 25, 2024.**

**11. Deadline for Submission of Proposals**

11.1 Proposals must be received by the Procuring Entity at the address and within the periods specified in *the Proposal Data Sheet*. All proposals received by the Procuring Entity upon the expiry of a period established for submission of proposals as indicated by the Procuring Entity shall be rejected and returned to the Bidder unopened.

**12. Modification and Withdrawal of Proposals**

12.1 The Bidder may modify or withdraw his proposal after the proposal’s submission, provided that the Procuring Entity will receive a written notice of modification, including substitution or withdrawal of proposal until the expiry of established period for submission of proposals.

12.2 The Bidder’s modification or withdrawal notice shall be prepared, sealed, marked, and sent in accordance with the provisions of ITB Clause 10. In that case the outer and inner envelopes will be additionally marked as **“MODIFICATION”** or **“WITHDRAWAL”**, as appropriate. A withdrawal notice may also be sent by email with a subsequent written confirmation not later than the deadline for submission of proposals.

**E. Opening and Evaluation of Proposals**

**13. Opening of Proposals**

13.1 The Procuring Entity will open all proposals in the presence of bidders’ representatives who wish to attend, at the time, on the date, and at the address specified in the *Proposal Data Sheet*. The bidders’ representatives who are present shall sign a register evidencing their attendance.

13.2 The bidders’ names, proposal prices, including alternatives (if alternatives permitted), information on the presence or absence of required proposal security, information on the presence (absence) of tax debts and debts of social insurance payments will be announced at the opening. No proposal shall be rejected at the

opening, exclusive of late proposals and unidentified Proposals to be returned to the Bidder unopened.

- 13.3 Proposals and modifications sent pursuant to ITB Clause 12.2 that are not opened and read out during the proposal opening shall not be accepted for further evaluation, regardless of circumstances.

#### **14. Evaluation of Proposals**

- 14.1 During the evaluation of proposals, the Evaluation Committee may, at his discretion, request the Bidder to provide clarification of his proposal. The request for clarification and the response thereto shall be made in writing, and in that case no change in price or substance of the proposal shall be sought, offered, or permitted.
- 14.2 The Evaluation Committee shall determine the responsiveness of each proposal to requirements of the bidding documents. For the purposes of this Clause a substantially responsive proposal is one which satisfies all the indicated provisions without a material deviation or reservation.
- 14.3 The Evaluation Committee may regard a tender as responsive if it contains any minor deviations, that do not materially alter or depart from the characteristics, terms and conditions and other requirements of the proposal solicitation documents, or if it contains errors or oversights that are capable of being corrected without touching the substance of the tender. To the extent feasible and appropriate, for the purposes of comparing proposals, acceptable deviations shall be quantified in monetary terms, and reflected in adjustments to the proposal price (for the purposes only of comparison of proposals).
- 14.4 Arithmetical errors shall be rectified in the following manner. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words shall prevail. If the Bidder disagrees with such correction of errors, his proposal shall be rejected.
- 14.5 The Evaluation Committee shall evaluate and compare only the proposals that are determined to be responsive to the Proposal Solicitation Document.

#### **15. Confidentiality and Contacting the Procuring Entity**

- 15.1 No Bidder shall contact the Procuring Entity on any matter related to his proposal from the date of proposal opening until the date of contract award, except for requests related to clarification of the proposal. Information concerning the evaluation of proposals is confidential.
- 15.2 Any effort by the Bidder to influence the Procuring Entity's decision on proposal evaluation and comparison, or contract award may result in the rejection of that Bidder's proposal and subjected to debarment in accordance with Sub-section II of the Procurement Regulations.

## **F. Award of Contract**

### **16. Award Criteria**

- 16.1 Subject to ITB Clause 18, the Procuring Entity will award the Contract to the Bidder whose proposal is determined to be substantially responsive to the requirements of the proposal solicitation document, and who offered **the Lowest Evaluated Proposal**, provided that the Bidder has been determined:
  - (a) to be eligible pursuant to Clause 2;
  - (b) to comply with qualification requirements, in accordance with Clause 2, and any technical requirements and evaluation criteria disclosed in the proposal solicitation documents.

### **17. Procuring Entity's Right to Vary Quantities at Time of Entering into a Contract**

- 17.1 The Procuring Entity reserves the right, when entering into a contract, to increase or decrease the quantity of goods and related services specified in the Schedule of Requirements, by the percentage indicated in the *Proposal Data Sheet*, no change in the unit price or other conditions shall be made (an increase or decrease of quantity **not exceeding 10 percent variation**)

### **18. Procuring Entity's Right to Accept Any Proposal and to Reject All Proposals**

- 18.1 The Evaluation Committee reserves the right to accept or reject any proposal or all proposals, and to cancel the bidding process at any time prior to award of contract, without thereby incurring any liability to Bidders and without being required to inform the Bidder or Bidders of reasons of such actions.

## **19. Notification of Award**

- 19.1. The proposalder whose proposal is accepted will be notified of the award of contract by the Purchaser prior to expiration of the proposal validity period.
- 19.2. The notice of acceptance shall be given to the successful Bidder within fourteen (14) days of the award of contract.
- 19.3. At the same time that the Procuring Entity notifies the successful Bidder in accordance with sub-clause (1), the Procuring Entity will notify all other Bidders of the name of successful Bidder, and his proposal price.

## **20. Signing of Contract and performance security**

- 20.1 The Procuring Entity will send the successful Bidder the Form of Contract contained in the proposal solicitation document. The successful Bidder shall sign and date the Contract and return it to the Procuring Entity within seven (7) days of receipt of notice of award.
- 20.2 Together with the signed Contract, the Bidder shall, if required to do so by the *Proposal Data Sheet*, furnish the Procuring Entity with a Performance Security in the amount and form specified in the *Proposal Data Sheet*.
- 20.3 If the successful Bidder fails to furnish the performance security, if required to do so, or within seven (7) days fails to return the Contract signed by him, then it shall be a sufficient ground to refuse the award of Contract, and to forfeit the proposal security, in that case the Procuring Entity shall award the Contract to the next lowest evaluated Bidder, subject to the right of the Procuring Entity to reject all proposals.

## **21. Settlement of disputes**

- 21.1 To settle the disputes which may arise during the execution of Contract, the parties shall follow the procedure referred to in the *Proposal Data Sheet*.

## **22. Corrupt and Fraudulent Practices**

- 22.1 The Evaluation Committee requires that Bidders observe the highest standards of ethics during the procurement and execution of such contracts. In pursuance of this policy, the Procuring Entity:

(a) will reject the proposal if it establishes that the Bidder recommended for award has engaged in corrupt, fraudulent, collusive, or coercive practices in competing for the Contract in question.

(b) refer the matter to the Public Procurement Commission (PPC) in accordance with the provisions of Procurement (Suspension and Debarment) Regulations 2019.

### **23. Compliances**

23.1 Bidder must submit valid certificates of compliances from Guyana Revenue Authority (GRA), National Insurance Scheme (NIS), and VAT Registration (*applicable to local bidders only*).

### **24. Defects Liability:**

24.1 The “Defects Liability Period” for the goods and related services is one (1) year from the date of taking over possession or such other period as may be specified in the Proposal Data Sheet. During this period, the supplier will be responsible for rectifying any defects or replacement of goods free of cost to the Procuring Entity.

