**Request for Proposal (RFP)**

**#US7276 ATS**

Contracting Entity: Catholic Relief Services (CRS]

Issued on: September 8, 2023

Dear RFP Participants,

Catholic Relief Services (CRS) is issuing a Request for Proposals (RFP) for an organization or company that can work with CRS in the implementation of an Applicant Tracking System usable both domestically and internationally.

CRS intends to award one contract to a Supplier for the provision of an Applicant Tracking System and related services for up to five years.

CRS anticipates additional questions from Bidders after their review of the RFP. Bidders can submit their questions to Regina Hill according to the instructions in the RFP.

This RFP does not obligate CRS to execute a contract, nor does it commit CRS to pay any costs incurred in the preparation and submission of the proposals. Furthermore, CRS reserves the right to reject all offers, if such action is considered to be in the best interest of CRS.

Sincerely,

Regina Hill

Catholic Relief Services

Global Procurement | RFP Management

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# **SECTION I. GENERAL INFORMATION**

## **1.0 Introduction & Purpose**

Catholic Relief Services – United States Conference of Catholic Bishops (CRS), an international not for profit non-governmental organization founded in 1943 by the Catholic Bishops of the United States to serve World War II survivors in Europe. Today, it is the official international humanitarian agency of the U.S. Catholic community. It provides support to impoverished and disadvantaged people in over 100 countries overseas based solely on need, regardless of their race, religion or ethnicity. Within the United States, CRS engages Catholics to live their faith in solidarity with the poor and suffering of the world. CRS works with individuals, dioceses, parishes, schools and organizations throughout the United States to offer Catholics at home concrete ways to contribute to the progress of the world by helping the poorest and most vulnerable overseas.

The intent of this Request for Proposals (“RFP”) is to provide the Acquisition & Talent Development team with options for an Applicant Tracking System (ATS) with video interviewing functionality, prescreening, multilingual capacity and more.

It is intended that one (1) contract will result from this solicitation. Any contract arising from this RFP action shall commence on the date the Contract is executed on behalf of CRS, or such other date as CRS and the Contractor shall agree. The initial term of the Contract is anticipated to start around November 1, 2023, for an initial term up to two (2) years with the option to renew for three (3) one-year extensions.

Questions must be submitted in writing via email and reference RFP #US7276 ATS. RFP related questions must be received by 12 p.m. EDT on September 13, 2023. Inquiries will be anonymized, and responses will be sent to all known participants. All such questions and inquiries must be received by the date and time as outlined.

Late proposal submissions will not be accepted. The time on the “sent” email from the Proposer will be used to determine timeliness.

### **1.1 Offer Deadline**

The deadline for receiving proposals is Friday, September 29, 2023, 11:59 p.m. ET. Bidders shall submit their proposals by email only to:

Email address: regina.hill@crs.org with CC to fy20rfpmail@crs.org

Email headers should include RFP reference number: RFP #US7276 ATS

Bidders are responsible for ensuring that their offers are received in accordance with the instructions stated herein. Late offers may not be considered.

### **1.2 Bidding Cost**

Bidders are solely responsible for carefully examining all provisions of this RFP. Failure to do so will be at the bidder’s sole risk and expense. Any patent ambiguities or inconsistencies in the RFP will be resolved against a bidder if it fails to seek clarification of the same prior to award.

### **1.3 Submission of Offers**

Separate technical and financial proposals must be submitted by email no later than the time and date specified in 1.1. The proposals must be submitted to the point of contact designated in 1.1.

The Bidder must submit the proposal electronically in Adobe Portable Document (PDF) and MS Excel format in a Microsoft XP environment. Those pages requiring original manual signatures should be scanned and sent in PDF format as an email attachment. All bids must be in the English language.

Proposals and accompanying documents are limited to 40 pages.

