

عرب رسررور د مرروره موس رسررور د مرروره

مرد المرس المرد ال

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رِبْرُوْسْ نَامِ مَّامِرْ: 60 خَسْرَفَامٍ 2024

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بسب لعندالرقم الرقيم

مُرِيرُ: 06 نَهُ سَرَوَيرِ 2024 ITB/04/2024 غَيْرُةِ: 2024

1. 5-10/02 36/2/6

1.1 و صور در المراب ال

3-36 58226-5.2

3 مُورِّدُ رُوْوُرُورُ وُرُورُ وَكُرُو وَكُرُو وَكُرُو وَكُرُورُ وَكُورُ وَكُرُورُ وَكُورُ وَكُرُورُ وَكُورُ وَكُورُ وَكُرُورُ وَكُورُ وَكُرُورُ وَكُورُ وَكُرُورُ وَكُورُ وَالْمُورُورُ وَكُورُ وَكُورُ وَالْمُورُورُ وَالْمُورُ وَالْمُورُ وَالْمُورُ وَالْمُورُ وَالْمُورُورُ وَالْمُورُ وَالْمُورُ وَالْمُورُ وَالْمُورُ وَالْمُورُ وَالْمُورُ وَالْمُورُورُ وَالْمُورُ وَالْمُورُ وَالْمُ وَلِمُ وَلِمُ وَلَالِهُ وَلَالِهُ وَلِمُ وَلَالْمُ وَلَالْمُ وَلِمُ وَلَالْمُ والْمُورُ والْمُورُ والْمُؤْلِمُ والْمُورُ ول

3.1.1 مُرْسُرُسُ مِ مِرْدُوٌ لَاسْرُوسِرَمُدُرُ

3.1.2

3.1.3 كَانْزِيْرُجُ وَ مُسْمِرُهُمْ عَالَى مُعْرِيْرُجُ وَ مُعْرِيْرُجُ وَ مُعْرِيْرُ مِنْ

3.1.4 مُوْمُورُ وَمُوْسِرُهُ وِمُوْسِرُهُ وِمُرَّاسِمُهُ



4. ٢٠٠٤ و مركز المركز ا

- 4.1 كى دُرُدُرُدُ مَرْ مُرْدُرُ دُرْدُرُ مُرْدُرُ مَرْدُرُ مُرْدُرُ مُرْدُرُ مُرْدُرُ مُرْدُرُ مُرْدُرُ مُرْدُر كَالْمُرْدُرُدُ دُرُدُرُدُ دُرُكُرُو مُرْدُرُ عُرُورُ مُرْدُرُ مُرْدُرُ وَمِرْدُرُ وَمِرْدُرُ وَمِرْدُرُ وَمِر
- 4.2 ج. ٦. گري در روس وَسُو در عَ عُرسَ وَ مُو عُمْرِ دُورِ عُمْسِرُ مُو مُؤْمُدُ دُرْرُو مُوعُ وَدُمْرَدُ دِروسِ وَدِر دُسْرَسُوسُوسُدُو.
- 4.3 وِرْوْ سَوْوَرْسَوْرِسْ رَوْرُدَى رَّوَرُدَى رَوْرُدَى رَوْرُدَى وَ مَا يَدْمُورُو وَرَوَّ) وَبِرَدَوَّاسَو سُوهُ تَا تَرْوَرِسْ وَ يَرْرَدُنَا وَيَعْرُونُونُ وَ يُعْرَدُنَا وَ يَعْرُورُنَا وَ .
- 4.4 خَوِدُر (دُرُ مَاسَوَ مُرِدُرُو مَا مُرَوَدُرُو مَا مُرَوَدُ مِنْ رَبَرُوْسُورُ (دُرُ مِنْسَرُو بِمِنْدُرد دورد ماس مان کار مارور مان کار مارور در کار مارور در کار مارور کار کار مارور مارور مارور کار کار مارور کار کار

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- 5.1 صَوْوَرُ رَمْرَرُ مُدُ وَسُرُوسِ رَمِرٌ عُلَامُ مِنْ رَوْسِ وَرُو مُدَوْرُو مُوَلَامُونَ
 - 5.2 موروش ماي درزوموش وس عرف الموسمسوف
- 5.3 دِ دُسَمْرُمْوَ يَجُومُ وَمُومُومُ مُسْجَمْرُ عُرْمُومُ وَمُومُومُ مُرَدُّ مُرَّمُ مُرَدُّ سُومُ مُرَدُّ مُرَمُ مُرَدُّ وَمُرَمُومُ مُرَدُّ مُرَمُ مُرَدُّ مُرَمُ مُرَمِّ وَمُرَمُومُ مُرَمِّ مُرْمِعُ مُرَمِّ مُرْمِعُ مُرَمِّ مُرَمِّ مُرَمِّ مُرَمِّ مُرَمِّ مُرَمِّ مُرَمِّ مُرْمِعُ مُرَمِّ مُرْمِعُ مُرَمِّ مُرَمِّ مُرَمِّ مُرَمِّ مُرَمِّ مُرَمِّ مُرْمِعُ مُرْمِ مُرْمِ مُرْمِعُ مُرَمِّ مُرَمِّ مُرْمِ مُرَمِ مُرْمِ مُرْمِ مُ مُرْمِ مُ مُرْمُ مُ مُرْمُ مُ مُرْمُ مُ مُرَمِ مُ مُرْمُ مُ مُرْمُ

