



Fundació Hospital Universitari Vall Hebron - Institut de Recerca (VHIR)

Record N°: 2024-010 RECRUITMENT SOFTWARE

**DOCUMENT OF TECHNICAL SPECIFICATIONS
NOT HARMONIZED TRADE – SIMPLIFIED ABBREVIATED OPEN PROCEDURE**

DEVELOPMENT OF A SOFTWARE FOR THE MANAGEMENT OF CANDIDATURES AND PERSONNEL SELECTION, FOR THE HUMAN RESOURCES AREA OF THE FUNDACIÓ HOSPITAL UNIVERSITARI VALL HEBRON - INSTITUT DE RECERCA (VHIR).

Clause 1. Aim.

The purpose of this tender is the service of a software for the management of applications and selection of personnel for the Human Resources Area of the Fundació Hospital Universitari Vall Hebron - Institut de Recerca (VHIR).

One of the strategic objectives of the institution is to attract and select talent for the different areas of the organisation, in order to achieve an efficient management of human resources and guarantee the continuous success of our projects and institutional goals. Through this software, we aim to centralise and accelerate all the phases of the recruitment life cycle, from the publication of open vacancies to the final management phases of the recruitment process.

The division of the subject matter of the contract into lots is not considered appropriate, as a single integrated software solution is required to manage the application lifecycle.

Throughout these specifications, the tasks included in the object of this contract are specifically described, as well as the scope of the proposed service.

Clause 2. Maximum budget.

The estimated value and maximum budget for this tender are not the same.

The maximum total budget, relative to the two (2) years of the contract, is set at **"TWENTY-SIX THOUSAND" (26.000,00 €)**, which, if we add the amount corresponding to VAT, "FIVE THOUSAND FOUR HUNDRED AND SIXTY EUROS" (5.460,00 €), makes a total of **"THIRTY-ONE THOUSAND FOUR HUNDRED AND SIXTY (31.460,00 €)**.

The annual budget will be "THIRTEEN THOUSAND EUROS" (13.000,00 €) (*).

(*) Prices that the tenderer may improve in its economic offer - [Unique Envelope](#).

Therefore, the estimated value of the contract is established at **"FIFTY-SEVEN THOUSAND TWO HUNDRED EUROS" (57.200,00 €)**, which, if we add the amount corresponding to VAT, "TWELVE THOUSAND TWELVE EUROS" (12,012.00 €), makes a total of **"SIXTY-NINE THOUSAND TWO HUNDRED TWELVE (69.212,00 €)**.

Concept	Price (VAT not included)
Maximum budget	26.000,00 euros
Possible modifications	5.200,00 euros

Possible extensions	26.000,00 euros
Total	57.200,00 euros

Amount established for modifications:

In accordance with article 204 of the L9/2017, the possibility is established of modifying the contract upwards, and up to 20% of the maximum total tender budget. This amount will be paid to the company in the same way and under the same conditions that regulate the present specifications.

The reasons foreseen for carrying out the modification are the following:

- Significant increase in the number of VHIR's employees.
- Development of new ad-hoc modules

In no case will the maximum tender budget be binding, but the VHIR will pay the invoices for the services actually carried out on the basis of the unit prices finally awarded.

Clause 3. Duration of the contract.

The provision of this purchase will have an initial duration of **two (2) year**, with the possibility of extension for **two (2) years**, year by year.

In the case that the extension is agreed by the contracting entity, it will be obligatory for the contractor, in accordance with the provisions of Article 29 of the LCSP.

The initiation of the contract shall be on the day following the date of formalization of the contract.

Clause 4. Technical characteristics of the software.

The necessary features for the application and selection process management software system must satisfy the characteristics listed below:

4.1 System Functional Characteristics

- a. Corporate Job Vacancies Page ("*Careers Page*"),
 - Functionality of creation and maintenance a corporate page careers page in Catalan, Spanish and English, with the capacity of internal configuration and customization in accordance with our corporate image.
 - Possibility of incorporating content that enhances our brand as an employer on our careers page.

- Functional management of the application process for external and internal applications to our job offers, with the possibility of attaching documents: curriculum vitae, letter of recommendation, and other documents that support the applications.
 - Possibility of incorporating screening questions during the application process.
- b. Job Posting and Dissemination of Offers
- Creation and storage of job postings, with the possibility of incorporating characteristics associated with the job position (department, type of contract, location).
 - Integration with job portals ("multiposting") and social networks, for the publication and dissemination of our job offers.
- c. Application Management
- Ability to store, organise and search applications efficiently and securely, with easy access to documentation submitted by candidates during their application process.
 - Integrated communication system to coordinate all phases of the selection process, with candidates and participants in the selection process.
 - Functionality for the internal evaluation of applications, through the possibility of incorporating comments and scores, by the selection committee.
 - Management of references ("reference check"), with direct communication functionality with the contacts provided by the candidates.
 - Facilitation of collaboration and communication between the selection committee and other collaborators.
 - Integration with the corporate calendar, to facilitate the scheduling of interviews.
 - Functionality for measuring candidate satisfaction with the selection process.
 - Efficient filtering and management of candidate databases.
 - Application data storage permissions management functionality, while guaranteeing the integrity and confidentiality of the information provided.
 - Functionality for managing internal applications.
 - Automation functionalities to optimise the workflow of the selection process, such as the following features: triggers (predefined automatic workflow actions), creation of communication templates.
- d. Reporting and Metrics Analysis
- Generation of reports and visualisation of key metrics of the selection process.
 - Generation of reports on the results of candidate satisfaction surveys
 - Data export functionality for the creation of reports according to the specific needs of the organisation.