22 MAR 2024

**PROPOSAL DATA SHEET (PDS)**

APPROVED

The following specific data to clauses of the provisions of Instructions to Bidders which supplement or amend the provisions of the Instructions to Bidders (ITB). Whenever there is a conflict, the provisions herein shall prevail over those in ITB.

Item No.	
<b>ITB 1.1</b>	Guyana Revenue Authority 200/201 Camp Street Tel. No. 227 – 8222 Ext 4503, 4511 or 4518.  The subject of the procurement is: <b>“Request for Proposal for: Supply and Delivery of the Human Resource Capital Management (HCM) Payroll System, Guyana Revenue Authority Headquarters (GRA H/Q), Georgetown, Region #4”</b>
<b>ITB 2.1</b>	To qualify for award of the Contract, the bidders shall meet the following minimum qualification criteria: Submit GRA & NIS Compliances (applicable to local bidders only) and meet the specified Evaluation Criteria (pg.60&61)
<b>ITB 4.1</b>	Language of Proposal - English.
<b>ITB 6.1</b>	The price quoted by bidders shall be on the basis of services provided.
<b>ITB 7.1</b>	Currency of Proposal: <b>Guyana Dollars</b> applicable to bidders within Guyana or <b>United States Dollars (USD)</b> applicable to international bidders
<b>ITB 8.1</b>	A proposal securing declaration must be completed and signed by the bidder. (pg.53-54)
<b>ITB 9.1</b>	The period of validity of proposal: One hundred and twenty days (120).
<b>ITB 11.1</b>	Deadline and place for submission of proposals at: The Boardroom, Chairman of the National Procurement and Tender Administration Board, 49 Main and Urquhart Streets, Georgetown at: <b>09:00 hours on April 25, 2024.</b>
<b>ITB 13.1</b>	Time and place for opening of proposal: Chairman, National Procurement and Tender Administration Board, 49 Main and Urquhart Streets, Georgetown. <b>At 09:00 hours on April 25, 2024.</b>
<b>ITB 17.1</b>	Increase or decrease in the quantity of goods and services not exceeding 10% in accordance with ITB Clause 17.1

<b>ITB 20.2</b>	A performance security may be required in cases where the supplier is given an advanced payment. Performance Security must be in the form of a Bank Guarantee or a bond from an Insurance company licensed by the Bank of Guyana, or relevant financial institution in the case of international bidders.
<b>ITB 21.1</b>	Disputes that may arise in the performance of the contract shall be settled in accordance with the applicable Laws of Guyana.
<b>ITB 24.1</b>	The duration of the defect's liability period is one (1) year following provisional acceptance.



## GENERAL CONDITIONS OF CONTRACT (GCC)

The General Conditions are the Standard General Conditions of Contract. No alteration shall be made on the pages of these Conditions. The Procuring Entity, when amending or supplementing the General Conditions of Contract should do so only in the Special Conditions of Contract. Any amendment or addenda of the General Conditions of Contract shall conform to the legislation of Guyana.

### 1. Definitions and application

1.1 This Contract lists below the terms that have the following interpretation:

- (a) **"Contract"** means the agreement entered into between the Procuring Entity and the Supplier, as recorded in the Form of Contract signed by the parties, including all attachments and appendices thereto and all the documents referenced therein.
- (b) **"Contract Price"** means the price payable to the Supplier under the Contract for complete and proper performance of his contractual obligations.
- (c) **"Goods"** means the item (s) referred to in the Schedule of Requirements contained in the Proposal Solicitation Document.
- (d) **"GCC"** - means the General Conditions of Contract contained in this Section.
- (e) **"SCC"** - means the Special Conditions of Contract.
- (f) **"Procuring Entity"** – means the Procuring entity carrying out the procurement of Goods, specified in the SCC.
- (g) **"Supplier"** – means an individual or legal entity, or a combination of any abovementioned forms which operate under the existing agreement as a joint venture and supply the Goods and Services under the Contract.
- (h) **"Day"** – means calendar day.

1.2 The General Conditions of Contract shall apply in the procurement of goods; the

specific amendment, addition and alteration shall be indicated in the Special Conditions of Contract.

- 1.3 Warranty requirements are as may be specified in the Special Conditions of Contract.

## **2. Contract Documents**

- 2.1 Subject to the order of precedence set forth in the Contract Agreement, all documents forming the Contract (and all parts thereof) are intended to be correlative, complementary, and mutually explanatory. The contract shall be read as a whole.

## **3. Performance Security**

- 3.1 If required by the SCC, within seven (7) days of receipt of notification of award, the successful Bidder shall furnish the Procuring Entity with the performance security the amount and form of which are indicated in the SCC.

## **4. Packing**

- 4.1 The Supplier shall provide such packing of the Goods as is required to prevent their damage or deterioration during transit to final destination specified in the Contract, and as may be required by the Special Conditions of Contract.

## **5. Delivery, Transportation, Mobilization Advance**

- 5.1 The Supplier must deliver the software within the periods to the Guyana Revenue Authority as indicated in the Schedule of Requirements and shall provide the documentation indicated in the SCC. Subject to the SCC, transportation of the Goods to the place specified by the Procuring Entity shall be carried out and paid by the Supplier and related costs shall be included in the Contract Price.

## **6. Payment**

- 6.1 The payment to the Supplier for the Goods delivered shall be made in accordance with the Contract in the form and within the periods specified in the SCC.
- 6.2 If the Procuring Entity does not pay the Supplier the sum due within the periods specified in the Contract, in that case the Procuring Entity shall pay the Supplier [interest at the rate specified or determined pursuant to the Special Conditions of

Contract].

## **7. Prices**

- 7.1 Prices established by the Supplier in the Contract for goods delivered shall not vary from the prices quoted by the Supplier in his proposal.
- 7.2 Cost proposals should be submitted detailing the following at a minimum:
- All Software licensing cost for example;-
    - Application
    - Database
  - Maintenance and after sale support (Three Years).
  - Project implementation
    - Development
    - Change Management inclusive of Training (Technical and end user)
    - Implementation (Migration, testing and go live)
    - Project Management
    - Expenses

## **8. Assignment**

- 8.1 The Supplier shall not assign, in whole or in part, his obligations under the Contract to a third party for the execution without the Procuring Entity's prior written consent.

## **9. Delays in the Supplier's Performance and liquidated damages**

- 9.1 Delivery of the Goods shall be carried out by the Supplier, in accordance with the schedule indicated by the Procuring Entity in the *Schedule of Requirements*.
- 9.2 Except for provided under GCC Clause 13, the delay in the Supplier's performance of his delivery obligations shall render the Supplier liable for payment of liquidated damages in the amount specified in the SCC, unless an extension of time is agreed upon by the parties without application of liquidated damages. Once the maximum deduction specified in the SCC is reached, the Procuring Entity may consider termination of the Contract, in accordance with Clause 10 of the General Conditions of Contract.