 - تسروي تركير مرم مروروس شير ويرزو المرا مروروس
 - دُرُيم و دُور دورُهُ برنابُرسُ وهُودُ،



6. פרל הל להלוצים בתעהת פר

- - 6.1.1 وْبِرْدُو لَا لِمُوْفِرُونُ سَرِّلُونُ لِمَا مُؤْمِدُ فَا فَالْمُونُ فَالْمُونُ فَالْمُونُ وَلَا اللَّهُ وَالْمُونُ وَلَا اللَّهُ اللَّالِي اللَّهُ اللَّا اللَّاللَّا اللَّهُ اللَّالِي اللَّهُ اللَّا لَاللَّهُ اللَّاللَّ الل
- 6.1.2 שְּלְכִיל הֹצָ נִבְינִ בְּרָ כִּ בְּשִׁמֵּלוֹ הִשְּׁעִים בֹּ צֹבְ נְבִּיתְבְּׁהְנִּפְּׁיתְהֹפִּׁי בֹּהְנִ הְשִׁמֵּלוֹ בְּבְּיִבְבְּׁיתְהַפִּׁיתְהַפִּּיתְבְּּ בְּבְּיִבְּבְּׁיתְהַפִּיּתְבְּּ בְּבִּיבְּבְּיתְבְּּ בְּבִּבְּבְּיִבְּבְּיתְבְּפִּיתְרְפִּי.
 - 20 26777 6.1.3 × 1000× 1007/17 6.1.3
 - 6.1.4 مع مرمر
- - 6.1.6 كۆرۈركى ئولۇرىمىر كەسۈرىگە كۈك كۇرسول
 - 6.1.7 حَرْقُ وَمِ عِ وَجُرْدُوسُ هُمْ مِنْ مِرْدِوسُ عَاشُمْ عُمْدُ وَرُمْنَ اللَّهُ اللَّهُ عُمْدُ وَمِدْ
 - - - 6.1.10 وركزير بري سوع يرى سري
 - 6.1.11 دِسْرِ اللهُ عِيْرِ مُنْ رِئْسُرُونَ عِنْ وَهُرُونَ شَوْسُ وَنْ مُنْ مُنْ فُرِسُوسٍ وَأَوْمِ وَ فَهُ وَرُورُ الْمِعْ
 - 6.1.12 رُخْ رُوْسُرُو عُمْتُ مُورِيْسُ مِورِيْسُ مِرْجُعُ
 - 6.1.13 הُכِرْהُ وَتُمْوَرُ شَرِدُ مُرِدِي لِلَّهُ كُورُمُو كُلِّهِ
 - 6.1.14 و وَدُوْرُوْمُهُمُ رِوْسٌ مُعْرِفُهُمُ دُسْمُ 1 وَدِ رِوْسِ وَرِقُسْرُمُوْ.



7. ھۇس ھۇرىرى دۇرى سىۋە ھۇس ھورى ھىرىدى

- 7.3 دِ رِيْرَسُّوْدُ هُوْدُ هُوَ <u>6 هُوَ دُّرُودُ وَ بِرُوْمُورُ وَرِوَّ بِرِهُوْهُ</u> رُوَسِّرًا وَيُرَّهُمُونَ هُوَ وَمُوْدُ هُورُ وَمِوْ وَرِوَّ بِرِهُوهُمُ الْمُورُودُ هُورُو وَرِوَّ بِرِهُوهُمُ الْمُورِدُودُ. دَيْنَامُونُ وَرُوْدُ
- - 7.6 שַּלְכֹצֹת שֹׁתְפָּׁתְפָּׁלִת אָבָשִׁם אַ תֹּנִצְתְפֵּ נָאֹפְאַנִינ שְּלָתְאָנְפִים שֹׁלְתְענצית פּתותפ.
 - 7.7 ﴿ وَرُورُ وَرُورُورُ وَمُرْسِرُ وَرُدُ الْمُرْدِي وَ وَرُدُ الْمُرْدُ مِنْ وَرُدُورُ الْمُؤْرِدُ وَمُرْسِدُونَ

8. ﴿ ﴿ ﴿ رُرُورُو الْمُرْمُونُ الْمُرْمُونُ الْمُرْمُرُونُ الْمُرْمُرُونُ الْمُرْمُرُمُرُونُ الْمُرْمُرُمُرُونُ الْمُرْمُرُمُرُمُ الْمُرْمُرُمُ الْمُرْمُرُمُونُ الْمُرْمُرُمُرُمُ الْمُرْمُرُمُرُمُ الْمُرْمُرُمُ الْمُرْمُ الْمُرْمُ الْمُرْمُرُمُ الْمُرْمُ الْمُرْمُرُمُ الْمُرْمُرُمُ الْمُرْمُ الْمُرْمِ الْمُرْمُ الْمُرْمِ الْمُرْمُ الْمُرْمِ الْمُرْمُ الْمُرْمُ الْمُرْمُ الْمُرْمُ الْمُرْمُ لِلْمُ لِلْمُرْمُ لِلْمُ لِلْمُ لِلْمُ لِلْمُ لِلْمُرْمُ لِلْمُ لِلْمُ

