

Request for Proposal (RFP) GM_26_CRS#007

Payroll Employee Self-Service (ESS), procurement & payment tracker and Costing Tool System for CRS Gambia

I. Introduction

Catholic Relief Services (CRS) Gambia is soliciting proposals from qualified vendors to provide a comprehensive payroll and employee self-service (ESS) solution that aligns with our operational needs. The solution must be cloud-hosted, localized for Gambia, and scalable for approximately 100 employees.

CRS Gambia seeks to transition from manual payroll processing to an integrated, user-friendly, and secure payroll, costing tool and ESS solution. The ideal system should streamline HR processes, ensure compliance with Gambian labor laws, and empower our employees and line managers through accessible self-service tools.

II. Proposal due date and submission manner

All quotations must be received by email address stated below no later than:

Email: gm_quotations@crs.org

Date and time: Thursday 6th August 2026

Attn: CRS Procurement Unit

Subject: Proposal to provide Payroll Employee Self-Service (ESS), procurement & payment tracker and Costing Tool System

III. Instructions to bidding Suppliers:

- Language for RFQ Responses: English
- All prices should be quoted in: GMD
- The offers shall be complete in all aspects, signed, stamped and dated clearly.
- Bidder should attach the following documents
- Valid Business Registration
- Tax Identification Certificate
- Detailed breakdown of modules offered
- Proposed licensing and cost structure
- Implementation timeline
- Support and training plan

- Gambian localization credentials

Quotations will be rejected under following:

1. Unsolicited
2. Incomplete in aspects
3. Proposal received after closing date.

IV. Catholic Relief Services' Terms and Conditions:

Catholic Relief Services' Standard Terms and Conditions can be found at <http://crs.org/vendor-terms/vendor-terms.pdf> , or obtained from CRS upon request, and are binding as applicable under local law.

V. Quote Validity Period:

Quotation should remain valid and upon acceptance for a period of at least ninety (90) days from the closing date of Wednesday 5th August 2026 as indicated above for receipt of quotation. Indicate in your quotation that it will remain valid for this period.

VI. Evaluation criteria:

Quotations shall be evaluated to determine the lowest priced (best value) most technically acceptable offer that meets CRS's technical requirements and implementation timeline:

Bids will be evaluated on technical capabilities before considering the financial proposals. This implies bids that fail the technical evaluation shall not be considered to the next stage.

The pass mark of the technical evaluation is set to 50% out of 80% of the total technical evaluation weight.

V. Scope of Work

CRS Gambia requires an HR and costing tool system that delivers:

- Payroll and ESS modules tailored to Gambian regulations
- Support for a workforce of approximately 100 employees
- Design and deliver a standardized, user-friendly Web-based costing tool aligned with major donor budgeting requirements incorporating automation calculations, indirect cost rules and adaptable budget categories.
- Cloud-hosted deployment with secure access
- Compatibility with current Insight ERP systems or ability to integrate with future Enterprise Resource Planning (ERP) tools
- Scalable architecture to support growth

VI. Required Functionalities

A. Payroll Module

- Employee registration
- Monthly payroll processing
- Localized statutory calculations and updates
- Payslip generation and distribution (incl. InfoSlips or similar)
- Multi-cycle support (monthly, hourly, contract-based)
- Audit trails for payroll changes
- Integration with accounting/general ledger modules

B. Employee Self-Service (ESS)

- Secure portal for employees and vendors to view and download their payslips

C. Costing tool

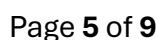
- Standardized user-friendly costing tool with automated calculations with detailed budget and major cost category summary.
- Provision for backend unit cost periodic updates and exchange rate adjustments
- Provision for forecasting based on the costing backend unit cost data