## **10. Termination**

- 10.1 The Procuring Entity, without detriment to any other sanctions of infringement of

the provisions of Contract, by written notice of default sent to the Supplier, may terminate this Contract in whole or in part:

- (a) if the Supplier fails to deliver the portion or all of the Goods within the periods provided for in the Contract, or within an extension period of that Contract, or to perform any of his obligations under the Contract.
  - (b) if bankruptcy procedures are applied to the Supplier, or it is declared insolvent.
  - (c) if the Supplier, in the Procuring Entity's opinion, has engaged in corrupt, fraudulent, collusive or coercive practices when entering into or executing the Contract.
  - (d) If the Procuring Entity deems that continued implementation of the contract would no longer be expedient from the standpoint of the public interest.
- 10.2 The notice of termination shall specify the reason of termination, the extent to which performance of the Supplier under the Contract is terminated, and the date upon which such termination becomes effective.
- 10.3 Notwithstanding clauses 9 and 10.1(d), the Supplier shall not forfeit his performance security, and shall not be liable for payment of liquidated damages, or termination for default, if delay in executing the Contract or failure to perform obligations under the Contract is the result of an event of force majeure. When force majeure arises, the Supplier shall promptly notify the Procuring Entity in writing of such circumstance and its causes.
- 10.4 When the contract is terminated in accordance with clause 10.1(d), the Goods that are complete and ready for shipment within twenty-eight (28) days after the Supplier's receipt of notice of termination shall be accepted by the Procuring Entity at the Contract terms and prices. For the remaining Goods, the Procuring Entity may elect:
- (a) to have any portion completed and delivered at the Contract terms and prices:  
and/or
  - (b) to cancel the remainder and pay to the Supplier an agreed amount for partially completed Goods and Related Services and for materials and parts previously procured by the Supplier.

## **11. Settlement of Disputes**

- 11.1 If any dispute or disagreement arises between the Procuring Entity and the Supplier for the Contract or in connection with it, the parties shall make every effort to resolve the dispute or disagreement amicably by mutual consultation.
- 11.2 If during twenty one (21) days, the parties failed to resolve their dispute or disagreement by mutual consultation; either the Procuring Entity or the Supplier may send the other party the notice of intent to commence arbitration, if an arbitration is incorporated in the Contract in the Special Conditions of Contract or otherwise agreed by the parties, or in the Court of General Jurisdiction if no arbitration is envisaged, and no arbitration or litigation in respect of that matter may be commenced unless such notice is given.

Any dispute or disagreement in respect of which the notice of intent is sent to commence trial shall be heard by the [Court of General Jurisdiction].

- 11.3 Notwithstanding any reference to dispute settlement herein, the parties shall continue to perform their obligations under the Contract, unless they agree otherwise.

## **12. Applicable Law**

- 12.1 The Contract shall be interpreted in accordance with the Laws of Guyana.

## **13. Formal Communication between the Procuring Entity and the Supplier**

- 13.1 Any notice given by one party to the other pursuant to the Contract shall be in force if it is done in writing and sent at the address of other party in the SCC.
- 13.2 A notice shall be effective when delivered or on the specified date, whichever is later.

## **14. Taxes and Duties**

- 14.1 The Supplier shall be fully responsible for all taxes, duties, license taxes, etc., levied in accordance with the legislation of Guyana, and subject to the application of INCOTERMS in accordance with the SCC.

## **15. Retention**

- 15.1 No retention shall be applied on consumables, but warranties, guarantees and expiry dates to apply.
- 15.2 Retention on fixed assets shall be determined by the procuring entity on a case by case basis.

## SPECIAL CONDITIONS OF CONTRACT (SCC)

The following Special Conditions of Contract shall supplement the General Conditions of Contract. Whenever there is a conflict, the provisions herein shall prevail over those in the General Conditions of Contract.

GCC Clause No.	Special Conditions of Contract
1.1	<p><b>Definitions</b></p> <p>The Procuring Entity is <b>Guyana Revenue Authority</b>, 200/201 Camp Street, Tel. No. 227 – 8222 Ext. No. 4503/4511/4518</p> <p>The Supplier is: (indicate full name, legal address, phone, fax and e-mail of Supplier)</p> <p>The Subject of procurement: <b>“Request for Proposal for: Supply and Delivery of the Human Resource Capital Management (HCM) Payroll System, Guyana Revenue Authority Headquarters (GRA H/Q), Georgetown, Region #4”</b></p>
3.1	<p>The Request for Proposal for: Supply and Delivery of the Human Resource Capital Management (HCM) Payroll System will be evaluated based on the technical and financial criteria outlined on Page 61-62.</p>
5.1	<p><b>Delivery of Software</b></p> <p><b>The following documentations are to be provided by the Supplier to the Procuring Entity (where applicable):</b></p> <ol style="list-style-type: none"> <li>(1) Letter of Authorization</li> <li>(2) Warranty Certificate of Manufacturer or Supplier;</li> <li>(3) Inspection certificate issued by the authorized inspection service, and the supplier's factory inspection report (if any);</li> <li>(4) Certificate of Quality</li> </ol> <p><i>[The above list may be modified or supplemented to reflect the particular circumstances and nature of the procurement, such as a Manufacturer's Authorization in accordance with Annex 13].</i></p>
6.1	<p><b>Payment</b></p> <p>20% Advance Payment</p> <p>60% on delivery to site</p>

6.1	<p><b>Payment</b>  20% Advance Payment  60% on delivery to site  20% on Testing and Acceptance</p>
7.2	<p>Cost proposals should be submitted detailing the following at a minimum:</p> <ul style="list-style-type: none"> <li>- All Software licensing cost for example:- <ul style="list-style-type: none"> <li>• Application</li> <li>• Database</li> </ul> </li> <li>- Maintenance and after-sale support (Three Years)</li> <li>- Project implementation <ul style="list-style-type: none"> <li>• Development</li> <li>• Change Management inclusive of Training (Technical and end user)</li> <li>• Implementation (Migration, testing and go live)</li> <li>• Project Management</li> <li>• Expenses</li> </ul> </li> </ul>
9.2	<p><b>Liquidated Damages</b>  Applicable rate of maximum deduction 5% of contract price for untimely execution of order.</p>
11.2	<p><b>Settlement of Disputes</b>  Disputes arising out of or in connection with the Contract shall be settled in accordance with the Laws of Guyana.</p>



## SCHEDULE OF REQUIREMENTS

The delivery schedule expressed as days specifies hereafter the date of delivery to destination point. In column "the delivery schedule", the Procuring Entity shall indicate the date from which schedule starts. It should be either the date of award, or the date of signing of Contract, or the date of opening of letter of credit, or the date of confirming the letter of credit (subject to circumstances). The Form of Bid shall specify only reference to that schedule.

Item No.	Brief Description of Goods	Quantity	Place of Delivery	Delivery Schedule <u>Maximum of one (1) year</u> from date of contract signing
1	Delivery and functional implementation of the Human Resource Capital Management (HCM) Payroll System	1	Guyana Revenue Authority	

**NATIONAL PROCUREMENT  
& TENDER ADMINISTRATION**  
 22 MAR 2024  
**APPROVED**

# TECHNICAL SPECIFICATIONS

## **Request for Proposal for: Supply and Delivery of the Human Resource Capital Management (HCM) Payroll System, Guyana Revenue Authority Headquarters (GRA H/Q), Georgetown, Region #4**

### **1. Introduction**

#### **1.1. Purpose**

The Guyana Revenue Authority (GRA) is seeking proposals from vendors for the Implementation of a Human Resources Capital Management System that includes the Payroll and Time Attendance modules. This system will be used by the Human Resources (HR) and Finance Divisions to manage all of GRA's employees information.

#### **1.2. Background Information**

The Guyana Revenue Authority is the sole Revenue Collection Agency in Guyana. The staff complement is approximately 1300+ employees who are assigned to twenty – eight (28) locations in the ten (10) administrative regions across the country. The Head Office is located at 200 – 201 Camp Street, South Cummingsburg, Georgetown, Guyana.