4.2 Technical Characteristics of the System

- a. Technical requirements
- Service model: Software as a Service (SaaS)
 - Hosting of the platform by the recipient on servers located in Europe.
 - The system will adopt the necessary security measures to guarantee authentication, confidentiality and data integrity.
 - Compatibility with different browsers and devices.
 - Ability to integrate with Human Resources systems and other enterprise tools via APIs.
 - Integration with VHIR's Active Directory.
- b. Security
- Creation of roles within the system according to the type of profile, with access to restricted functionalities and data.
 - Compliance with data security standards, with a solid data protection system.
 - Management of access permissions to candidate data, in accordance with data protection laws.
 - Role-based access and encryption of sensitive data.
- c. Technical Support
- Offer the necessary training to explain all functionalities for the maximum use of the platform's resources to the Human Resources team and the rest of the users who will make use of it.
 - Provision of technical support, via chat or email, in English and Spanish.
 - Implementation of regular updates and maintenance of the system.
 - Management of incidents and requests following the channels established by VHIR, who will prioritise them. The successful bidder must provide response and resolution according to the deadlines indicated in the following table:

CRITICAL INCIDENTS		MEDIUM INCIDENTS		LOW INCIDENTS	
First Time Response (FTR)	Time to Resolve (TTR)	First Time Response (FTR)	Time To Resolve (TTR)	First Time Response (FTR)	Time To Resolve (TTR)
2 hours	24 hours	24 hours	72 hours	48 hours	5 days

- **Critical incidents:** are issues that will affect large amounts of end users and prevent a system from functioning properly.
- **Medium incidents:** are issues that affect end users, but the disruption is either slight or brief.
- **Low incidents:** do not interrupt end users, they typically can complete work despite the issue.

Clause 5. Location and Schedule

Location:

The service will be carried out telematically and communication with the company will be maintained via email and telephone calls.

Timetable:

The service will be provided from Monday to Friday from 9am to 5pm.

Clause 6. Billing and payment

According to Law 25/2013, of December 27, 2013, on the promotion of electronic invoicing and the creation of the accounting registry of invoices in the Public Sector, in its Article 4, *"All suppliers who have delivered goods or provided services to the public administration may issue and send electronic invoices. In any case, they will be obliged to use the electronic invoice and to submit it through the corresponding general entry point..."*.

The awarded company will invoice electronically the services actually performed. The DIR3 codes to be able to issue the invoice are the following:

DIR3	ACCOUNTING OFFICE	DIR3	MANAGING BODY	DIR3	PROCESSING UNIT
A09006467	Fundació Hospital Universitari Vall d'Hebron-Institut de Recerca (HUVH IR)	A09006467	Fundació Hospital Universitari Vall d'Hebron-Institut de Recerca (HUVH IR)	A09006467	Fundació Hospital Universitari Vall d'Hebron-Institut de Recerca (HUVH IR)

The invoice will be issued annually. In no case will the maximum amount be binding on the VHIR, but only the supply and service actually provided will be paid based on the prices finally awarded.

Each annual invoice issued must detail the period to which it corresponds, the breakdown/description of expenses by concept and the internal account that should be charged, as well as indicate the references **"L 2024-010"**.

In the event that the issuance of the electronic invoice is not feasible for exceptional reasons, the contractor will invoice each service rendered through its corresponding invoice, which must be sent to the following e-mail address: factures@vhir.org

The effective payment of the executed services will be performed by bank transfer, due 30 days / invoice date.

The contracting institution will make the payment of the supplies once they have been fully performed and once the invoice has been entered into its registry. In accordance with this paragraph, advance payment of part or all of the contract price is not contemplated.

In no case, the contractor will have the right to the revision of prices pertaining to any concept.

Therefore, the contracting entity will make the payment of the invoices using the currency conversion according to the common practices that the entity carries out in this type of case, so said payment will be made at the time of payment of the invoice.

The VHIR's fiscal data that must be included in the invoice are the following:

FUNDACIÓ HOSPITAL UNIVERSITARI VALL D'HEBRON - INSTITUT DE RECERCA
VAT: G-60594009
Passeig Vall d'Hebron, 119-129
08035 Barcelona

In the event that the invoice is not issued in accordance with the criteria established and referenced at the beginning of this clause, payment will not be made and the invoice will be withheld until the requested data is correctly indicated.