- - 8.2 שלית לתתתפת שתבני אפולתפ מש האחרצתם.
- - 8.4 مِوْدُهُ رُدُ زَمْرُ زُوْهُ وَسُرِ عِرْوَرٍ خُرُورُ مُرْسُرْسُوْ.
 - 8.5 ﴿ وَوَ دُرُو الْرَبِرِ الْوَرْسُونُونَ وَالْمُدَاوَةُ وَرُسُوسُ قَاسٍ مِرْفُرٍ سَرْفَع<mark>َ وَسِرِ رَبِّ ﴿ فَأَرْسُرُهُ وَ</mark>



- 8.6 كىرى ئىرى ئى دىندەكىر كىرى ھۇدىنى
- 8.7 = 8.6 = 8.7
- 8.8 ﴿ وَرُسُونُ مِوْدِي مُعَرِّمُ وَلَا وَوَرَدُ وَعَرَدُ مُعَرِّدُ مِنْ مُرْدِ مُونِدًا وَمُعْرِمُ مُونَ الْمُوسِمِ وَمُعْرِمُ مُونِدًا وَمُعْرِمُ مُونِ الْمُوسِمِونِ اللَّهِ اللَّهِ مُعْرَدُ وَمُعْرِمُ مُونِ اللَّهِ مُعْرَدُ مُونِدُ وَمُعْرِمُ مُونِ اللَّهِ مُعْرَدُ مُونِدُ وَمُعْرِمُ مُونِ اللَّهِ مُعْرَدُ وَمُعْرِمُ مُونِ اللَّهِ مُعْرَدُ مُونِدُ وَمُعْرِمُ وَمُونِمُ مُونِدُ وَمُعْرَدُ وَمُعْرِمُ وَمُعْرَدُ وَمُعْرِدُ وَمُعْرَدُ وَمُعْرِدُ وَمُعْرَدُ وَمُعْرَدُ وَمُعْرِدُ وَمُعْرَدُ وَمُعْرَدُ وَمُعْرَدُ وَمُعْرَدُ وَمُعْرَدُ وَمُعْرِدُ وَمُعْرِدُ وَمُعْرَدُ وَمُعْرَدُ وَمُعْرَدُ وَمُعْرَدُ وَمُعْرَدُ وَمُعْرَدُ وَمُعْرِعُ مُعْرَدُ وَمُعْرِدُ وَمُعْرِدُ وَمُعْرَدُ وَمُعْرِدُ وَمُعْرِدُونَ وَالْعُمْ وَمُعْرِدُ وعُونَا لِمُعْمِعُ وَمُعْرِدُ وَالْعُمْ وَمُعْرِدُ وَالْعُمْ وَمُعْمُ وَمُعْمُ وَالْعُونُ وَالْعُونُ وَالْعُمْ وَمُعْمِ وَمُعْمِولُونَا لِمُعْمِعُ وَمُعْمِعُ وَمُعْمِعُ وَمُعْمُ وَالْعُمُ وَمُعْمِونُ وَالْعُمْ وَمُعْمِ وَمُعْمِعُ وَمُعْمِعُ وَمُعْمُ وَالْعُونُ وَالْعُمُ وَالْعُمُ وَالْعُمُ وَالْعُمُ وَالْعُمُ وَالْعُمُ م

9. روزه کا مرم مود کا دروم

- 9.1 ﴿ وَسَادُمَا وَيُ عَرِيرُ رُقِ بِهِ وَوَقِي دُرُونِي وَرُونِي وَرُورِ خَوْرٍ وَوَرِي

10 - وي سرديوج

- 10.1 صَوْسٌ رُسَرُوْدُوٌ دِيْ 000، 50 رُسُرَّتُ رُبُّ وَسُرَّتُ مُرْدُورٌ) دُ صِيْ سُمِعِ دُرُ رُسُرُوْدُوسُوسُرُدُو.
 - 10.2 هِ الْمُرْمِعِ وَ وَرَمْرُهُ هِ فِي رُزُو مُ مُرِدُسُ وَرِدُسُ وَرِدُسُ وَرِدُ اللهِ وَرِرُ اللهُ وَرَدُ وَرَدُسُ سُرَسُو سُرَدُو.
- - 10.5 مع سُمِرَمِع وَ كِمرَة و سَمْعُدُنْ دُسْرَاتُ 3 وَدِ دُعْمُ نَمُووَدِ وُسْرَدُو.