The Human Resource Management Department (HRMD) of the Revenue Authority is currently in the process of sourcing a Human Resource Capital Management System. It is desirable that the system should be a fully integrated one, which would minimise the use of paper, improve process efficiency and provide added value to the modernization of the Authority.

Currently, the HRMD uses different systems that records and track employees' data, leave, time management, benefits and other information. The current vision is to merge every function that is performed by the HRMD to a single robust HCM-Payroll solution. It must allow for both backward and forward integration, allowing the Authority to do human resource planning over different time periods as well as predictive succession and talent management. We need the capabilities to manage comprehensive records of each employee from the time they are sourced to their departure into retirement.

## **2. Scope Of Work**

Broadly, this solution should include the following:-

- Organizational and Location Management
- Personnel Information
- Recruitment and Onboarding
- Employment Information
- Talent Management (Performance Appraisal, Training and Development, Succession Planning)
- Exit Management Process
- Payroll and Compensation Management
- Time Attendance Management
- Leave Management
- Self Service
- Reports

The listed requirements are not exhaustive – it is expected that the selected vendor will conduct the appropriate requirements analysis. Vendors are encouraged in their proposal to include any additional requirements and/or specifications not listed.

## **3. Deliverables**

The deliverables expected during the course of this implementation include, but are not limited to:-

- project implementation plan.
- completed GRA-HCM-Payroll Requirements Specifications excel document
- periodic progress reports.
- implemented solution in the production environment as well as the testing and training environments.
- standard reports as stipulated by GRA that would cover every day operational needs and strategic analysis and planning.
- a facility that will allow GRA to generate adhoc and other reports without requiring external help or permission.
- user/help manuals and videos.
- technical documentation.
- pre-implementation technical and functional training for GRA project team,

- end user change manage sessions and training materials.
- after sale support and maintenance.

#### **4. Administrative**

- The names and CVs of all persons who will be working on the project must be listed.
- The project manager must be on site for the duration of the project.
- Data preparation and migration must be seen as a shared responsibility between the vendor and GRA.
- While GRA is interested in getting the best solution possible, it is however **not** interested in having the latest version of any software that you may want to implement. Instead, the GRA is interested in having the most recent stable and tested version of software.

## Guyana Revenue Authority - HCM Requirement Specifications (Core Modules)

General Requirements

System Requirements

Functional Requirements

Organisational and Location Management

Recruitment and Onboarding

Personnel Information

Exit Management Process

Employment Information (employment period, roles,)

Talent Management (Performance Appraisal, Training and Development, Succession Planning)

Payroll and Compensation Management

Time Attendance Management

Leave Management

Self Service

Reports

## General Requirements

Num.	M/P	Requirements	Included in base product (Yes/No)	Not included, but available at implementation (Yes/No)	Proposalders Comments This must be limited to 20 words. Additional comments maybe reference in separate attachments where necessary.
F001	M	The system shall have start and end dates validations and shall track start dates and end dates for all important data such as bank changes data, role movement, employment period, salary changes, business rules, Tax rules, NIS rules, medical/life insurance rules, Leave rules, leave passage rules.			
F002	M	All critical changes must be approved. In some cases, there are multiple levels of approvals thus the system shall provide multi-level approval workflows.			
F003	M	System shall be able to track 'Sent To' Identification, for all emails sent to employees and their supervisors			
F004	M	The System shall be able to upload any document for an employee to the processes that require supporting documents.			
F005	M	The system shall have the functionality to undo any incorrect transaction done with the relevant controls in place.			
F006	M	The system shall have proper validations on all of its processes.			
F007	M	The system shall be able to send alerts and notifications to individuals wherever necessary.			
F008	M	The system shall provide for proper analysis and reporting using graphs, built-in reporting tools or any other analytical tools. The creation of new reports should be easily deployed within the application.			
F009	M	The system shall have proper role management and access controls to data and/or various system modules, organization/department/work unit.			
F010	M	HR reports shall be sensibly parameterized and displayed the selected parameters on all reports.			
F011	M	The system shall provide audit trails for any changes made to any data.			

F012	M	The system shall allow for data to be transferred to other third-party applications.			
F013	M	The vendor shall facilitate the migration of current and historical data for all persons' personal data and all recorded activities over the life cycle of an employee from the previous software to the new system.			
F014	M	The system shall be able to facilitate the changes in configuration to give effect to policy, rates and other changes that may occur within an organization from time to time.			
F015	M	The system shall facilitate these categories of reports for all modules and key functions within the system; Productivity, Audit, Control, and Management.			
F016	M	The supplier must facilitate a separate environment for GRA to conduct acceptance testing of new features and potential changes. In addition, another environment must be set up for GRA to use for organizational training.			

## System Requirements

Num.	M/P	Requirements	Included in base product (Yes/No)	Not included, but available at implementation (Yes/No)	<b>Proposalders Comments</b> This must be limited to 20 words. Additional comments maybe reference in separate attachments where necessary.
S001	M	The system shall be an on-premises application			
S002	M	The solution shall use Oracle 12c or higher or Microsoft SQL Server 2016 or higher as the supporting database.			
S003	M	The system shall preferably be a web-based application and must be compatible with all browsers			
S004	M	The system shall be able to be configure using a Virtual Environment (VMware).			
S005	M	The system shall meet minimally current trusted Standards inclusive of Security Standards.			

## Organisation Management

Num.	M/P	Requirements	Included in base product (Yes/No)	Not included, but available at implementation (Yes/No)	Proposalders Comments This must be limited to 20 words. Additional comments maybe reference in separate attachments where necessary.
O001	M	The system shall be able to capture the details of the work unit within the organization structure (for example work unit, sub-section, section, division, department). It shall also be flexible to allow for as many levels as possible.			
O002	M	The system shall have the capability to view the positions, jobs and employees associated within a work unit as well as the details for any sub-units by providing a drill-down facilitate			
O003	M	The system shall have the capabilities of viewing a graphical hierarchical representation of the organizational structure at the highest level as well as at different segments or levels of the structure.			
O004	M	The system shall have the ability to display the span of control and chain of command.			
O005	M	The system shall have an easy drag-and-drop feature to move a work unit from one parent to another, and the ability to revert these drag-and-drop changes.			
O006	M	The system shall have the flexibility of renaming a work unit easily or updating the relevant references to that work unit.			
O007	M	The system shall maintain multiple active salary scales and must at least capture the following fields: start date, end date, scale level, description of scale, and short name (for example RS, TMG, EMG).			
O008	M	The system shall maintain history tracking of all salary scale changes using start and end dates as part of the record.			
O009	M	The system shall have a reference table to capture Skills Category Level for a Job (for example Board member, Administrative, Senior Technical, Semi Skilled, Clerical).			

O010	M	The system shall capture job details (for example, job id, job description, skill category for job and job level etc.)			
O011	M	The system shall capture position details such as position requirements, salary scale level, position skills description, job association and work unit.			
O012	M	The system shall be able to capture external organization details that are associated with all HR and Payroll transactions (for example Medical centres and facilities, Insurance companies, NIS, educational centres, financial institutions, etc.)			
O013	M	The system shall capture the position statistics, showing the total establishment for a position and the number of persons currently assigned to the position.			

