

Request for Proposal

MPAO is accepting proposals for providing Software as a Service (SaaS), for the implementation of a **Payroll and Human Resource Management System**.

SECTION I

1. Technical Requirements

System Administration and user management

Manage system global configuration and manage users and their access rights.

Employee Information

Maintains all relevant employee information in easily understood categories which can be used by other modules.

Organisational Structure

Helps create organisation charts, reporting hierarchies and gives insight to potential workforce changes that allow better collaboration and sharing of organisational plans.

Employee Life Cycle

Tracks the movement of employees during their employment including promotions, placements, transfers and relevant salary changes.

Job Application Management

Helps applicants to apply for jobs via a web portal, manage applicant information, shortlist potential candidates, and manage the interview process.

Payroll Management

Manages all salary and benefit related functions of the organisation, including salary calculations, deductions, generation of payslips, etc.

Leave Management

Defines leave types, holiday schedules, leave entitlements and leave schedules while providing a self-service feature which streamlines the leave application process and eliminates paperwork.

Time & Attendance

Plans, captures and monitors employee attendance. Should be integrated with the existing RFID/fingerprint access control system at MPAO.

Performance Management

Should be able to manage performance appraisals across the organisation's employees.

Mobile Apps (iOS and Android)

Should provide the ability for employees to access and manage their information, apply for leaves, check leave balance, etc. from anywhere and at any time.

Reports & Analytics

Allows the preparation of management reports on a regular basis as and when required.

HR Dashboard

A real-time view of personalised information to keep track of crucial organisational performance indicators.

2. Services and deliverables

- a. Installation and configuration of the proposed application.
- b. Any customization required by MPAO to align the proposed system to the existing processes.
- c. Migration of old data.
- d. Establishing a regular backup process to MPAO Cloud.
- e. Training of staff to use the system.
- f. Provide user manuals.

SECTION II

1. **Proposal Format:** Proposal shall include the following information.

- i. Company Profile, including CVs of project leader and key technical personnel / software developers who would be involved in the implementation of the system.
- ii. Detailed description of software specifications and functionalities (including screenshots)
- iii. Detailed cost for each item and services, in MVR and USD (all price should be inclusive of 6% GST)
 1. Installation fee
 2. Customization charges
 3. Cost per user per month (estimated 55 users), for a 3 year period

	Cost per user per month
Year 1	
Year 2	
Year 3	

4. Post-implementation technical support charges, for a 3 year period

	Technical support charges
Year 1	
Year 2	
Year 3	

5. Payment schedule

- iv. Contact information of current users of the proposed system.
 - v. Pension Registration Certificate, or any documentational proof showing the firm has registered at Maldives Pension Administration Office (applicable to local firms only).
 - vi. Project timeline and work plan
2. Proposers will be notified in writing of any change in the specifications contained in this RFP.
 3. No verbal or written information which is obtained other than through this RFP or its addenda shall be binding on MPAO. No employee of MPAO is authorized to interpret any portion of this RFP in addition to that contained in or amended to this written RFP document.
 4. **Request for Additional Information:** Prior to the final selection, proposer may be required to submit additional information which MPAO may deem necessary to further evaluate proposer's qualifications.
 5. MPAO will not reimburse proposers for any costs associated with the preparation and submittal of any proposal that are incurred.
 6. **Right of Negotiation:** MPAO reserves the right to negotiate with the selected proposer the exact terms and conditions of the contract.
 7. MPAO is under no obligation to award this project to the proposer offering the lowest fee proposal. Evaluation criteria included in this document shall be used in the evaluating proposals.
 8. **Exceptions to the RFP:** Proposer may find instances where they must take exception with certain requirements or specifications of the RFP. All exceptions shall be clearly identified, and written explanations shall include the scope of the exceptions, the ramifications of the exceptions for the MPAO, and a description of the advantage to be gained or disadvantages to be incurred by the MPAO as a result of these exceptions.
 9. **Rights to Submitted Material:** All proposals, responses, inquiries, or correspondence relating to or in reference to this RFP, and all reports, charts, and other documentation submitted by proposer shall become the property of the MPAO when received.

10. **Basis of Award:** Proposals will be evaluated according to the following criteria and weight at minimum:

i. Technical Proposal (70%)

Functionality and features of the proposed solution	35%
Live demo of the proposed solution (including mobile apps)	20%
Proposer's qualifications and experience in implementing similar systems, including support capabilities	15%

ii. Financial Proposal (30%)

Technical Proposals which receive less than 50% shall be disqualified, and their Financial Proposals shall be returned unopened to the proposers.

9. **Contacts:** Proposers must submit proposals in accordance with the instructions contained in this RFP. Any questions related to this RFP should be directed to:

Name: Mohamed Naseeh

Designation: Manager, Admin & HR

Email: mohamed.naseeh@pension.gov.mv

11. **Contract:** The contract between MPAO and the contractor shall consist of

- i. the Request for Proposal (RFP) and any amendments thereto.
- ii. the proposal submitted by the proposer.

12. Submission of Bid

Technical and Financial Proposals must be submitted separately in sealed envelopes latest by **10:00 am on 31st October 2017**, and addressed to:

**Maldives Pension Administration Office
8th Floor, City Square,
Chaandhanee Magu,
Male', Maldives**