11 יציא בא אל אל מישים שיער את אבש



11.3 وَسُمْرُمُ رُوُوْنِهُ وَيُرْمُ لَا لَهُمْرُمُ لَا لَهُمْرُهُ لَا لَهُمْ مَا لَهُ اللَّهُ اللَّهُ اللَّهُ اللهُ اللَّهُ اللَّ

12 دُرُعُ وُرِبُ دُرِبُ دُرِ بِرَعُامُ سَمَامُ

13. وورو در مروم ودر مروم ودر مروم ودر مروم

- 13.1 دِهِ وَدَى دِ هَدِوْرَدُ مَهُ دَوْمَ وَوَرُدُ وَمُرَدُوْمَ وَرُدُو وَرُدُو وَرُدُو وَرَدُو مُرَدُونِ وَمَرَدُو وَرَدُو وَمَرَدُو وَرَدُو وَالْمُوا وَالْمُوا وَالْمُ وَالْمُوا وَا
 - 1. صورت سرس رسر در در ورو المراثورة
 - 2. دُوْسُ سُرُسُوهُ لَا رُخِرِ دِوْدِوْ
 - 3. ﴿ وَمُرْ رَمْرُ رُورُ وَ وَكُوْ مُوْسِ وَرَمْرُوْسُ وَكُوْ مُرْمِ وَ وَوَ
 - 4. ھۆرى دېرس سرس كى ئىرى ئى ئى ئى ئى ئى ھۆرى سىر
 - 13.2 مُعِ فَعَ مُعَمَّدُ وَمُعَمَّدُ وَمُوْمَ مُعَ وَمُوْمِ وَهُ وَعَادِ مِسْمَا وَمُعْمَدُ وَالْمُعْمَدُ وَال

14. بربره ي هد فرفروس

14.1 دِ صِوْدُورَ مُرَوْمِوْدَرُ مُرْجِ صَحْبَر لَهُمُرُونَ وَالْمُرْسِرُرُ وَمِرِهِ فَالْمُورُونِ مُرْدُورُ رَوَجُ رِوَرِوَسِرِ 11 غَسَرَوَبِهِ 2024 وَ صَمَّرُومِ وَوَرُدُ وَسُرْدُرُورُ 02:00 دَرِ مِبِرِدَرِوَّ رُدُورُدُورُ 6 وَسَرَ وَسُرِي رِوِّ، دُرُو دُرْبُ مُرُودُ مُورِدِ سُرِي، صَافِحَ مِرْدُورُ مُرْدُورُ مُرْدُورُ مَرْدُورُ مَ



15. هوس رسررورور رووس

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 - 6 وَسَرُ وَسُرُورُ وَرِبُ الْمَوْرِدُ الْمُسْاءِ اللَّهِ اللَّهِ اللَّهِ اللَّهِ اللَّهُ اللَّهُ اللَّهُ اللَّ
 - 15.2 صَوْسٌ رَمُرُورُووُرُ وَسُرْسُو وَرُو الْمُسْرُودُورُ وَرُبُو الْمُرْدُ لِلْمُرْدُ الْمُرْدُ الْمُرْد
 - 15.3 שּלָכֹצֹת שׁתְפַּׁלָכִי אַבָּשִׁשׁאַ מֹעֹאַתֵּ בַּעִּפּׁעִנּ שְּלָתְאָנִפּׁעְ בּבּרָ בּעִּבּּעִפּּעִתפּ.
- 16. برفور سُمْسُ رَعِ وَمُرْتُ وَمِرْدَ وَرِ مُؤْوَسُ مَسْمَوُرُمَوْمُ لِمِرْدَرُ مَسِوَ رَعْ وَرُورُ وَمِرْدَا
- - 16.3 وُمَرْتُ مِسْ مُرْوَرُ مُسْ مُرْوَرُو وَمِرْوَسُ وَمِرْوَرُ مُرِمَدُ مُرْدُ مِرْدُورُ مُ وَسِرَدُو.
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17. وَدُورُونُ سُورُونُ مِنْ مُرْدُونُ مِنْ مُرْدُونُ

