ECOLink Management at ECOWAS COMMISSION

Recruitment of Consulting Firm for Implementation of SAP SuccessFactors Recruiting Module

Abuja, Nigeria

TERMS OF REFERENCE

1. Background Information

The Economic Community of West African States (ECOWAS) is a regional group of twelve countries, founded in 1975. Its mission is to promote economic integration in all fields of economic activity, particularly industry, transport, telecommunications, energy, agriculture, natural resources, commerce, monetary and financial questions, social and cultural matters.

The treaty signed by ECOWAS Heads of State and Government created the key organs to provide general policy guidelines and direction as well as the following Institutions, Agencies and Offices to work in synergy with Member States, sister institutions, the African Union, civil society organizations, the private sector, and development partners to ensure a cost effective, accelerated and optimal attainment of the set objectives.

Following institutions and agencies form ECOWAS:

- ECOWAS Commission
- Community Parliament
- Community Court of Justice
- Inter-Governmental Action Group against Money Laundering and Terrorism Financing in West Africa (GIABA)
- West African Health Organization (WAHO)
- Office of the Auditor General (OAG)

Agencies and Offices set-up under the Institutions include:

- ECOWAS Gender Development Centre (EGDC)
- ECOWAS Youth & Sports Development Centre (EYSDC)
- Water Resources Coordination Centre (EWRC)
- Project Preparation and Development Unit (PPDU)
- Regional Agency for Agriculture and Food (RAAF)
- Ecowas Centre for Renewable Energy and Energy Efficiency (ECREEE)
- ECOWAS Regional Electricity Regulatory Authority (ERERA)
- Regional Animal Health Center (RAHC)

- ECOWAS Regional Competition Authority (ERCA)
- Regional Centre for Surveillance and Disease Control (RCSDC)

ECOWAS has a resident rep office in each of the following countries: Togo, Capo-Verde, Ghana, Cote d'Ivoire, The Gambia, Liberia, Guinea Bissau, Guinea, United-States, Belgium, Senegal, Ethiopia, Benin, Sierra-Leone

ECOWAS has implemented the following SAP modules of SAP ERP 6.0, to provide integrated enterprise resource planning and management:

- Finance and Control (FI/CO)
- Funds Management (FM)
- Grants Management (GM)
- Materials Management (MM)
- Human Capital Management (HCM) incl. Employee Self Service and [ESS]Manager Self Service [MSS]
- Travel Management

ECOWAS is still implementing other SAP modules and solutions.

The Department of Internal Services of ECOWAS Commission is seeking proposal from qualified firms to provide Professional Implementation Services for its SAP SuccessFactors Recruitment module. The required services and performance conditions are described in the Scope of Work.

2. OBJECTIVE

The objective of this implementation services of SAP SuccessFactors Recruitment module is to provide us with an end-to-end online recruitment solution that we can integrate into our homepage to facilitate future employees' application, placing, developing, and retaining new employees to final selection and hiring of the candidates.

We would also want the SAP SuccessFactors Recruitment module allow us make an in-house internal application portal available to our employees where they can apply for positions and view their application's status at all times.

We would like to have a system that can create a talent pool, we would like to ensure that we do not only identify the best possible candidate for a position from all potential candidates, but also that we are in a position to staff critical key positions in the long term and thus safeguard ECOWAS' success in the future.

3. SCOPE OF THE SERVICES

ECOWAS recognizes that effective Recruitment is a cornerstone to every successful organization and Human Resource strategy. Our Management Team has determined that the development of a solid Recruitment strategy for addressing the many changes and challenges that will affect our operations and our people now and, in the years, to come has become necessary to ensure the Commission is prepared for both our anticipated wave of retirements and increasing skill shortages.

There are a number of factors that have led to the investigation and subsequent recommendation of a digital recruitment business process. First, applicants today are more computer literate, thus sourcing employment opportunities on-line has become a regular function of their job search. Second, current paper-driven recruitment processes are not providing the consistency, functionality or time sensitive requirements of management, nor is there the ease in which to support our digitally electronic recruitment initiatives. A digital recruitment is viewed as a necessary business tool to move the Commission forward with all of our recruitment initiatives, and to market ourselves as an institution of choice.

The scope of this service will cover all the technical and functional needs necessary to install and complete the configuration/implementation of the SAP SuccessFactors Recruitment module at ECOWAS.

