



RFP # HQ-2022-05 – HR Operations & Advisory Services

## **Request for Proposals**

**RFP Number: HQ-2022-05**

**Services being Procured:**

**Human Resources Operations & Advisory Services**

**Issued By:**

**Equal Access International  
1001 Connecticut Avenue, NW Suite 909  
Washington, D.C. 20036**

### **Key Dates:**

<b>RFP Issued:</b>	<b>Thursday, November 10, 2022</b>
<b>Deadline for Questions:</b>	<b>Thursday, November 17, 2022, 12:00 noon EST</b>
<b>Deadlines for Submission of Proposals:</b>	<b>Wednesday, November 23, 2022, 18:00 (6pm) EST</b>
<b>Anticipated Award Date:</b>	<b>Tuesday, December 6, 2022</b>
<b>Assignment Commencement Date:</b>	<b>Monday, December 12, 2022</b>



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## **Background information**

Equal Access International (EAI), a Washington, DC based non-profit invites qualified individuals or firms to submit a proposal to provide Human Resources Operations & Advisory Services to EAI.

## **Section 1 – Instructions to Offerors**

### **1.1 Issuing Office**

Equal Access International  
1001 Connecticut Avenue, NW, Suite 909  
Washington, D.C. 20036 USA  
Website: <http://www.equalaccess.org/>

*Note: Questions or requests for clarification are only accepted in writing, EAI will not respond to any phone-call inquiries.*

### **1.2 Anticipated Award Type**

The award resulting from this RFP is anticipated to be time and materials based on fixed hourly rates. The deliverables include Human Resources & Advisory Services. (Refer to Annex 1 – Statement of Work). The anticipated award date is on or about **December 6, 2022**, with a period of performance start date on or about **December 12, 2022**.

### **1.3 Period of Performance**

The initial period of performance for these services is twelve (12) months. Options for extended services will be discussed with the awardee prior to 90 days before the completion of the initial period of performance.

### **1.4 Basis of Award**

The award will be issued to the responsible and reasonable offeror who offers the best value to EAI using a combination of price and technical or non-cost/price factors.

### **1.5 Submission of Questions**

EAI will answer questions regarding the requirements of this RFP. Questions may be submitted via email only at [eaprourement@equalaccess.org](mailto:eaprourement@equalaccess.org) with the subject line title of “**RFP- HQ – 2022-05 HR Operations & Advisory Services**” no later than **12:00 (Noon) EST Thursday, November 17, 2022**. Answers to all questions shall be provided to all offerors.

### **1.6 Submission of Proposals**

Proposals must be submitted no later than **18:00 (6pm) EST, Wednesday, November 23, 2022**, via email to [eaprourement@equalaccess.org](mailto:eaprourement@equalaccess.org). The subject line of the email should include the full RFP Number and Title of “**RFP- HQ-2022-05 – HR Operations & Advisory Services** ” [VENDOR NAME]\_Proposal”.

### **1.7 Interview/Clarification Questions and Answers**

EAI reserves the right to ask question of offerors and to conduct interviews regarding their proposal, particularly as relates to the technical approach and key staff participating in the process, prior

to final evaluation and award. If EAI chooses to conduct interviews, they will be scheduled between **Tuesday, November 29, 2022 and Wednesday, November 30, 2022.**

## **1.8 Proposal Format**

For EAI to conduct the most efficient proposal evaluation, bidders are required to include the following information in their proposal as described below:

### **1.8.1 Technical Proposal**

1. **Technical Approach** – Offerors must describe their proposed technical approach to providing HR Operations & Advisory Services, as per the requirements found in Annex 1 Scope of Work (SOW). Include a description of the activities undertaken by your firm to promote/ensure quality. Describe any existing or potential conflict of interest and conflict mitigation plan.
2. **Key Personnel** – Offerors must list their key personnel and provide CVs of their relevant work experience. Please include up to 3 CVs.
3. **Summary of Organization’s Experience** – Offerors must provide a description of relevant past performance and experience with similar work. In addition, please provide three references that EAI can contact who have worked directly with you and/or your organization in providing services like those outlined in Annex 1 – Statement of Work.

**Page Limit:** The Technical Proposal (exclusive of CVs and cover page) should not exceed 6 pages single spaced and may be shorter.

### **1.8.2. Financial Proposal**

Offerors must submit a budget proposal, including hourly rate(s) for the categories of services described in Annex 1 – Statement of Work. The Financial Proposal will not be counted in the Technical Proposal page limit.

## **1.9 Evaluation of Proposals**

EAI will use best value determination for the award. A best value determination means that, in EAI’s estimation, the selected offer will provide the greatest overall benefit in response to the requirements stated in this RFP. It may be in EAI’s best interest to consider an award to other than the lowest priced offeror or other than the highest technically rated offeror. The evaluation factors and allocated points are presented below.

1. **Technical Approach (50 points)** – Points for this section will be awarded based on the information presented in the technical approach.
2. **Relevant Key Personnel and Organizational Experience (50 points)** – Points for this section will be based on the relevant experience of key staff and the offeror’s organizational portfolio of relevant performance, including references of past clients.