## Recruitment and Onboarding

Num.	M/P	Requirements	Included in base product (Yes/No)	Not included, but available at implementation (Yes/No)	Proposalders Comments This must be limited to 20 words. Additional comments maybe reference in separate attachments where necessary.
R002	M	The system shall be able to extract the information provided from the position details information, to use as the basic lookup requirements for a vacancy.			
R003	M	The system shall have a built-in workflow, to request for vacancies (for example request, approval, escalation considerations and recruitment).			
R004	M	The system shall be able to provide a portal for persons to apply and communicate with GRA online.			
R005	M	The system shall provide for an applicant tracking system with history details (Sourcing/shortlisting candidates/retention).			
R006	M	The system shall provide automated feedback functionality e.g. Acknowledgement letters, notifications and system alerts.			
R007	M	The system shall provide an interface to store information and scores gained by the interviewer.			
R008	M	The system shall provide reports to view vacancies vs filled positions as well as costing, turn-over periods and attrition rates analysis).			
R009	M	The system shall provide a checklist of all documents, training and processes that have be completed once a person is hired.			
R010		The system shall provide a facility to maintain scheduling of interviews and provide notification of scheduled interview details to applicants.			

## Personnel Data

Num.	M/P	Requirements	Included in base product (Yes/No)	Not included, but available at implementation (Yes/No)	Proposalders Comments This must be limited to 20 words. Additional comments maybe reference in separate attachments where necessary.
EP01	M	The system shall have a unique identification number (badge number) for all Persons and must be able to continue the current employee number sequence.			
EP02	M	The system shall capture personal details including TIN, NIS#, nationality and ethnicity, ID, etc.			
EP04	M	The system shall store contact numbers, emails and addresses for each employee as well as basic information for their next of kin and beneficiaries.			
EP05	M	The system shall be able to upload and store employees photographs and other personal documents in a secure and efficient manner.			
EP06	M	The system shall have a skills management feature to maintain a person's range of skills (for example qualifications, previous work experience, job knowledge, training, CV e.t.c).			
EP07	M	The system shall store employees' medical information details such as vaccine history, company's medical checkup dates, employee special needs and medical history of major sickness.			

## Employee Employment Information

Num.	M/P	Requirements	Included in base product (Yes/No)	Not included, but available at implementation (Yes/No)	Proposalders Comments This must be limited to 20 words. Additional comments maybe reference in separate attachments where necessary.
EE01	M	The system shall be able to maintain a history of employment periods for an employee.			
EE02	M	The system shall indicate the employment type classification (for example Temporary-contract, Permanent Contract, Permanent Gratuity, Work Study Student and Permanent Pensionable).			
EE03	M	The system shall define an employment start reason (for example hired, rehired, or transferred from another public company).			
EE04	M	The system shall maintain a history of both probation and confirmation dates by using start and end dates and shall provide a comment field for each record.			
EE05	M	The system shall indicate the payroll payment frequency for an employee (e.g. Monthly, Weekly).			
EE06	M	The system shall capture an employee payment method for payroll purposes (Bank or Cheque) and provide start and end dates for all payment data information.			
EE07	M	The system shall be able to capture all of the company assets assigned to an employee.			
EE08	M	The system shall capture all dependants and dependants information associated with an employee's medical coverage.			

EE09	M	The system shall capture beneficiary details including trustee's name, age, relationship to employee, trustee and percentage for benefit allocated to each beneficiary.			
EE10	M	The system shall capture information for gratuitable employees based on GRA rules.			
EE11	M	The system shall track records of disciplinary incidents and all the details associated with the incident such as incident date, reported date, parties involved in the incident, incident type and action taken.			
EE12	M	The system shall track all of an employee's positions (roles) held from the time of hire. The details must include Role Start Date, Role, End date, position, duration (permanent, Temporary), change reason, work location, job association, salary, salary scale, work unit, Role type (main or acting).			
EE13	M	The system shall facilitate at most two roles at any time, of which only one must be a main role and the other an acting or responsibility role.			

## Employee Exit Process

Num.	M/P	Requirements	Included in base product (Yes/No)	Not included, but available at implementation (Yes/No)	Proposalders Comments This must be limited to 20 words. Additional comments maybe reference in separate attachments where necessary.
EX001	M	The system shall capture details of an employee separation including the reason for separation, date and time of separation			
EX002	M	The system shall be flexible to revert a separation process if it was done incorrectly.			
EX003	M	The system shall be able to capture the exit interview details.			
EX004	M	The system shall be able to provide a checklist of all outstanding assets and payments owing to the company at the time of separation.			
EX005	M	The system shall be able to calculate all outstanding benefits owing to the employee at the point of separation.			
EX006	M	The system shall be able to alert key persons when a separation is completed. These key persons would include Salaries Unit Officer and IT Security Officer			

## Leave Management

Num.	M/P	Requirements	Included in base product (Yes/No)	Not included, but available at implementation (Yes/No)	Proposalders Comments This must be limited to 20 words. Additional comments maybe reference in separate attachments where necessary.
LM003	M	The system shall be flexible to create as many leave types (annual, sick, special, advance, maternity, no pay, recuperation, and other types).			
LM004	M	The system shall calculate new annual leave, sick leave and special leave entitlements using GRA Criteria.			
LM005	M	The system shall have a leave balancing module showing opening and closing balances as well as leave used days for each leave period and leave type			
LM006	M	The system shall have alerts and notifications when sick leave is more than six occasions and must also be able to show the number of occasions leave was taken.			
LM007	M	The system shall send notification via outlook to an employee, supervisor, manager and HR officer when a leave action is taken.			
LM008	M	The system shall include in the self-service module a feature for employees to apply for leave, check their status of leave and their leave balances and state their date of resumption from any leave taken.			
LM009	M	The system shall have a Leave Roster Module.			
LM010	M	The system should have a build in workflow for leave request, leave recommendation and leave approval, based on GRA workflow rules.			
LM011	M	The system shall allow for the upload of any document when resuming from a sick leave.			

LM012	M	The system shall be able to share data captured under Leave Management within the Time and Attendance module.			
LM013	M	The system shall allow for a summary of time attendance based on required hours, actual hours at work, times absent hours absent, time off times, hours, and time off given. Any leave times and hours based on the given leave type.			
LM014	M	The system shall be able to capture time attendance summaries in these groupings: by employee, by department, by work unit, by division or by the company level.			
LM015	M	The system shall be able to provide a report to view all lateness for any period.			

## Time Attendance Management

Num.	M/P	Requirements	Included in base product (Yes/No)	Not included, but available at implementation (Yes/No)	Proposalders Comments This must be limited to 20 words. Additional comments may reference in separate attachments where necessary.
T001	M	The system shall have a biometric method of checking in or out and the system must be compatible with ZKTeco (iClock 360,660, 680, 990) time devices.			
T002	M	The systems shall be able to create as many shifts as needed (work timings).			
T003	M	The system shall have a flexible employee schedule such that a temporary schedule may temporarily override a permanent schedule for an employee.			
T004	M	The system shall have rounding rules and exceptions that determine absent, lateness, check-in, checkout etc.			
T005	M	The system shall have the ability to capture time-off granted and approval of time off granted.			
T006	M	The system shall have the ability to identify holidays and overtime hours based on an employee's shift.			
T007	M	The system shall allow Supervisors to add manual check-in, check-out or time off			
T008	M	The system shall provide for proper reporting and analysis of data as this would include a summary of lateness, time off and all leave types and absenteeism. Time and attendance reports must reflect accurately the respective leave type or absent type.			
T009	M	The system shall be able to report on an employee's loss hours based on their required time hours and absent hours.			

