



Ref: RACL/IUL (PROC)/2023/28

Date: 21<sup>st</sup> May 2023

Regional Airports Company Limited

Male', Republic of Maldives

## Request for Proposals

### Consultancy Services for Enterprise Resource Planning Software

#### 1. Background

Regional Airports Company Limited (RACL) is a 100% government owned company established to manage and operate the regional airports in the Republic of Maldives. The company was established on the 30th of September 2020. RACL was formed as part of the government's initiative to improve the efficiency and effectiveness of airport management and operation. To carry out the operations and the responsibilities of the organization, RACL has deployed Enterprise Resource Planning (ERP) software in the form of Microsoft Business Central. RACL has a requirement to sustain the success of the deployment of the ERP.

#### 2. Purpose and objectives

The purpose of this engagement is to streamline operational workflow through access and recording of all key information and findings in one accessible database allowing us to achieve complete oversight, accountability and gain real-time oversight of the entire operation. This will include analysis of the current system configuration, carrying out a gap analysis, engaging with the partner on the client-side requirements and acting on behalf of the client in the configuration process.

#### 3. Scope of Services

##### Mandatory scope

The scope of this project includes the following:

1. Analysis of the current ERP system configuration.
2. Carrying out a Gap analysis to evaluate the variance in the existing configuration and the industry standard or best practice where applicable.
3. Development of the Terms of Reference (TOR) for the reconfiguration of the ERP system to improve the functionality and usability.
4. Assisting in the development workflows for the reconfiguration process.
5. Review of permission sets and roles for the users.
6. Configure modules and functions as per the company requirements.
7. Creation and setting up of Chart of Accounts and other client-side configurations.

8. Development and compilation of the client-side documentation and data to be shared with the vendor/Partner and to be used by the Client in cooperation with RAEL.
9. Provide assistance in collecting, cleaning and entering data (all master sheets including item master/vendor master/etc.) to the system.
10. Development of user manuals and documentation for the installed modules of the system.
11. Identification of enhanced functionalities that can improve the performance and usability of the ERP system.
12. Engaging with the Vendor/Partner on the client-side requirements
13. Advocating for the benefit of and acting on behalf of the Client during the configuration and negotiation process.
14. Coordinate with the ERP vendors and conduct training for the staff: functional and technical users.
15. User acceptance testing on behalf of the Client.

### **Optional Scope**

1. Analyze the process improvements that can be brought to the system to reduce duplication of resources.
2. Recommendation for the development of redundancies to improve the security and integrity of system data.

### **Additional Requirements**

The following requirements must also be fulfilled in addition to the above.

1. Project Management activities:
  - a. Should follow a good and industry accepted level of project management methodology.
  - b. Weekly status reporting.
  - c. Issues management.
2. Technical support planning:
  - a. Service provider must complete the above-mentioned roles in 60 days.
  - b. Should provide 1 month's support.
  - c. Should be available on premises.
3. Testing:
  - a. User Acceptance testing must be conducted before deployment.
  - b. Reporting and tracking the bugs and issues.
4. Training:
  - a. Should make training schedule.
  - b. Should deliver training materials.
5. Technical training & Knowledge Transfer: Adequate technical training and knowledge transfer for the selected RAEL relevant staff so that they know and can provide:

- a. An overview of all the components of the system.
- b. Customize workflow in accordance with the company requirements.
- c. Identification of resources for ongoing support.
- d. Able to provide level 1 support and handle most common issues.
- e. Able to escalate level 1 issues to level 2 (raise tickets to the vendor) easily and track them.
- f. Should cover the whole organization. Currently we have 400 over employees working in 6 airports and at head office. This is expected to increase due to upcoming new airports.
- g. Should have a comprehensive disaster recovery plan. One active and one passive.
- h. The charges should include implementation, consulting, and training fees. should be included.

#### 4. Eligibility criteria

- a. Any proponent (individual or company) not suspended, debarred, or otherwise identified an ineligible by a state institution shall be eligible to participate.
- b. Both **individuals and companies** are eligible to participate.

