



**REQUEST FOR PROPOSAL (RFP)**  
**Human Resources Consulting Services**

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## 1. Introduction

This Request for Proposal (RFP) is seeking to identify a suitably qualified and experienced Human Resources (HR) consultant or consulting firm with relevant expertise to provide required support to the internal HR team.

Previous experience working with a regulatory and/or the public sector organization would be advantageous.

The successful bidder should be available to commence services on 3 October 2022.

## 2. The Organization

2.1. The Utilities Regulation and Competition Authority (URCA) is a statutory body established on 1 August 2009, as a corporate body, under the Utilities Regulation and Competition Authority Act, 2009 (the Act).

2.2. URCA is the converged regulator of electronic communications, and electricity and energy in The Bahamas. The electronic communications sector (ECS) has regulatory oversight of radio and television broadcasting, radio spectrum and telecommunications services. The utilities and energy sector (UES) oversees the generation, transmission, distribution, and supply of electricity.

2.3. The offices of URCA are currently located at Frederick House, Frederick Street, New Providence. 2.4.

URCA currently employs 39 persons who are trained in various disciplines, inclusive of Law, Engineering, Economics, Broadcasting, Human Resources and Business Administration.

- 2.5. URCA is governed by a Board of Directors comprising the Chairman and three other non-executive members, with the Chief Executive Officer, Director of Utilities and Energy and Director of Electronic Communications serving as executive members.
- 2.6. URCA, in its effort to achieve its vision of becoming a globally respected regulator, championing the interests of people in The Bahamas and of the sectors we regulate, is committed to building the capacity of its employees to effectively execute the organization's regulatory mandate and supporting operations functions.  
URCA currently uses the Ascentis employee data management software as its primary HR
- 2.7. system, which also supports the organization's performance management and employee development initiatives.

### 3. Planned Human Resources & Learning Projects

- 3.1 HR Consultants or consulting firms are invited to submit a proposal to provide expertise in a broad range of HR services.
- 3.2 The breadth of issues requiring the support of external expertise include, but not limited to, the following:
  - HR policies and processes
  - Learning and Development
  - Talent and Leadership Development
  - Coaching and mentoring
  - Recruitment
  - Employee relations and communications
  - Performance management
  - Organisational design
  - Succession Planning

### 4. Administration

- 4.1 **Contract**

Once a qualified consultant or consulting firm is selected, URCA will develop the Terms of Reference (ToR) that will form the basis of the contractual agreement. The consultant or consulting firm will collaborate with URCA's Human Resources and Learning Manager to develop the contract. The approved contract will take effect on 3 October 2022, for a period not exceeding one year.

The consultant in collaboration with URCA's HR Manager must develop and submit a proposed Action Plan for Management's approval by 31 October 2022.
- 4.2 **Conflict of Interest**

URCA reserves the right to disqualify any consultant or consulting firm that in URCA's sole opinion has an actual or potential conflict of interest or an unfair advantage, whether existing at the time or likely to arise in the future. Alternatively, URCA may select the consultant or

consulting firm and impose such terms and conditions, as URCA in its sole discretion may deem necessary.

Consultants and consulting firms are required to disclose to URCA any potential or perceived conflict of interest issues prior to the closing date and time for the submission of the RFP.

#### 4.3 **Business Hours & In-Office Work**

Consultants or consulting firms and their personnel are expected to work remotely, and where required in-person, within URCA's normal business hours, which are:

Monday to Friday, excluding public holidays

9:00 AM to 5:00 PM Eastern time

During a project, or should an exceptional circumstance arise, URCA will determine if there is a need to work from URCA's office or an off-site location.

## 5. The Proposal

The proposal should include, inter alia:

5.1. a description of the Consultant's/Consulting Firm's current expertise and years of experience,

5.2. a list of completed projects or support services with references and contact information,

5.3. the resume(s) of all proposed personnel who will be involved in aspects of the consultancy work, and

5.4. daily and hourly rates for professional services and any other costs, in Bahamian dollars (B\$), that the consultant or consulting firm would expect to incur during the execution of the contract.

5.5.1. Any inquiry with URCA during this proposal submission process should be addressed to:

Cassandra Collie, Human Resources & Learning Manager

Telephone: 242-396-5202

E-mail address: ccollie@urcabahamas.bs

5.5.2. Proposals MUST be submitted in sealed envelopes, marked "Proposal for Human Resources Consulting Services" addressed to:

**Mr. J. Carlton Smith**

**Chief Executive Officer**

**Utilities Regulation and Competition Authority**

**Frederick House**

**New Providence, Bahamas**

5.5.3. **Submission Requirements:** Interested parties must submit one (1) original copy of the proposal together with three (3) additional copies to URCA's Office no later than 4 p.m. on 26 August 2022. Electronic copies will not be accepted.

## 6. Evaluation Criteria

6.1. Proposals will be evaluated by a committee selected from URCA's management team.

6.2. The Evaluation Committee will make recommendation to the Chief Executive Officer for review and final decision.

6.3. The proposals will be evaluated based on price (40%) and technical expertise, experience, and ability to execute (60%). The analysis will be based on information submitted in the proposal and any further inquiry URCA may deem necessary to verify or support information submitted. The assessment will consider, inter alia:

6.4. The consultant/consulting firm's Human Resource knowledge, inclusive of, but not limited to, learning and development, employee engagement, performance management, compensation and benefits, compliance, and analytics.

6.4.2. Demonstrated ability to execute specialized human resources projects.

6.4.3. Human Resources experience in a Regulatory or Public Sector organization.

6.4.4. The qualification and experience of the personnel proposed to provide the service.

URCA reserves the right to accept or reject any or all proposals.