T010	M	The system shall have automated time sheet reports by employee, Work unit or a general report for all employees for any specific period.			
------	---	--	--	--	--

## Talent Management(Performance Appraisal, Training and Development, Succession Planning)

### Key

**M- Mandatory**

**P- Preferable**

Num.	M/P	Requirements	Included in base product (Yes/No)	Not included, but available at implementation (Yes/No)	Proposalder Comments This must be limited to 20 words. Additional comments maybe reference in separate attachments where necessary.
T001	M	The system shall facilitate the creation and management of competencies and/or objectives by level/position in the organization.			
T002	M	The system shall be able to apply weighting to each competence with relevant descriptions to serve as guidance.			
T003	M	The system shall allow an employee to do his or her own appraisal for review with comments.			
T004	M	The system shall be able to create appraisals by organisation/department or at the individual level on a periodic basis.			
T005	M	The system must have the capability to input SMART Objectives.			
T006	M	The system shall be able to group appraisals according to work units. Job/ functions and similar responsibilities in addition to period.			
T007	M	The system shall be able to maintain a history of an employee's appraisal.			
T008	M	The system should be able to identify and track high-potential employees (skills, qualifications, competencies, career development etc.).			
T009	M	The system shall be able to identify persons for potential promotion.			
T010	M	The system shall be able to identify individual employee development needs, training programs, career plan.			
T011	M	The system shall be able to capture data that would suggest employee training needs.			

T012	M	The system shall provide a facility to record details of training programs, including description, venue, dates, relevant costs and accreditation received.			
------	---	---	--	--	--

<b>Payroll</b>					
<b>Num.</b>	<b>M/P</b>	<b>Requirements</b>	<b>Included in base product (Yes/No)</b>	<b>Not included, but available at implementation (Yes/No)</b>	<b>Proposalders Comments</b> This must be limited to 20 words. Additional comments maybe reference in separate attachments where necessary.
P001	M	The System shall be able to provide for normal cycle as well as off cycle paysheets and must have the ability to process payments retroactively for previous months or past years. In particular an off cycle paysheet shall have the flexibility to identify what payroll items must be processed during an off cycle payment.			
P002	M	The system shall provide easy end-user configurations for adding any new pay items such as allowances, deductions or earnings.			
P004	M	The system shall provide the capability to temporarily override values that are set up in the recurring transactions wherever necessary for any pay period			
P005	M	The system shall provide for proration of basic salary based on the start and end dates of a salary change or employment period.			
P006	M	The system shall provide for the set up of no-pay, interdiction, sick leave and maternity leave pay items to show reduction in basic salary and the proration rule must be applied to these payroll items			
P007	M	The system shall provide for an employee to be paid only 30% of salary when an employee goes on maternity leave with all over payment considerations.			
P008	M	The system shall automatically calculate leave passage and gratuity based on GRA criteria.			
P009	M	The system shall automatically calculate gratuity based on the formula and criteria that will be provided.			

P010	M	The system shall be able to calculate tax on a year to date basis and the monthly proration rule must be applied.			
P011	M	The system shall be flexible enough to allow for adjustments of tax changes based on new tax laws.			
P012	M	The system shall be flexible enough to make NIS and medical/life insurance threshold changes and should have start and end dates for any new threshold changes.			
P013	M	The system shall provide for reversals and corrections of any payment processed before a paysheet is finalized.			
P014	M	The system shall provide for a refund of payment after a paysheet is finalized to provide for cases where the paysheet was processed and finalized before a person was deemed terminated with no pay.			
P015	M	The system shall have a payment process mechanism to generate payment listings to the banks and also payment listing for cheques.			
P016	M	The system shall be able to upload pay changes information in bulk e.g. Overtime travelling.			
P017	M	The system shall be able to make massive increase in basic salary and allowances within the system based on any criteria.			
P018	M	The system shall be able to calculate overtime based on GRA rules for such calculations.			
P019	M	The system shall be able to have a self service module to view payslips and the Submission and approval of overtime similar to that for leave request and approvals.			
P020	M	The system shall be able to provide for a report, listing all of the third party payments per payroll, based on pay item code selected e.g. Tax deductions, Insurance deductions, Nis deductions			
P021	M	The system shall be able to incorporate BOG text files, NIS Text files and GRA text files based on the text files requirements set out by these companies.			

P022	M	The system shall be able to provide a Payroll Summary Report as well as a payroll detail reports.			
P023	M	The system shall include YTD values in the payslip			
P024	M	The system shall provide for a summary of deductions per paysheet as well as for any period.			
P025	M	The system shall provide for a summary of allowances per paysheet as well as for any period.			
P026	M	The system shall provide for an earnings summary per paysheet as well as for any period			
P027	M	The system shall be able to make provision for customised reports for payroll.			
P028	M	The system shall be able to provide a summary of Tax paid for all employees or an employee and shall provide details of the taxable earnings, tax deducted, NIS Deducted and Insurance allowance.			
P029	M	The system shall be able to provide for a Salaries Control Report. This report will show only the changes between the previous month and the current month. It will show the old value, the new value and the difference in values.			
P030	M	The system shall have a control pay changes report to identify any pay changes that was done for the current period who made the changes and who authorised the change.			
P031	M	The system shall provide reports based on GRA 7b and form 2a formats.			
P032	M	The system shall be able to provide a summary of Payroll in the required GRA General Ledger format.			
P033	M	The System shall provide Employment cost reports based on any work unit or skills category for any period.			

<b>Self Service</b>					
<b>Num.</b>	<b>M/P</b>	<b>Requirements</b>	<b>Included in base product (Yes/No)</b>	<b>Not included, but available at implementation (Yes/No)</b>	<b>Proposalders Comments</b> This must be limited to 20 words. Additional comments maybe reference in separate attachments where necessary.
S001	M	Employee shall be able to request for leave, check their status of leave, view payslips, change their address.view and update their personal information, request training needs, etc.			
S002	M	The system shall provide for a self service work flow for an employee submitting overtime request for payments to Finance. Including in the the self service work flow shall be manager and supervisor approvals.			
S003	M	The system should provide for the upload of an employee's certificates and awards and subesquent approval by HR.			

Key  
M- Mandatory  
P- Preferable

<b>Compensation Management</b>					
<b>Num.</b>	<b>M/P</b>	<b>Requirements</b>	<b>Included in base product (Yes/No)</b>	<b>Not included, but available at implementation (Yes/No)</b>	<b>Proposalders Comments This must be limited to 20 words. Additional comments maybe reference in separate attachments where necessary.</b>
CM001	M	The system should be able to define employee benefits and allowances based on the employment type and Job level.			
CM002	M	The system shall provide for standard allowances and other benefits to be configured for an employee based on GRA Criteria.			
CM003	M	The system shall have the facility to capture health and life insurance compensation information as well as pension data.			
CM004	M	The system shall have the facility to capture disability information compensation, based on industrial accidents.			
CM005	M	The system shall have the facility to capture retirement benefits as well as severance pay details.			
CM006	M	The system shall automatically calculate gratuity payments based on employee stint periods, which follows that once a person is confirmed and is a gratuity employee, the employee is eligible for gratuity for every six months periods after confirmation.			