Bids may not be altered, corrected, supplemented or withdrawn after the Last Bid Receipt Date, except that CRS, at its sole discretion, may permit correction of arithmetic errors, transposition errors, or other clerical or minor mistakes. Other than the mistakes listed in the previous sentence, no mistakes alleged by a bidder after the Last Bid Receipt Date will be permitted to be corrected. Nevertheless, if deemed necessary, CRS may ask, in writing, a bidder for clarification or explanation.

### **1.4 General Requirements**

Companies and organizations that submit proposals in response to this RFP must meet the following requirements:

* Companies or organizations must be legally able to conduct business in countries where the business is registered.
* Companies must be able to provide documents establishing eligibility to conduct business in the United States.

The Bidder must verify that it does not appear on:

1) The Excluded Party List System (EPLS); <https://www.sam.gov>, website of the System for Award Management (SAM).

2) The website of the United Nations Security (UNSC) sanctions committee established under UNSC Resolution 1267 (1999) (the “1267 Committee”): <http://www.un.org/sc/committees/1267/aq_sanctions_list.shtml>,

3) The Office of Foreign Assets Control Specially Designated Nationals and Blocked Persons List <https://www.treasury.gov/ofac/downloads/sdnlist.pdf>

### **1.5 Conflict of Interest, Anti-bribery and Anti-Corruption Statement**

Our CRS values and guiding principles commit us to avoid conflict of interest, and to never accept any form of fraud or corruption in compliance with operational regulations.

It is the policy of CRS that no vendor shall take any action or make any statement intended to influence the action of a CRS employee, to benefit the personal interest of the employee or the employee's family members, rather than the interest of the agency.

CRS employees shall not solicit, request, accept, or agree to accept any significant gift from a CRS partner or prospective partner. A significant gift is defined as any tangible item, service, favor, credit, or discount of value, not available to others, that could influence decisions and actions. No monies are to be accepted as a personal gift for any reason whatsoever.

### **1.6 Source of Funding**

Financing for the purchase of goods and services is provided by official development assistance agencies and CRS’ own resources, foundations, and private donors and organizations. As such CRS is bound to abide by the donor regulations as it related to the procurement of vehicles.

### **1.7 Chronological List of Proposal Events**

The following calendar summarizes important dates in the solicitation process. Bidders must strictly follow these deadlines.

RFP Published September 8, 2023

Vendor Questions to CRS September 13, 2023, 12 p.m. EDT

CRS Responses to Questions September 19, 2023

Complete Proposal Packet due September 29, 2023, 11:59 p.m. EDT

Down Selection of Vendors October 9, 2023

Vendor Presentations/Demos if applicable October 16 – 18, 2023

Contract Negotiations To Be Determined

The dates above may be modified at the sole discretion of CRS. Any changes will be communicated to participating bidders.

### **1.8 Validity Period**

All proposals must remain valid for five (5) months after the submission deadline.

### **1.9 Negotiations**

CRS reserves the right to conduct post-iterative negotiations. If deemed an opportunity, CRS reserves the right to make separate awards per component or to make no award at all.

### **1.10 Amendments**

If at any time prior to award, CRS determines there to be a need for a significant modification of the provisions of the RFP, CRS will issue a written amendment to all potential suppliers. No oral statement of any person shall, in any manner, be deemed to alter or otherwise affect any term or condition of this solicitation, and no supplier shall rely on any such statement.

### **1.11 Rejection or Award**

CRS reserves the right to reject any and/or all proposals for any reason. CRS also reserves the right to accept any tender in whole or in part and to contract on any of the terms offered or on different terms.

Upon award and execution of a contract under this RFP, CRS will notify unsuccessful bidders. CRS will not be bound by any award notice issued under this RFP until a contract is duly signed and executed with the successful bidder.

### **1.12 Protest**

Bidders agree that any protest to this request for proposals must be presented in writing with a full explanation of the Bidders’ concerns to CRS for consideration. At its sole discretion, CRS will make a final decision on the protest.

### **1.13 Confidentiality**

The contents within this document are considered confidential and should be shared with relevant members of your team (staff, consultants or advisors) on a need-to-know basis. Bidders are responsible for any breaches originating from their Team.