The SAP SuccessFactors Recruitment functional scope that is anticipated as part of this implementation includes but not limited to the listed requirements below;

- Through the ECOWAS' public website link www.ecowas.int, SAP SuccessFactors Recruitment module will provide registrants with the ability to register their work-related personal profile and areas of interest through an efficient, user-friendly web-based process resulting in a potential talent pool. It is also anticipated that SAP SuccessFactors Recruitment web-based technology will provide links to ECOWAS' registration process with professional associations, educational institutions, outreach partners, and through career fair opportunities based upon strategic partnerships.

- SAP SuccessFactors Recruitment will provide streamlined online functionality to Hiring Managers/Recruiters and Human Resources staff through a number of Recruitment processes.

- Requisition and posting of employment opportunities directly to ECOWAS' website including posted competitions as well as general STOC (Short Term / On Call (Temporary Employment Opportunities)) employment opportunities for auxiliary, seasonal, Temporary Agency, skilled and semi-skilled temporary opportunities.

- Creation and maintenance of tailored hiring templates including levels of questions to streamline the short-listing and selection process using a database of commonly asked questions, competency-based questions, and customized questions specific to an employment opportunity.

- Creation and maintenance of ECOWAS-wide administrative processes related to Recruitment (such as preliminary skills testing, acknowledgements, pre-screening questions, short-list question, number and style of interviews, notifications, etc.)

- Searching or browsing of the talent pool to invite applications to specific employment opportunities such as hard to fill and external competitions prior to advertising them.

- Maximize the use of web-based technology and minimize the use of paper based manual Recruitment processes.
- Initial installation of the Recruiting development system and any other system required to go-live.
- Working with our Project Manager to assist in defining and controlling project scope and the project work plan.
- Configuration of the SAP SuccessFactors Recruitment modules

- Seamless integration of SAP SuccessFactors Recruitment with our SAP ECC HCM and the After Go-Live support
- The SAP SuccessFactors Recruitment application will be accessed by managers and supervisors with responsibility for hiring staff. Managers may elect to delegate administrative functionality to their support staff who may require access to the system.
- Authority levels will vary across ECOWAS based upon the responsibilities delegated by the various Managers, Directors and Senior Management Teams. Automated work flow and authorizations will electronically move information along the business process to the next functional responsibility in the process based upon authority levels identified relevant to the task step.
- Both internal and external applicants using the web-based application and profile registration (talent pool) tool will require the ability to logon and create a password for their account. The login and password give the applicants the ability to update their profile while protecting the privacy of their information and complying with the Electronic Records and document management protocols.
- Those involved in the hiring process will need to have browse capability to be able to scan either the applicant's information or the talent pool based upon their posted vacancies or non-posted short-term opportunities
- Activation of SAP SuccessFactors Recruitment to enhance the user experience, making it more intuitive and efficient for both recruiters and candidates, ultimately streamlining the Recruitment process.
- Assisting in the completion of functional team tasks (e.g. system configuration, documentation, testing, data conversion) as required; and
- Assisting ECOWAS' Project Manager in ensuring project deliverables meet quality standards.

4. DELIVERABLES

The following is the list of expected deliverables during and at the end of the assignment:

- Complete the design, configuration and rollout of the SAP SuccessFactors Recruitment module to support a web-based business Recruitment tool which will support hiring managers and supervisors in the efficient posting and filling of vacant positions at ECOWAS.
- Configure the system to enable recruiters/hirer to post and fill all internal and external vacancies across ECOWAS. Postings and non-posted general employment opportunities (i.e. seasonal and auxiliary) shall be processed through the SAP SuccessFactors Recruitment function.
- Gap analysis between As Is and To Be regarding the system installation, network sizing and security, licenses
- Ensure seamless integration with SAP ECC HCM and the After Go-Live support
- Business Blueprint for SAP SuccessFactors Recruitment module and provision of recommendations on licenses for SAP SuccessFactors Recruitment.
- Configuration documents
- Technical and Functional specifications document
- Training of the users sign off
- User Acceptance Testing sign off

- Cutover and Go-Live Plan

5. PROFILE OF THE BIDDER

The firm should have at least the following profiles as part of its team:

- **Qualification and experience of the consulting firm (with evidence by copies of contracts, certificates of satisfactory performance, etc.)**
  - The firm must have at least five years of experience in the field of SAP HR Implementation especially for SAP SuccessFactors Recruitment.
  - The firm must have financial capability to execute the contract. The firm should not be listed in any lawsuit or litigation within the last five years.
  - It must provide proof of the completion or award of at least two (2) similar projects in the last seven (7) years in the field of SAP SuccessFactors Recruitment Implementation.
  - Good knowledge of the public sector in the context of West Africa would be an asset.