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مرسوم 1

פרבתי לתלומפית בתעתיים הב לעבוים

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رسرع م

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	1. sept (111 612) . [
	1.1 سَرَسُر:		
	1.2 مُشْعَرُثُ:		
	1.3 رِوْرِوْ رُيْءَتُكُ:		
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	2.1 ۾ ترڏئ سَرش:		
	2.2 وِدْرُوْرْدْ دَعِرِ بِرِيْرَمُونْ سَرَيْرُيْدُ:		
	3، يَرْزَدُ وَمِدَا وَمُورِدُ عَلَيْهِ مَعْ مِدْ		
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	3.2 سَوْعُ وَرَبِي اللَّهِ مِنْ مُنْ مُنْ مُنْ مُنْ وَمُرْهُ اللَّهِ وَمُرْهُ اللَّهِ وَمُرْهُ اللَّهِ وَمُرْهُ		
	3.3 وَسَوْمَاهُوْ رَدْ: (مُرْوِرُ رِسْر)		
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	4. رِقْبُرْدُ		
4.1 د ۾ وڙ ڏيڙ (مُرَرَّةُ وَرُوَّةُ مَا سَادُرُ مَا فَيْ وَرُوْرَةً مِي مَاؤَدُ مِي وَدُوْرَةً مِي مَاؤَدُ مِي			
4.2 و ﴿ وَرُورُ وَرُورُو وَرُورُو وَرُورُو وَمُورُونُ مُرْدَكُونُ وَهُورُ وَرُورُونُ وَمُورُونُ وَكُورُ وَمُورُونُ وَكُورُونُ وَكُونُونُ وَكُونُونُ وَكُورُونُ وَكُونُ وَلَانُونُ وَلِمُ وَلِمُ وَلِمُ وَلِونُ وَلِمُ وَلَانُونُ ولَانُونُ وَلَانُونُ وَلَانُونُ وَلَانُونُ وَلِمُ وَلِمُ وَلِمُ ولِمُ وَلِمُ لِلْمُ وَلِمُ لِلْمُ وَلِمُ وَلِمُ وَلِمُ وَلِمُ وَلِمُ لِلْمُ وَلِمُ وَلِمُ وَلِمُ لِمُونُ وَلِمُ وَلِمُ لِمُونُ وَلِمُ وَلِمُونُ وَلِمُ وَلِمُ وَلِمُ وَلِمُ وَلِمُ وَلِمُ وَلِمُ وَلِمُ وَلِمُونُ وَلِمُونُونُ وَلِمُونُ وَلِمُونُ وَلِمُ وَلِمُ وَلِمُ وَلِمُونُ وَلِمُ وَلِمُ وَلِمُ لِمُونُونُ ولَانُونُ ولَانُونُ ولَانُونُ ولَالْمُونُ ولَانُونُ ولَانُونُ ولَانُونُ ولَالْمُونُ ولَانُونُ لِلْمُونُ لِلْمُونُ ولَانُونُ لِلْمُونُ لِلْمُونُ لِلْمُونُ لِلِنُ لِلْمُ لِلْمُونُ ل			
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4.3 مَنْوَكُسُرَةُ الْمِنْوُكُ شَرْدُ وَ مُرْفُ وَوَلَمْ عَرَبُو * اللَّهِ عَلَمْ اللَّهُ عَلَمْ اللَّهُ عَلَم عَلَمُ اللَّهُ عَلَمُ اللَّهُ وَلَا عِلَمْ عَلَمُ اللَّهُ عَلَمُ عَلَمُ اللَّهُ عَلَمُ عَلَمُ اللَّهُ عَلَمُ عَلَمُ عَلَمُ عَلَمُ عَلَمُ اللَّهِ عَلَى اللَّهِ عَلَى اللَّهِ عَلَى اللَّهُ عَلَمُ عَلَم			
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4.5 و صِوْسٌ عُورُهُ وَالْعُسْرَةُ ، صِوْرُوْ دِيدُ مُعْرَفِعُ مُدَوْمُ دُرُونِ لِيرَدُّورُ مُرْدُوسُ الْمُؤْدُسُ دُرُونُ . ﴿ وَالْمُوالِمُ اللَّهُ اللَّالَّا اللَّالِيلُولُ اللَّالِيلُولُولُ اللَّالِيلُولُ اللَّا لَا اللَّهُ اللَّالِيلُو			
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مرسر عدم 3

Bid security must be in the letter head of the issuing agency. No alterations to this format shall be permitted and no substitutions shall be accepted.

BID SECURITY

(Unconditional)

[Issuing Agency's Name, and Address of Issuing Branch or Office]
Beneficiary: Fuel Supplies Maldives Pvt. Ltd., FSM Building, 4th Floor, Boduthakurufaanu Magu, Male', 20026, Republic of Maldives
Date:
BID SECURITY No.:
We have been informed that [Name of the Bidder/Company] is submitting the bid in reference to Tender Ref: ITB/04/2024 dated on (date) to procurement/development of a modern HR software solution for Fuel Supplies Maldives Pvt Ltd, (Company Registration Number C358/2000)
Furthermore, we understand that, according to the conditions of the Invitation to Bid and Bidders Instructions, a Bid Security is required.
At the request of the Bidder, we [Name of Issuing Agency] hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of [Insert amount in words and in figures] [MVR 50,000], upon receipt by us of your first demand in writing accompanied by a written statement stating that the Bidder is in breach of its obligation(s) under the condition of the bidders instructions and contract, without your needing to prove or to show grounds for your demand or the sum specified therein.
This Bid Security shall expire, no later than [date] and any demand for payment under it must be received by us at this office on or before that date.
Signature of Issuing Agency
Designation:
Date:
Official Seal

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درسرمات 4

PERFOMANCE SECURITY

(Unconditional)

[The **bank/successful Bidder** providing the Guarantee shall fill in this form in accordance with the instructions indicated in brackets, if the Employer requires this type of security.]

[insert bank's name, and address of issuing branch or office] **Beneficiary:** [insert name and address of Employer]

Date: [insert date]

PERFORMANCE GUARANTEE No.: [insert Performance Guarantee number]

We have been informed that [insert name of Contractor] (hereinafter called "the Contractor") has entered into Contract No. [insert reference number of the Contract] dated with you, for the execution of [insert name of Contract and brief description of Works] (hereinafter called "the Contract").

Furthermore, we understand that, according to the conditions of the Contract, a performance guarantee is required.