3. Cost – The cost proposal will be reviewed and evaluated for reasonableness. EAI reserves the right evaluate cost/technical trade-offs and will award to the firm providing the best value to EAI, cost and technical factors considered.

### **1.10 Validity of Proposals**

Proposals submitted shall remain open for acceptance for a minimum of ninety (90) days from the Deadline for Submission of Proposals. The selected Offeror(s) shall supply the services requested at the proposed prices for the delivery/performance period specified in this Request for Proposal (RFP).

### **1.11 Minimum Bidder Qualifications**

Bidders submitting proposals must:

- 1) Be officially licensed to do such business in the United States,
- 2) Not be or debarred or suspended by the United States Government and must not appear on any excluded parties list or otherwise be ineligible for award. EAI shall not award a contract to any organization determined ineligible for award by the US Government.
- 3) Provide documentation to verify licensure (i.e., tax id, registration certificate, etc.)
- 4) Demonstrate adequate management, human and financial resources to perform the contract
- 5) Satisfactory records of performance history, integrity and business ethics

It is preferred (but not required) that bidders possess a Human Resources certification, such as CP (Certified Professional), SCP (Senior Certified Professional), PHR (Professional HR), and/or SPHR (Senior Professional HR).

### **1.12 Late Proposals**

Proposals received after the submission deadline stated in the cover page of this RFP may not be considered. Bidders will be held responsible for ensuring their proposals are received according to the instructions stated herein. Late proposals may be considered at the discretion of EAI.

### **1.13 Modification of RFP Requirements**

EAI retains the right to terminate this RFP or modify the requirements upon notification to Offerors.

### **1.14 Right of Negotiation and Acceptance of Proposal**

This Request for Proposal does not legally obligate EAI to award a contract. EAI reserves the right not to make an award to any Offeror. No commitment is made, either expressed or implied, to compensate Bidders for costs incurred in the preparation and submission of their proposals.

EAI may reject any proposal that is nonresponsive. A responsive proposal is one that complies with all terms and conditions of the RFP as outlined in this document and any subsequent modifications issued by EAI. A proposal must be complete, signed by an authorized signatory and delivered no later than the submission time and date indicated in Section 1.6. EAI may reserve the right to waive any minor discrepancies in a proposal.



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EAI reserves the right to issue an award based on the initial evaluation of proposals without discussion. EAI also reserves the right to enter best and final negotiations with any responsive Offeror for all or part of the proposed scope.

**ANNEX 1**  
**STATEMENT OF WORK**  
**HR Operations & ADVISORY SERVICES**

Equal Access International (EAI) is seeking to engage a person or organization to provide human resources (HR) operations and advisory services for EAI.

Overall services will include advising and supporting the development, delivery and coordination of human resource services and the implementation of human resource programs and initiatives across the employees in our Washington, D.C. headquarters, working remotely, and in our country offices. In partnership with the projects and field HR staff, the Person or Organization will advise and support employee relations, the review and implementation of policies and procedures, and staff retention and recruitment.

Services include the following:

**a) General HR Management**

- Work closely with senior management to periodically review HR policies and procedures and suggest improvements to ensure legal and regulatory compliance for headquarters and country offices.
- Provide guidance to staff on HR-related matters including hiring, onboarding, separation/termination, performance evaluations, recruitment, fringe benefits as well as employee relations and organizational policy.
- Work with staff to ensure proper administration of benefits and allowances, payroll data, and employee information.
- Oversee annual performance evaluations including the development of job descriptions, salary scales and salary/fringe benefit market surveys.
- Monitor and advise US staff on all changes in labor laws
- Respond to and investigate employee grievances and conflicts and work closely with EAI senior management and, when required, legal counsel to resolve.
- Advise on the administration of employee benefits packages, including employee health insurance and 401(k) retirement plans.
- Participate in and advise the Diversity, Equity, and Inclusion Task Force
- Support organizational Diversity, Equity & Inclusion (DEI) within EAI's HR policies, operations, and recruitment; participate in and advise the DEI Task Force.
- Provide managers and employees with training and tools to strengthen HR operations across the organization.

**b) International HR Management**

- Provide guidance and assistance related to the posting of Expatriate staff and third-country nationals (TCNs), as well as coordinating-country nationals (CCNs) in foreign locations including but not limited to Terms & Conditions agreements, renewals and amendments; relocation; allowances; coordinate on-boarding and orientation; as well as coordinating end-of-assignment (repatriation) processes.

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- Work with US based and host country legal advisers to prepare employee agreements and corresponding local employee handbooks including conducting research as necessary.
  - Serve as a resource in the development and updating of local HR salary scales, benefits, and policies.
- c) Recruitment Support**
- Advise EAI’s US and field staff on recruitment processes; including working with departments to review job descriptions, post HQ and international/proposal job vacancies, strategies for candidate selection, as well as assisting with the negotiation of salaries with selected candidates.
  - Advise senior management on strategies to expand EAI’s talent and consultant pipeline.

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