Once the contract ends, including any extensions that may be executed, VHIR will only accept invoices issued after the end of the contract as long as the period of execution of the same is within the term of the tender.

In the event that the invoice is issued after the end of the contract and in accordance with the above paragraph, VHIR will only pay invoices issued within two (2) months after the end of the contract.

The VHIR will only pay the successful bidder for the services actually provided, without, in any case, the VHIR being obliged to exhaust the estimated value of the contract/bid budget.

Clause 7. Responsible for the contract.

The person in charge of the contract is Olalla Bagüés, Human Resources Director of the Fundació Hospital Universitari Vall d'Hebron - Institut de Recerca, who will be basically responsible, among others, for the functions of management and supervision of the contracted supply, conforming the invoicing issued by the service; monitoring, control and dictation of the instructions necessary for the proper execution of the contract; determine whether the service provided complies with the requirements established for its execution and compliance and receipt of the contract at the end, and comply with the obligations assumed by the Fundació Hospital Universitari Vall Hebron - Institut de Recerca (VHIR) in this contract.

Clause 8. Confidentiality, Protection of personal data, and Intellectual Property

Notwithstanding the provisions of current legislation on intellectual property, protection of personal data and confidentiality, the successful bidder will expressly commit itself not to provide the information and / or Data provided by the VHIR, or any use not provided for in this document, and / or expressly authorized by the Head of the assigned Unit.

The successful bidder will have to extend to the employees that adhere to the service, the obligations contained and assumed by the successful bidder, with reference to confidentiality, intellectual property and protection of Data, in particular those relating to the secret, the reservation and confidentiality of all the information that, under the service, may be aware of.

These will be understood as being exclusively granted in favor of the VHIR worldwide, for the maximum time established in applicable laws and / or international treaties that are applicable and for their exploitation through any format and / or modality of exploitation, all rights, including the exploitation of any discovery, invention, creation, work, procedure, idea, technique, drawing, design, image or any other intellectual or industrial property right generated, raised or acquired as a consequence of the work carried out by the company awarded the contract that is derived from this tender procedure (hereinafter, "Intellectual and / or Industrial Property"), and which derive directly or indirectly from the relationship between VHIR and I The company awarded by the contract that is derived from this tender procedure.

The company that awards the contract that is derived from this tender procedure undertakes to inform the VHIR of any discovery, creation, invention, idea or any other element that constitutes or is likely to constitute a right of Industrial Property and / or Intel Legal and that develops partially or totally during the term of the contract that is derived from this tender procedure. In the event that the contracting company that derives from this tender procedure discovers or develops any creation of intellectual or industrial property, it will be understood that the discovery or development constitutes confidential information of the VHIR.

The company that awards the contract that is derived from this tender procedure undertakes to sign all those public and / or private documents that are necessary, at the discretion of the VHIR, to allow the accreditation of the ownership of the VHIR or the proper protection of the aforementioned rights of Intellectual Property and / or Industrial in favor of the same or of any third party designated by it.

The company that awards the contract that is derived from this tender procedure authorizes the VHIR for the transformation, modification, publication, public communication and exploitation by any means of the works that it develops as a result of the execution of the contract that is derived from it This tender procedure.

Clause 9. Allocation criteria

1. Criterios evaluables mediante fórmulas automáticas	Maximum 100 points
- Economic Offer	Maximum 50 points
- Automatic Evaluation Criteria	Maximum 50 points

9.1 Criteria that can be assessed through automatic formula.....(maximum 100 points)

ECONOMIC OFFER.....up to 50 points

$$P_v = \left[1 - \left(\frac{O_v - O_m}{IL} \right) \times \left(\frac{1}{VP} \right) \right] \times P$$

P_v = Bid Score to Rate

P = Economic criteria points

O_m = Best Offer

O_v = Offer to be Valued

IL = Bid Amount

VP = Weighting Value = 1

**If after having applied the automatic formula to a submitted offer, the resulting value is negative, zero (0) points will be assigned directly from the economic part. $P_v = 0$.*

AUTOMATIC EVALUATION CRITERIA.....up to 50 points.

- Certification in ISO 27001 information security management system audits and SOC security controls audits or equivalent..... 10 points.
- Existence of a Help Centre containing detailed help documentation in English and Spanish, to facilitate user queries and issue resolution..... 10 points.
- Continuous customer support from 17h to 22h. 10 points.
- Referral programme management functionality, allowing our employees to refer candidates and track them through the platform..... 5 points.
- Video call system integrated into the platform for candidate interviews..... 5 points.
- The software should provide the functionality to anonymize the candidate's personal data, other than experience or skills.5 points.

- The software should incorporate artificial intelligence functionalities for creating written content, including at least one text suggestion feature during the drafting of content and messages.....5 points.

Barcelona, 26th February 2024

CONTRACTING ORGANISM

Mrs. Montserrat Gimenez Prous

Manager

Fundació Hospital Universitari Vall Hebron – Institut de Recerca (VHIR).