The firm should have at least the following profiles as part of its team:

- **Two confirmed SAP SuccessFactors Recruiting consultants:**
  - Have at least 5 years of implementation and support experience in SAP SuccessFactors Recruitment Module.
  - Have carried out at least two (2) full lifecycle projects implementations (end-to-end) in SAP SuccessFactors Recruitment.
  - Have at least a minimum of Bachelor (Bac + 3) in Information Technology, Computer Science, or Sciences or a related field.
  - Design new SAP SuccessFactors Recruitment as per the requirements from the Functional Specifications and enhance existing programs using various reporting techniques.
  - Writing functional specifications for any customizations or integrations.
  - Experience with activation and configuration of SAP SuccessFactors Recruitment.
  - Seamless integration of the SAP SuccessFactors Recruitment to SAP ECC HR.
  - Experience with Public Sector business processes to resolve challenges involving SAP SuccessFactors Recruitment Configuration and customizing i.e. experience of working for similar large and complex organization.
  - Demonstrated ability to develop and integrate across SAP HR modules.
  - Good technical knowledge of SAP HR and SAP SuccessFactors Recruitment.
  - Analyse existing SAP HR and provide recommendations to improve its execution performance.
  - Certification in SAP HR especially for SAP SuccessFactors Recruitment is an added advantage.
  - Additional certifications in SAP HR are advantageous.
- **One confirmed SAP BASIS consultant**
  - Have at least 5 years of implementation experience as SAP BASIS consultant
  - Have at least a minimum of Bachelor (Bac + 3) in Information Technology, Computer Science, or Sciences or a related field

- Must have been involved in at least two (2) end-to-end SAP SuccessFactors Recruiting implementations.
- 2–4+ years specifically supporting cloud or hybrid SAP landscapes.
- Experience with the activation of SAP SuccessFactors Recruitment with integration to on-premise SAP ECC solutions like HR.
- Experience with SAP SuccessFactors Recruitment on SAP HANA.
- Hands-on experience with SuccessFactors integrations with on-prem SAP (ECC/S4HANA), or SAP Cloud Connector, CPI, SSO configurations.
- Certification in SAP BASIS i.e. SAP Certified Technology Associate – System Administration is an added advantage

- **One confirmed SAP SuccessFactors Developer Consultant**
  - Have at least 5 years of experience of custom development of SAP SuccessFactors using relevant tools for the development of SuccessFactors.
  - Have at least a minimum of Bachelor (Bac + 3) in Information Technology, Computer Science, or Sciences or a related field.
  - Must have been involved in at least two (2) full lifecycle (end to end) SAP SuccessFactors Recruitment projects.
  - 2–5+ years specifically with SAP SuccessFactors (extension, API, or integration work)
  - Understand the integration requirement of the SAP SuccessFactors to SAP ECC HR.
  - Experience in designing/architecting complex solutions for HR projects
  - Experience of using relevant tools to build extensions and integration development to SuccessFactors
  - Experience with Public Sector business processes to resolve challenges involving SAP SuccessFactors Recruitment Configuration and customizing i.e. experience of working for similar large and complex organization
  - Certification as SAP Certified Extension Developer for SuccessFactors or SAP Certified Integration Suite Developer is an added advantage
- **One confirmed SAP Project Manager**
  - Have at least 5 years of experience as SAP Project Manager.
  - Proven experience managing at least 2 full lifecycle SuccessFactors projects.
  - Have at least a minimum of Bachelor (Bac + 3) in Information Technology, Computer Science, or Sciences or a related field.
  - Must have been involved in at least two (2) full lifecycle (end-to-end) projects implementation SAP implementations or upgrade projects.
  - Experience with Public Sector business processes to resolve challenges involving SAP SuccessFactors Recruitment Configuration and customizing i.e. experience of working for similar large and complex organization
  - Certification in Project Management i.e. (PMP, SCRUM, PRINCE 2 etc.) is an added advantage
- Each team member must demonstrate proficiency in at least one of the official languages of ECOWAS (English, French and Portuguese). Proficiency in two other languages will be an advantage.

- The existence of ECOWAS nationals within the team will also be an added advantage.
- The duly signed CVs of the experts (with references), educational certificates, SAP SuccessFactors Recruitment certificates of training and work completion certificates of all experts should be included in the consultant's proposal.

6. DURATION

The assignment period is expected for six (6) months.

7. LOCATION

The consultants will be based at ECOWAS Commission headquarters in Abuja, Nigeria but covering the entire ECOWAS Institutions under the supervision of the ECOLink Director. Hybrid work model would be considered.

8. REPORTING

The consultant will report to ECOLink Director and be expected to follow his guideline in terms of work assignments and priorities.

Commissioner for Internal Services