At the request of the Contractor, we [insert name of Bank] hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of [insert amount in figures] ([insert amount in words]), such sum being payable in the types and proportions of currencies in which the Contract Price is payable, upon receipt by us of your first demand in writing accompanied by a written statement stating that the Contractor is in breach of its obligation(s) under the Contract, without your needing to prove or to show grounds for your demand or the sum specified therein.

This guarantee shall expire no later than 90 days from the date of issuance of the Completion Certificate, calculated based on a copy of such Certificate which shall be provided to us, or on the [insert number day of [insert month], [insert year] whichever occurs first. Consequently, any demand for payment under this guarantee must be received by us at this office on or before that date.

[signature(s) of an authorized representative(s) of the Bank]





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مرشرع م

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هُ: (وبری در و کرد		2. سروع
Functional Requirements	Yes	No
2.1 Staff Requisition: Enable to raise staff requisition specifying various criteria like qualification details, sl sets and responsibility details, experience, gender, and age group requirements among oth requirements. This requires 3 levels of approval. HOD, MD and HR		
2.2 Resume Management: Enable to capture all important information about a candidate who has applied through various channels like online websites, job portal etc. The information captured would include the resume details, skills details, job applied for, contact details, addresses, DOB, all experience details qualification details, photograph, and Reference details.	ie	
2.3 Short listing of Candidates: Able to do short listing of candidates based on various filtering criteria li qualification, age group, city, gender, experience, skills etc.	re e	
2.4 Interview: Manage interviewer details, schedule interviews, and capture the interview results.		
2.5 On Hold and Rejected Candidate Database: Able to mark the recruitment status of candidate as process, on hold, rejected etc. Maintain database of On Hold and Rejected Candidates. These can purged as per our requirements.		
2.6 Placement Options for Head of HR. (Grade and career level selection)		
2.7 Auto-generation and conveyance of documents - job confirmation documents, placement form, job of letter.	er	
2.8 Reference Check: Enable to create a database of questions that need to be asked during Reference Che	ck	
2.9 Functionality to capture and maintain all required information about an Employee. This information will part of the Employee Database, the backbone of the software.	e	
2.10 Employee General Information: Maintain all basic information about an Employee such as -Nam Employee Code, Father's/Spouse's name, Qualification, Experience, all Contact Addresses, E-m Addresses, Mobile Numbers, Blood Group, Photo, Department, Role, Designation, DOJ, DOB, Locativetc.	ail	
2.11 Employee Salary Structure: Capture Employee Salary Structure details covering all Earning and Deducti- heads and Benefits.	on	
2.12 Employee Dependents' Details: All information about Employee Dependents that is required for Payro PF, Insurance and Reimbursement perspectives.	II,	
2.13 Employee Payroll Information: Important information like Bank Details, Account Number, etc.		



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2.14 Past Employment Details: Important information of past employment including Employer Name, Salary Structure and Positions held	
2.15 Past Training Details: All information on Trainings attended by the employee.	
2.16 Attachments: Facility to attach Resume, Increment Letter, any other letter. Facility to scan photograph or signature and attach the same to the HR software. Staff should be able to upload documents.	
2.18 Part of the payroll module must be included. Payroll preparation Payroll records and calculation with statutory and organizational deduction. Generate monthly pays slips and uploaded/generated to software upon finalizing payroll or sent by email to staff.	
2.19 Must be compliant to Overtime policies of FSM and employees should be able to apply for OT depending on the hours of additional work done. This must be calculated and displayed separately on the pay slip.	
2.20 Functionality to manage the Performance goal identification, setting and appraisal of the employees at the organization as per annual appraisal cycle.	
2.21 Manage KPI and set Goals: Define as many KPI as required, define measurement criteria, weightage and ratings as required. These can be designation specific or Employee specific.	
2.22 Functionality to manage the confirmation, contract renewal of the employees.	
2.23 Confirmation: Facility to confirm Employees and capture related details. Notifications for delays, list of due employees.	
2.24 Probation Extension: Facility to extend Probation of an Employee. Alert and Notifications for delays, list of due employees.	
2.25 Contract Renewal: Automate Contract Renewal of Employee. Bulk process should be possible. Alert and Notifications for due employees.	
2.26 Functionality to capture the leave details and link to attendance record.	
2.27 Leave Management: Employee should be able to view leave balance, apply for leave and cancel leave if required. Workflow should be in place for leave approval. Manager and HR should be able to do bulk activities for set of employees.	
2.28 Linking with biometric Attendance data: An inbuilt import module which should help for importing attendance data from biometric attendance machine, CSV or XLS or any db file format that is commonly used by all attendance machines. Scheduled upload of files or auto upload should be possible.	
2.29 Special Leave creation, administering and condition setting.	
2.30 Self Service: Employee Login, Profile management, dashboard, tour management, Salary history, leave management, appraisals, notifications etc.	
2.31 Role base: The application access, functional and views available should be decided based on role of employee such that it eases the core HR related functions the employee needs to perform in his role.	