Information relating to the examination, evaluation, and comparison of Bids, and the recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with such process, even after publication of the contract award.

### **1.14 Terms & Conditions**

State any exceptions bidder proposes to the CRS’ standard terms and conditions for provision of products and services in Annex E.

### **1.15 Evaluation and Basis for Award**

A contract will be executed with the Bidder whose proposal is determined to be responsive to this solicitation document, meets the eligibility criteria stated in this RFP, meets the technical capacity, key personnel & customer service and quality assurance requirements, and is determined to represent the best value to CRS. To be determined responsive, an offer must include all documents and information requested**.**

This RFP will use a three-stage evaluation process to determine best value. That means that each proposal will be evaluated and scored against the following criteria.

Stage 1: General Evaluation (Pass/Fail, 20%) – The General Evaluation will determine if an offer meets CRS standard criteria and is able to provide the requested services. Those vendors that pass Stage 1 will be eligible for consideration in Stage 2. Factors taken into consideration include:

* Background Information provided in Supplier Questionnaire.
* Financial and Legal Standing
* Completeness of submission to include requested documentation

Stage 2: Technical Evaluation (60%) – Proposals that pass Stage 2 will be eligible for Stage 3 evaluation. Factors taken into consideration include:

* License offering and requirements.
* Services meet or exceed those requested.
* Services offered in requested program areas and localities.
* The extent to which bidder’s proposed implementation plan minimizes CRS risk.
* Feasibility of completing the implementation plan within cost proposal and schedule.
* Qualifications of the implementation team.
* Bidder’s training solution is easy to follow.
* Quality Assurance
* Key Personnel & References

Stage 3: Financial Evaluation (20%)

* Indicative pricing

# **SECTION II: STATEMENT OF WORK**

**Background and Business Goals**

### **Background**

For several years, Catholic Relief Services has used video interviewing as part of the candidate selection process. The Talent Acquisitions and Pipeline teams would like to expand on the services currently used in the applicant tracking process.

CRS’ use of the current platform has expanded significantly, and the platform is now a central component of recruiting for several Talent Pipeline Programs (International Development Fellows Program, Junior Professionals, ASPIRE Professional Development Program). The current platform is also used for Country Program recruitment in Burkina Faso, Gambia, Ghana, Guinea, Liberia, Mali, Nigeria, Senegal, Sierra Leone, and Uganda.

### **2. Summary of Service Needs**

### **2.1 Service Overview**

The scope of this engagement is to help facilitate the move to a new Applicant Tracking platform that will allow the CRS special programs and Country Program recruiters within WARO regions to manage their recruitment process with ease and reliability.

The winning supplier should be able to demonstrate similar size and scope transitions and have a deep understanding of the applicant tracking process.

### **2.2 Scope of Work (SOW) Services Needed**

To maintain continuity of recruitment for the Talent Pipeline Programs, a full-service flexible recruitment online application system with video interviewing functionality, prescreening, multilingual capacity, and more is required.

The following list details the specific product services that are necessary to continue recruitment in an efficient and effective manner.

CRS Special Programs and West African Regional offices do not require a system that integrates with ORC Cloud. It is not required and will not weigh on our selection process.

Online Interview Platform with these features:

**Platform Capabilities**

* Prescreen/auto-filter of customized screening questions (ability to filter, score or tag candidates by responses to individual prescreen questions)
* Ability to customize each online application.
* Candidate document upload (with ability to set as required for application completion)
* One-way/pre-recorded interview
* Full multi-lingual system functionality (e.g., full candidate experience in English and French)
* Mobile & PC functionality for all interviews (for recruiters and candidates)
* Ability to contact candidates at different stages of the application with standard & customized email templates
* Candidate application storage for up to 24 months

**Platform Access**

* Up to 10,000 candidates
* Unlimited recruiter licenses (to share interview results internally)
* Unlimited Sharing with Hiring Managers & Peers
* 2 Admin user licenses

**Analytics**

* Candidate recruiter reports (to evaluate interviews and view results)
* Real Time User Account and Interview Analytics
* Application completion insights
* Option to create custom insights.