- Provision for Excel export and a user guide

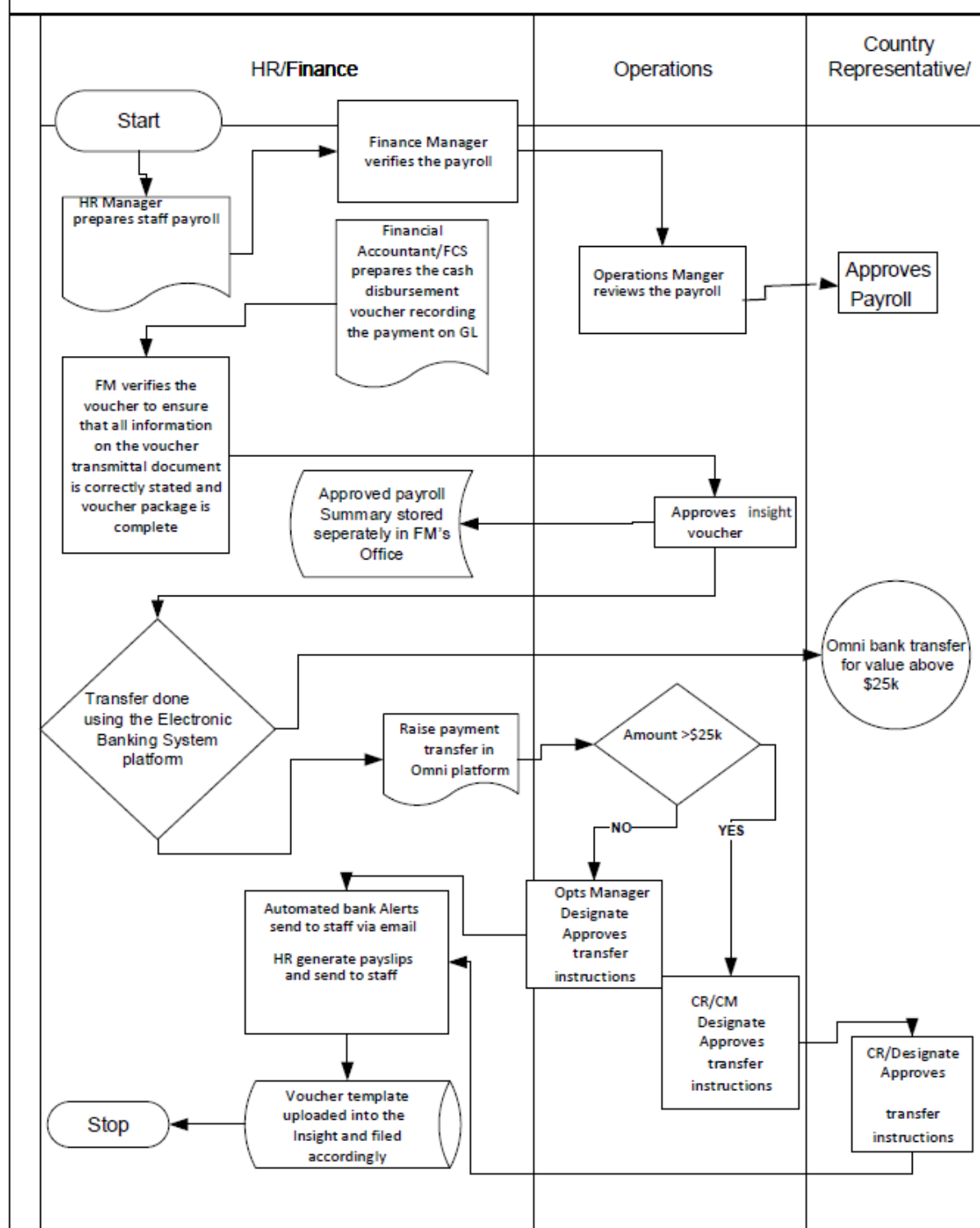
D. Procurement and Payment Tracker

- Provision of records and monitors all procurement workflow, documentation and related payments within a single, centralized system.
- It will capture vendor details, procurement documentations, item descriptions, quantities, order amounts, delivery status, invoice information, and payment status to ensure accurate and up-to-date tracking.
- The tracker will automatically calculate totals, outstanding balances, and flag overdue payments to support effective financial monitoring and control.
- It will provide clear visibility of procurement activities, expenditure trends, and payment obligations, and a dashboard.
- Vendors to check their payment status and withholding tax certificate
- Notifications will be sent to employees and vendors for follow-up.