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2.33 Functionality to manage the employee skill development training, induction.	
2.34 Training Masters: master's driven software and enable us to define various masters like Training Needs Identification Sources, Training Types and define as per our needs fields that shall come when we collect Employee feedback.	
2.35 Trainers Details: Define as many Trainers as possible, categorize them and collect as much information about them as required.	
2.36 Training Budget: Define Training Budget in terms of money value and hours.	
2.37 Training Calendar: Provision to prepare and publish a Training Calendar.	
2.38 Training Record: Facility to record details of Training Attended by Employees. These details should reflect on Employee profile.	
2.39 Employee Handbook: Must contain a viewable/readable version of the handbook available on the software	
2.40 Document Portal: Must include a document portal to upload training content, documents, and certificates. Uploading for HR personnel only	
2.41 Training Feedback: Facility to record Feedback given by Employees.	
2.42 Record any Disciplinary action incident, action taken and other details and help us build its history.	
2.43 Separation Details: Record separation related information - date of resignation, type of separation, notice period details, reason, etc.	
2.44 Auto generates a termination/resignation chit upon separation from system.	
2.45 Exit Interview: Document the exit interview. It must be able to always activate and deactivate an employee.	
2.46 Functionality to sign in, mark the manual attendance, prepare, and submit time sheet.	
2.47 Employee should be able to prepare travel request.	
2.48 Sign in - Sign Out	
2.49 Employee should be able Attendance data (captured from biometric) appropriation with required approvals.	
2.50 System to generate all important letters through our software like Offer letters, Appointment Letters, Increment Letters, Award Letters, Transfer Letters, separation letters.	
2.51 Should provide configurable workflows for all applicable modules, which will be specific to user roles, functionality, and location.	
2.52 Should be able to provide self-services for all functions that are assigned to the staff depending on their career levels.	





2.53 A gallery containing pictures of the activities/trainings conducted by HR. to be uploaded by HR personnel.	
2.54 Should produce a notification upon posting an announcement by HR. This includes policy and procedural changes as well as upcoming events/training.	
2.55 Must have a comprehensive audit log, recording data entry/delete/modification time, users, location, or IP.	
2.56 SAP integration for Payroll General Ledger reconciliation	
2.57 Zoho integration for documents, approval signatures and record maintaining.	
2.58 DocuSign Integration for document approvals.	
2.59 Office 365 compatibility (Data exchange)	
2.60 A platform to submit complaints regarding employment, salary, working conditions or work environment. Must be viewable to HOD, Manager/Section-in-charge and HR.	
2.61 Each complaint should be logged. It should have indicators to show whether it has been attended to, attended, and resolved or rejected.	
2.62 If the complaint is of confidential nature between HR and employee, the complaining staff must be able to select who will be able to view the complaint.	
2.63 User-Friendly Design: must feature a user-friendly design that prioritizes ease of use and accessibility.	
2.64 Intuitive navigation: The software interface should provide straightforward and intuitive navigation, allowing users to access key features and information with minimal effort.	
2.65 Consistency: Maintain a consistent layout and design throughout the software to reduce confusion.	
2.66 Responsive Design: The software should adapt to different screen sizes and devices, ensuring a seamless user experience on desktops, tablets, and mobile devices.	
2.67 Clear Information Presentation: Data and information should be presented in a clear and organized manner, with well-defined sections, headings, and labels for easy comprehension.	
2.68 Minimal Learning Curve: Users, including new hires, should be able to quickly grasp how to use the software with minimal training or onboarding.	
2.69 Employee Directory: Include an interface for an employee directory, making it easy for users to search and access contact information for colleagues and superiors.	
2.70 Notifications and Alerts: Provide notification and alert systems for critical events, such as upcoming performance reviews, expiring certifications, or pending approvals.	



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2.71 Customization Options: Should offer users to should be able to choose which modules or	o customize their interface to some extent. For example, they widgets they want to see on their dashboard.	
2.72 Data Visualization: Use data visualization to understandable.	ools like charts and graphs to make complex HR data more	
		3. رۇگرىز
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•	Cross-Browser Compatibility: The software should work seamlessly on major
	web browsers to accommodate different user preferences.
_	Correl Functionality, Include a reduct accreb function that allows upons to

- Search Functionality: Include a robust search function that allows users to quickly find employee records, documents, or specific HR information.
- Integration with Communication Tools: Integrations with communication tools like SMS, Email and messaging apps like Teams.
- Reporting and Analytics: Offer a user-friendly interface for generating and customizing HR reports and analytics, allowing users to extract valuable insights from the data.
- **Data Import and Export:** Support data import and export features to facilitate bulk data uploads and downloads, ensuring data accuracy and data migration.
- Form Builders: Include tools for creating custom forms and templates for processes like onboarding, offboarding, and performance evaluations.
- Audit Log Functionality: The software must include a robust audit log that records and tracks all user activities and system events. This log should provide transparency, accountability, and traceability of actions taken within the software.