**Support**

* Dedicated Account Manager
* Candidate 24/7 access to Candidate Care Specialists

### **2.3 Scope and Deliverables**

**The Scope of Work (SOW) describes the processes CRS follows for recruitment and the expanded deliverables we want to receive.** We would like to hear from you regarding a new applicant tracking system for Acquisition & Talent Development. We are open to input regarding modifications to our proposed deliverables, provided such input clearly defines how and why the suggested modification(s) help CRS to achieve our objectives.

Proposals should address the following:

* Timeline and transition to the new platform.
* Identify the minimum viable product for requirements.
* Provide the technical acumen to facilitate this transition both from a strategic perspective as well as requisite resources to facilitate the configuration of the new platform (if required) in combination with the CRS team.
* All items listed under Scope of Work in Section 2.2.

# **Section III. Proposal Overview**

### **3.1 Invitation to Tender Response**

The intent of this RFP is to set forth the specifications, requirements, options and general terms and conditions for all services for which CRS is requesting bids and to solicit proposals from selected vendors that include proposed costs.

The issuance of this RFP and any subsequent acceptance of vendors proposals, whether in writing or orally and whether in whole or in part, does not bind or impose any legal obligation upon CRS or vendor(s) in any way, nor does it limit CRS’ right to negotiate in its best interest with any vendor at any time.

### **3.2 CRS RFP Manager**

During this process, all vendor contact concerning this RFP shall be directed exclusively to the CRS RFP Manager using the below contact information. Communication must be received at the below email address to be considered officially received. Failure to comply with these requirements may result in immediate disqualification.

Regina Hill, Regina.Hill@crs.org and Cc to fy20rfpmail@crs.org

### **3.3 Technical Proposal**

The technical proposal shall comprise the following parts:

### **3.3.1 Technical Approach / Methodology / Work Plan**

The SOW describes CRS’ application/platform requirements (at a high level) and deliverables. Please review and ***separately, for each item*** provide comments and:

* Recommended modifications (if any, with rationale).
	+ Details regarding activities for each item, that will be managed by your system.
	+ Identify the minimum viable product for requirements.
	+ Provide the technical acumen to facilitate the transition both from a strategic perspective as well as requisite resources to facilitate the configuration of the new platform (if required) in combination with the CRS team.
	+ All Annex documents should be completed and submitted with the technical proposal.

### **3.3.2 Corporate Capabilities, Experience, and Past Performance**

Bidders must include a description of their company and organization, with appropriate reference to any parent company and subsidiaries. Bidders must include details demonstrating their experience and technical ability in implementing the technical approach/methodology/work plan.

### **3.4 Financial Proposal**

The financial proposal is used to determine which proposals represent the best value and serves as a basis of negotiation before award of a contract. The financial proposal will include all costs associated with implementation of the technical proposal with the exception of travel-related costs, which will be incurred by CRS. Travel-related costs incurred by CRS will include coach airfare, accommodations and per diem payments per CRS’ regulations.

The price of the contract to be awarded will be firm fixed priced. No profit, fees, taxes, or additional costs can be added after award.  All financial information must be expressed in USD.

If it is a Bidder’s regular practice to budget indirect rates, e.g., overhead, fringe, G&A, administrative, or other rate, Bidders must explain the rates and the rates’ base of application in the budget narrative. CRS reserves the right to request additional information to substantiate a Bidder’s indirect rates.

**Under no circumstances should financial offering/information be included in the technical proposal.** No financial information or any prices, whether for licenses, deliverables, implementation, or training may be included in the technical proposal. Financial information must only be shown in a separate financial proposal.

## **Section IV. Annexes**

Annex A – Proposal Response Form

Annex B – Bidder Questionnaire

Annex C – Detailed Company Information

Annex D – Acknowledgement of Terms and Conditions

Annex E – Terms and Conditions

Annex F – Business Verification

Annex G – Relationship Disclosure