**Key**  
**M- Mandatory**  
**P- Preferable**

# SUPPLIER'S PROPOSAL

TO: Guyana Revenue Authority  
200/201 Camp Street  
Georgetown  
Guyana



Dear Sir / Madam,

Having examined the Request for Proposal including Annexes and Addenda No \_\_\_\_\_  
[specify numbers], the receipt of which is hereby acknowledged, we offer to **“Supply and Deliver the Human Resource Capital Management (HCM) Payroll System to Guyana Revenue Authority Headquarters (GRA H/Q), Georgetown, Region #4”** in accordance with the requirements of the bidding documents to the total sum of \_\_\_\_\_

\_\_\_\_\_

[Total Amount of Proposal in Words and Figures], confirmed by the attached Price Schedule which is a part of this Proposal.

- (a) We, including all subcontractors, regarding any part of the Contract, in accordance with the bidding documents, have no conflict of interests pursuant to sub-clause 2 (i) of the Instructions to Bidders;
- (b) We, including all subcontractors, regarding any part of the Contract, in accordance with the bidding documents, have not been declared by the authorized State body on procurement to be ineligible, or are not ineligible, in accordance with the legislation of Guyana.

We undertake, if our Proposal is accepted, to supply the Goods, in accordance with a delivery schedule given in the Schedule of Requirements.

If our Proposal is accepted, we undertake to furnish the Performance security in the form of .....to the amount of ....., comprising \_\_\_\_\_ % of the Contract Price in order to execute the Contract properly and within the time period(s) specified in the Request for Proposal.

We hereby confirm that this proposal shall be valid during \_\_\_\_\_ days starting from the date established for proposal opening, and it shall be binding until the expiry of the indicated period.

We understand that you are not bound to accept the lowest or any proposal you receive.

Dated the \_\_\_\_\_ day of \_\_\_\_\_ 202\_\_.

Duly authorized to sign the Proposal for and on behalf of

\_\_\_\_\_  
*(Name of Supplier)*

\_\_\_\_\_  
*(Full name)*

\_\_\_\_\_  
*(Title)*

\_\_\_\_\_  
*(Signature and stamp)*



## PRICE SCHEDULE

**Request for Proposal for: Supply and Deliver the Human Resource Capital Management (HCM) Payroll System to Guyana Revenue Authority Headquarters (GRA H/Q), Georgetown, Region #4**

**All prices must be VAT inclusive where applicable.  
Indicate Currency used in Price Schedule.**

Brief Description of Goods	Quantity	Unit Price	Total Price
Request for Proposal for Supply and Delivery of the Human Resource Capital Management (HCM) Payroll System, Guyana Revenue Authority Headquarters (GRA H/Q), Georgetown, Region #4	1		
Application	1		
Database	1		
Maintenance and after-sale support (three years)	3		
Project Implementation (Development)	1		
Project Implementation (Change Management inclusive of Training – Technical & end user)	1		
Project Implementation (Migration, testing and go live)	1		
Project Implementation (Project Management)	1		
Project Implementation (Expenses)	1		
<b>Sub-Total</b>			
<b>VAT</b>			
<b>Total Cost</b>			

\_\_\_\_\_  
(Full name)

\_\_\_\_\_  
(Title)

\_\_\_\_\_  
(Signature and stamp)

**PERFORMANCE SECURITY - APPLICABLE**

**(Bank Guarantee/ Performance Bond)**

TO: \_\_\_\_\_

*[Name of Procuring Entity]*

WHEREAS \_\_\_\_\_ *[name of the Supplier]* (hereinafter called "the Supplier") has undertaken, in accordance with the Contract No. \_\_\_\_\_ *[Contract number]* dated \_\_\_\_\_ 20\_\_ to

**“Request for Proposal for: Supply and Delivery of Human Resource Capital Management (HCM) Payroll System, Guyana Revenue Authority Headquarters (GRA H/Q), Georgetown, Region #4”**

AND WHEREAS it has been stipulated by you in the said Contract that the Supplier shall furnish you with a Bank Guarantee by a reputable bank to the sum specified therein as a security for compliance with the Supplier's obligations under the Contract,

AND WHEREAS we have agreed to furnish the Supplier with a security,

THEREFORE WE hereby confirm that we are the Guarantors and are responsible to you on behalf of the Supplier, up to a total of

\_\_\_\_\_

*(amount of security in words and figures)* and, we undertake to pay you, on your first request notifying of the Contractor's default with the Contract, and without cavil or argument, any sum or sums within the above limits, as aforesaid, without your needing to show grounds or reasons of your request or the sum specified therein.

Any modification or addition, or amendment in the terms of Contract which may be made by the Procuring Entity and the Supplier by Additional Agreement shall in no way release us from obligations under the Guarantee, and we waive any notice of modification, addition, or amendment. This guarantee shall be valid until full completion of the Contract Conditions by the Supplier. Also, we confirm that the license issued to the Bank shall provide for activity on issuance of a bank guarantee, and the person signing the guarantee is entitled to act on behalf of the Bank, and if the approval of Board of Directors or of General Stockholders Meeting is required, it is already received, and there is no other approval required

This guarantee shall be valid until the \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_.

\_\_\_\_\_  
(Full name of Bank's representative)      (Title)      \_\_\_\_\_  
Dated on \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_.      (Signature and stamp)

Address of the Bank issuing guarantee: \_\_\_\_\_

**PROPOSAL-SECURING DECLARATION (APPLICABLE)**  
**Request for Proposal for: Supply and Delivery of the Human Resource Capital Management (HCM) Payroll System, Guyana Revenue Authority Headquarters (GRA H/Q), Georgetown, Region #4**

Date of Bid Submission ( <i>day/month/year</i> ):
RTB, MTB Reference No. ( <i>number of bidding process</i> ):
Alternative No. ( <i>insert identification No. if this is a Bid for an alternative</i> ):

To: Guyana Revenue Authority

We, the undersigned, declare that:

1. We understand that, according to your conditions, bids must be supported by a Proposal-Securing Declaration.
2. We accept that we will automatically be suspended from being eligible for bidding in any contract with the procuring entity for the period of time of one (1) year starting on January 01, 2025, if we are in breach of our obligation(s) under the bid conditions, because we:
  - (a) Have withdrawn our Bid during the period of bid validity specified by us in the Bidding Data Sheet; or
  - (b) Having been notified of the acceptance of our Bid by the Procuring Entity during the period of bid validity, (i) fail or refuse to execute the Contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the ITB.
3. We understand this Bid Securing Declaration shall expire if we are not the successful Bidder, upon the earlier of (i) our receipt of a copy of your notification of the name of the successful Bidder; or (ii) twenty-eight days (28) after the expiration of our Bid.

Signed:

.....  
 [insert signature of person whose name and capacity are shown] In the capacity of [insert legal capacity of person signing the Bid Securing Declaration

Name:

\_\_\_\_\_  
 [insert complete name of person signing the Bid Securing Declaration]  
 Duly authorized to sign the bid for and on behalf of \_\_\_\_\_  
 [insert complete name of Bidder]

Dated on \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_ *insert  
date of signing*

# LETTER OF ACCEPTANCE

(Letterhead paper of Employer)

To: \_\_\_\_\_ (date)  
\_\_\_\_\_  
(Name of Contractor)

\_\_\_\_\_  
(Address of Contractor)

This is to notify you that your proposal dated the \_\_\_\_\_ day of \_\_\_\_\_ 202\_\_, for the execution of \_\_\_\_\_ (description of works) to the total sum of

\_\_\_\_\_  
(Amount in Figures and Words)

as amended and modified in accordance with the Instructions to Bidders is hereby accepted by our organization.

At the same time, we are sending you the Form of Contract and requesting you, in accordance with Clause 32.2 of the Instruction to Bidders, during 7 (seven) days to sign and date the Form of Contract, and return it at our address. Along with the signed Contract, we request you to furnish us, pursuant to ITB Clause 33, with the Performance Security.