#### 5. Qualification and experience

The consultant (individually or, in the case of a company, collectively) shall possess the following qualifications, knowledge, skills and expertise:

1. A First Degree or Advance Diploma in Accounting, or equivalent in Finance or a related field.
2. Actively participated in Microsoft Business Central (Dynamics) Implementation.
3. Strong technical skills and experience in the design, implementation, and maintenance of ERP systems.
4. A minimum of 5 years' work experience in finance.

#### 6. Deliverables

The project will result in a comprehensive report including the following information:

1. Investigation and Gap analysis report.
2. Terms of Reference (TOR) for the reconfiguration of the ERP system.
3. Recommendations on financial and other aspects of the ERP system.
4. Workflows for the ERP system and the Process Drawings and Diagrams for RAEL business processes.
5. Client-side documentation and data.
6. Training documentation and materials.
7. User acceptance testing reports. This shall include the test scenarios and results.
8. Installation reports.
9. User Manuals and Documentation for the installed modules of the system.
10. Lesson Learnt reports.

## 7. Communication and Coordination

The consultant will maintain regular communication and coordination with the management of RACL throughout the engagement. This will include regular progress updates, submission of any reports specified in the deliverables, as well as any necessary meetings or discussions to address any issues or concerns that may arise.

## 8. Duration of the contract

The duration of the contract is **90 days** and shall be subject to renewal after elapse of the defined duration.

## 9. Remuneration

Starting from MVR 30,000.00 per month. However, the selected consultant is free to negotiate the remuneration with RACL before signing the agreement.

## 10. Contents of the Proposal

Individual proponents are required to submit the following documents.

1. Attested copies of Academic certificates
2. Curriculum vitae
3. Job reference letters
4. Copy of National Identification Card
5. Any other document showcasing the proponent's suitability to perform the scope of services.

In the case of companies, proponents are required to submit the following documents.

1. Business registration certificate
2. GST registration certificate
3. Tax clearance report (valid within the last 3 months)
4. List of team members undertaking the scope of services (Team leader should be clearly identified)
5. Attested copies of Academic certificates of the members of the team.
6. Curriculum vitae of the members of the team.
7. Experience letters of the proponent.
8. Any other document showcasing the proponent's suitability to perform the scope of services.

## 11. Proposal Prices

Prices shall be quoted in Maldivian rufiyaa and must include all the relevant taxable applicable.

## 12. Right to accept or reject a proposal.

RACL reserves the right to accept or reject any proposal, to render any or all the proposals as non-responsive, and to reject all Proposals at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Proponent(s) of the grounds for RACL's action. RACL shall not be obliged to award the contract to the lowest priced offer.

## 13. Payment method

The full payment shall be made upon completion of the scope of the work.

All payments will be made in Maldivian Rufiyaa. RACL is not liable to pay any advance for the selected party.

## 14. Selection criteria

The consultant will be selected based on the below criteria.

Criteria	Points
<b>Qualification and experience (in case of a company, the qualification and experience of the team leader will be evaluated)</b> <ul style="list-style-type: none"> <li>• A First Degree or Advance Diploma in Accounting, or equivalent in Finance or a related field.</li> <li>• Actively participated in Microsoft Business Central (Dynamics) Implementation.</li> <li>• A minimum of 5 years' work experience in finance.</li> </ul>	<b>60</b>
<b>Interview performance (in case of a company, the team leader will be interviewed)</b>	<b>40</b>
<b>Total</b>	<b>100</b>

## 15. Queries

For any queries relating to this IFP, please send your request to email [proposals@airports.mv](mailto:proposals@airports.mv). The deadline for submission of queries is 24<sup>th</sup> May 2023 (14:00hrs).

## 16. Deadline for submission of proposal and proposal opening.

The proposals shall be submitted with required documents as mentioned below,

Submission date: 28<sup>th</sup> May 2023

Submission time: 14:00 HRS

Venue: Regional Airports Company Limited, Head Office, H. Suez, 7th Floor, Ameer Ahmed Magu

Proposals shall be opened at this time in the presence of proponents who choose to be present. RACL shall reject any proposal that is received after the deadline for the submission of Proposals.