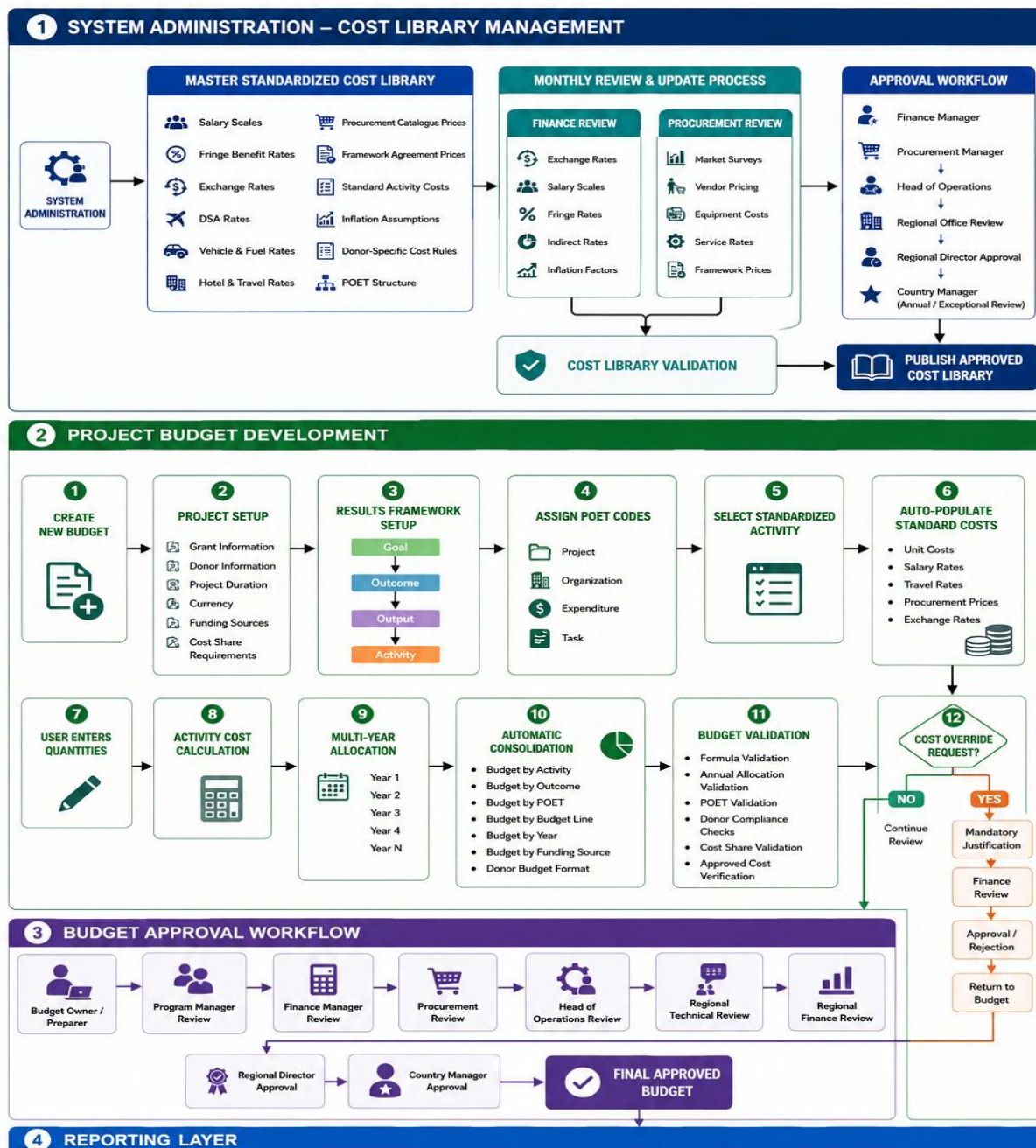
DIGITAL PROCUREMENT & PAYMENT WORKFLOW



Staff Payroll Processing Flow Chart - The Gambia CP



Costing tool workflow



VII. Technical Requirements

- Cloud-hosted on a secure, reliable platform
- Hosted on CRS infrastructure (Microsoft Azure) with deployment support
- Source code owned by CRS and will be maintained by CRS
- SQL-based or similar robust database structure
- A multi-country approach to facilitate possible extensions
- Strong reporting capabilities (Power BI capabilities, Excel-export, filterable reports)
- Security measures including field-level protection and audit logs
- Six months of technical support after deployment, at no extra cost
- SSO integration with CRS authentication system (Microsoft Entra ID)
- Accessibility across devices (desktop, mobile)

VIII. Proposal Evaluation Criteria

CRS Gambia will evaluate proposals based on:

a) Technical evaluation

Criteria	Weight (%)
Functionality & Module Coverage	: 25%
Technical Requirements	: 25%
Vendor Experience and References	:15%
Implementation Timeline, Support and Training	: 15%

b) Financial evaluation

Evaluation Criteria	Description	Required Documents	Weight (%)
Price	Referring to the Cost Structure, including taxes, payment terms and licensing Structure.	Comprehensive Financial proposal	20 %

IX. Submission Guidelines

Vendors are requested to include:

- Company profile and relevant experience
- Detailed breakdown of modules offered
- Proposed licensing and cost structure
- Implementation timeline
- Support and training plan
- Gambian localization credentials
- Client references (preferably in Gambia or West Africa)
- Ninety (90) days offer validity

X. Timeline

- **RFP Release Date:** 23rd July 2026
- **Deadline for Questions:** 25th July 2026
- **Proposal Submission Deadline:** 6th August 2026
- **Vendor Selection:** 30th August 2026

XI. Contact Information

Please direct all correspondence and proposal submissions to:

gm_quotations@crs.org