You hereby instructed to start the Works pursuant to the Contract conditions.

Name of organization \_\_\_\_\_

Full name and Title \_\_\_\_\_

Signature of Authorized Representative \_\_\_\_\_

Annex: the Contract

## AFFIDAVIT OF AUTHORIZATION

TO: \_\_\_\_\_ *[name of Procuring Entity]*

WHEREAS \_\_\_\_\_ *[name of Supplier]*, who is the Supplier

\_\_\_\_\_ *[name and/or description of goods]*.

do hereby authorize \_\_\_\_\_ *[name and address of Supplier's Representative]* to submit the Proposal, and sign the Contract based on *Invitation for Proposals* for the abovementioned goods to be supplied by us, and

\_\_\_\_\_  
*[Full name, title, signature for and on behalf of Supplier]*

Dated on « \_\_\_\_\_ » day of \_\_\_\_\_ 200 \_\_\_\_\_. (seal)  
(date)

---

*Note: The affidavit of authorization must be drafted and signed by a Commissioner of Oats or Justice of Peace. The Bidder shall include this authorization in his Proposal.*

## QUALIFICATION INFORMATION

**1. For individual bidders or individual members of a joint venture**

1.1 Legal status of Bidder (*attach copy*).

Place of registration: \_\_\_\_\_

Principal kind of business: \_\_\_\_\_

Power of attorney for signing the Proposal (*attach*).

1.3 Supplies of a similar nature executed by the Supplier during the last two years (*not less than three (3) supplies*)

№	Name of Goods/Services	Name of Clients, address & telephone	Contract Price

2.5 Evidence of compliance with NIS, IRD and TIN Certificate and VAT Registration for items that attract VAT -attach supporting documents. (*applicable to local bidders only*)

\_\_\_\_\_

\_\_\_\_\_

2.6 Information on all claims, arbitration or other legal proceedings currently being examined or already settled.

\_\_\_\_\_

\_\_\_\_\_

	Other party (ies) of trial	Cause of dispute	Amounts disputed
2.0	Any other information required by the Procuring Entity to execute the Contract		

\_\_\_\_\_

2.1 The Supplier certifies that he meets all the qualification criteria and requirements, in accordance with normative legal documents.

I certify the authenticity of all the above information.

\_\_\_\_\_

(Full name)

\_\_\_\_\_

(Title)

\_\_\_\_\_

(Signature and stamp)

Dated on « \_\_\_\_\_ » day of \_\_\_\_\_ 20\_\_\_\_\_. (date)

## EVALUATION AND TESTS

Proposals will be evaluated by National Procurement and Tender Administration Board on the following criteria:

- Technical and Functional suitability of the software.
- The level to which the deliverables have been addressed in the proposal.
- The technical and functional strength of the implementation team.
- Three year support costs.

Upon the selection of a vendor by NPTAB, testing of the application (software) shall be performed by GRA's Information Technology & Human Resource Management supporting officers and the Vendor.

## DECLARATION (WHERE APPLICABLE)

1. For individual bidders

### 7.1 SECTION G

**By signing this form:**

- I certify that the information presented in Section 1 to 6 is correct, and;
- I have read and understood, and pledge to comply with the Environmental and Social Management requirements of Section VII – B. during the implementation of this Project.

**Importantly, High Risk Contractors will not be recommended for Award of Contract.**

#### **SIGNATURES REQUIRED**

<b>Contractor or Contractor Representative:</b>	<b>Title and Telephone Number:</b>	<b>Signature:</b>  <b>Date:</b>
<b>Contractor Environmental and Social Safeguards Representative:</b>	<b>Title and Telephone Number:</b>	<b>Signature:</b>  <b>Date:</b>

## EVALUATION CRITERIA



**Request for Proposal for: Supply and Delivery of Human Resource Capital Management (HCM) Payroll System, Guyana Revenue Authority Headquarters (GRA H/Q), Georgetown, Region #4**

Ser	Criteria	Pass	Fail
1	Submission of <b>valid</b> business registration or certificate of incorporation including list of directors that is <b>clearly legible</b> .		
2	Submission of a <b>valid</b> NIS compliance certificate in the name of the business as per business registration. <b>Document must be clearly legible.</b> ( <i>Applicable to local bidders only</i> )		
3	Submission of a <b>valid</b> GRA compliance certificate in the name of the business as per business registration. <b>Document must be clearly legible.</b> ( <i>Applicable to local bidders only</i> )		
4	<b>Completed and signed</b> supplier's proposal ( <i>pg. 49-50</i> )		
5	Completed and signed price schedule ( <i>pg. 51</i> )		
6	Completed and signed Schedule of requirement ( <i>page 23</i> )		
7	Provision of <b>documentation detailing the technical specifications</b> for the items listed in the Schedule of Requirement or <b>evidence to show that the goods match the Technical specifications</b> as detailed on ( <i>pg. 26-48</i> )		
8	Bid Securing Declaration Form completed and signed ( <i>pg. 54-55</i> ).		
9	Evidence of financial capacity representing 25% of the proposal price. Bidders must provide a <b>bank statement or letter of credit from a bank</b> . The document must be <b>dated within one month</b> of the proposal opening date and be <b>clearly legible</b> .  <b>When a photocopy is presented, it must be certified as 'true copy of the original' by the issuing company.</b>		
10	Bidders must provide a letter of Authorization for the Procuring Entity to seek reference from the Bidder's bank <b>relating to the financial capacity evidence supplied</b> . The document must be <b>dated within one month</b> of the proposal opening date and be <b>legible</b> .		
11	Written confirmation of the authorizing signatory must be provided. For the <b>incorporated company</b> this must be in the form of a <b>Power of Attorney endorsed by a Commissioner of Oats or Justice of Peace</b> . For a <b>registered business</b> that has appointed and employee to sign, the proposal a <b>letter of authorizing signatory</b> must be provided.		
12	Provision of valid manufacturer's authorization or authorized distribution letter.		

13	Provision of a <b>signed statement</b> of warranty for a minimum of three (3) years		
14	<p>Submit one (1) hardcopy and an electronic copy (<b>flash drive only</b>) with an exact PDF version of the hard copy tender (Applicable).</p> <p><b>Ensure the envelopes of the hardcopy and electronic copy are identically labelled (Applicable).</b></p> <p><b>The electronic copy (flash drive) should be placed in a smaller and properly affixed to the hard copy submission (Applicable).</b></p>		
15	Data preparation and migration must be seen as a shared responsibility between the vendor and GRA.		
16	<p>Proposals will be evaluated by National Procurement and Tender Administration Board on the following criteria:</p> <ul style="list-style-type: none"> <li>- Technical and Functional suitability of the software.</li> <li>- The level to which the deliverables have been addressed in the proposal.</li> <li>- The technical and functional strength of the implementation team.</li> <li>- Three year support costs.</li> </ul>		

1. All responsive bidders must be checked for arithmetic to show corrected and original sum.
2. The contract will be awarded to the Bidder whose proposal is determined to be substantially responsive (must obtain all 'Passes') and who has offered the lowest price.
3. **A penalty of immediate rejection of a proposal or termination of contract will be applied upon discovery of misrepresentation of information.**

**Award of Contract**

The contract will be awarded to the Bidder who is substantially technically responsive to the proposal document and who has offered the lowest proposal price.