## **17. Fraud and corruption**

RACL requires that staff, as well as proponents/suppliers/contractors, observe the highest standard of ethics during this procurement. In pursuance of this policy, RACL defines.

- a. "Corrupt practice" as the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and
- b. "Fraudulent practice" as misrepresentation of facts to influence a procurement process or the execution of a contract to the detriment of RACL and includes collusive practice among proponents (prior to or after proposal submission) designed to establish proposal prices at artificial noncompetitive levels and to deprive RACL of the benefits of free and open competition.

RACL will reject a proposal if it determines that the proponent has engaged in corrupt or fraudulent practices in competing for the contract in question.

RACL will declare a proponent ineligible, either indefinitely or for a stated period, to be awarded a contract (from RACL) if it at any time determines that the proponent has engaged in corrupt or fraudulent practices in competing for, or in executing, a RACL contract.

## **18. Conflict of interest**

A proponent shall not have a conflict of interest. Any proponent found to have a conflict of interest shall be disqualified. A proponent is found to have a conflict of interest for the purpose of this Bidding Process if the Proponent.

- a. Directly or indirectly controls another proponent, or is controlled by or is under common control with another proponent; or
- b. Has a relationship with another proponent, directly or through common third parties, that puts it in a position to influence the Proposal of another proponent, or influence the decisions of the Purchaser regarding this Bidding process; or
- c. Or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the goods that are the subject of the Proposal; or
- d. Or any of its affiliates has been hired (or is proposed to be hired) by RACL for the Contract implementation; or



- e. Has a close business or family relationship with a staff of RACL who.
  - (i) are directly or indirectly involved in the preparation of the bidding document or specifications of the Contract, and/or the Proposal evaluation process of such Contract; or
  - (ii) would be involved in the implementation or supervision of such Contract.
  - (iii) is a senior management staff of RACL.

A firm that is a proponent shall not participate in more than one proposal. This includes participation as a subcontractor. Such participation shall result in the disqualification of the proposal.



**FORM A: PROPOSAL SUBMISSION FORM**

Name of proponent			
Registration No		Registered Address	
Proponent's Authorized Representative Information	Contact Person that RAACL may contact for requests for clarifications during proposal Evaluation		
Name:	Name:		
Title:	Title:		
Contact numbers:	Contact numbers:		
Email:	Email:		

We, the undersigned, offer to provide the services listed in the scope of services in accordance with your terms of reference. We hereby submit our proposal.

Our attached price submission form is for the sum of *[Insert amount in words and figures and indicate currency]*.

We hereby declare that our firm,

- a) has not been suspended, debarred, sanctioned, or otherwise identified as ineligible by any state institution in the Republic of Maldives.
- b) have no conflict of interest in accordance with ITB clause 4.

We declare that all the information and statements made in this proposal are true and we accept that any misinterpretation or misrepresentation contained in this proposal may lead to our disqualification and/or sanctioning by RAACL.

We offer to provide the services in conformity with the terms of reference.

We understand and recognize that you are not bound to accept any proposals you receive.

I, the undersigned, certify that I am duly authorized by *[Insert Name of proponent]* to sign this proposal and bind it should RAACL accept this proposal.

Name		Title	
Signature		Corporate seal	
Date			



**FORM 2: TECHNICAL PROPOSAL SUBMISSION FORM**

<b>Proponent name</b>	
<b>Business Registration number/ID card number</b>	
<b>Firm's references/Job reference letters</b> (could be attached separately)	
<b>Description of the methodology</b> (could be attached separately)	
<b>Team Composition and tasks assigned to each member</b> (could be attached separately)	
<b>Curriculum vitae (CV) of the team members</b> (could be attached separately)	
<b>Work schedule</b> (could be attached separately)	



### FORM 3: FINANCIAL PROPOSAL SUBMISSION FORM

(This schedule must be submitted in a separate envelope. Failure to submit this schedule will lead to a rejection of the proposal at the evaluation stage)

Proponent name	
Registration number/ID card number	

Description of service	Total price (in MVR including GST)
<b>Total</b>	