All General	Technical Requirements would be in the proposed Software	

If yes ✓ here

If no × here



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2.	Reliability and Scalability		
•	Uptime: The system should sustain a consistently high level of availability, minimizing any periods of unavailability to ensure that HR processes remain accessible as required.		
•	Data Backup and Recovery: Regular data backups and an efficient recovery		
	process should be in place to mitigate data loss in the event of system failures.		
•	High Availability (HA): Developing and implementing systems to manage operational capacity in order to meet the required performance standards.		
•	Redundancy: a failover mechanism or backup systems should be in place to seamlessly take over in the event of a failure or disruption.		
•	Load Balancing: Utilize load balancing mechanisms to equitably distribute user traffic among multiple servers, mitigating the risk of overloading.		
•	User Load Handling: The system should be able to accommodate a growing number of users and transactions without performance degradation.		
•	Database Scalability: The database should be designed to scale efficiently, allowing for the growth of data.		
	Technical Requirements under Reliability and Scalability would be in the posed Software	If yes √ here	If no × here
3.	Maximum allowed downtime		
•	Scheduled Maintenance: Software should not be unavailable for more than 2 hours during scheduled maintenance on a monthly basis.		
•	Service Availability: Software must have an annual uptime of 99.9%, which allows for a maximum of 8 hours and 45 minutes of downtime per year.		
•	Response and Recovery: Include provisions for maximum downtime during unplanned outages. For example, the HR software should be restored and operational within 1 hour in the event of an unexpected system failure.		
•	Business Hours vs. Non-Business Hours: Downtime during business hours		
	is often measured in minutes or seconds, and in some cases, it may even be		
	expected to be zero, meaning no downtime is acceptable. During non-business		
	hours can range from a few minutes to several hours. Establish clear Service		
	Level Agreements (SLAs) that outline downtime expectations for both business and non-business hours.		
•	SLA's: Provide detailed Service Level Agreements (SLAs) and provide		
	additional information or specifications. SLAs may outline the acceptable		
	duration of downtime and associated penalties for non-compliance.		
	Requirements under Maximum allowed downtime would be in the possed Software	If yes √ here	If no × here



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4. Hosting Requirements		
 The hosting platform for the HR software project should be Microsoft Azure. Should utilize Azure services, including but not limited to virtual machines, Azure App Service, Azure SQL Database, as necessary to meet project requirements. Provide estimated costing for Azure hosting. Provide breakdown of estimated costs, specifying the costs associated with different Azure services and resources to be used, such as virtual machines, databases, storage, etc. If required, the bidder must maintain both live and development environments for the HR software. 		
All Hosting Requirements would be included in the proposal	If yes √ here	If no × here
5. Software Licenses		
Type of Licensing: Must be Subscription base License, not user base licensing.		
• Subscription Duration: Define the desired subscription duration (e.g., monthly, annual) for the software.		
Pricing: Clearly outline the pricing structure, including the base subscription cost		
and any additional fees for optional features, or data storage.		
 Cost Transparency: Provide a clear breakdown of costs, allowing for easy tracking of expenses, including any potential add-on costs. 		
Data Volume and Storage Limits: Define any limits on data volume or storage capacity included in the subscription and understand any costs associated with		
exceeding those limits.		
 Support and Maintenance: Provide a Detailed level of support and maintenance included in the subscription, specifying response times, support 		
hours, and the duration of support coverage.		
Termination and Renewal: Define the conditions under which the subscription		
can be terminated, as well as renewal options, notice periods, and potential		
 penalties for early termination. Software Updates: Confirm that the subscription includes access to software 		
updates and new features released during the subscription period.		
All Licensing Requirements would be included in the proposal.	If yes √ here	If no × here
6. User Access • Administrators:		
Administrators have the highest level of access and control over the HR		
software. They can configure system settings, manage user roles, and handle		
security-related tasks. • HR Managers/Professionals:		
HR managers and professionals have access to most HR functions, including		
employee re <mark>cords</mark> , onboarding, offboard <mark>ing, p</mark> erformance reviews, and benefits		
manageme <mark>nt. They may</mark> be responsible for data entry and HR tasks.		



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•	Managers/Supervisors:		
	Managers and supervisors may have limited HR access, allowing them to view		
	and manage information about employees in their respective departments, such		
	as performance reviews and time-off requests.		
•	Employees:		
	Regular employees typically have restricted access, primarily for self-service		
	tasks. They can view and update their own personal information, request time		
	off, and access relevant HR documents.		
	Auditors and Compliance Officers:		
	Special roles may be designated for auditors or compliance officers who require		
	access to HR data for compliance checks and audits.		
	access to HK data for compliance checks and addits.		
Al	requirements under section 6 would be included in the proposal.	If yes √ here	If no × here
7.	Security Requirements		
•	Authentication:		
	Strong authentication methods, such as two-factor authentication (2FA), to ensure		
	that users are who they claim to be.		
•	User Role-Based Access Control:		
	Implement role-based access control (RBAC) to restrict users' access to only the		
	features and data relevant to their roles. This limits the risk of unauthorized		
	access.		
•	Data Encryption:		
	Ensure data in transit and at rest is encrypted to protect sensitive information from		
	unauthorized access.		
•	Audit Trails:		
	Maintain detailed audit logs to track user activities within the system, which is		
	critical for compliance and security monitoring.		
•	Secure APIs and Integrations: Data transfers and API connections are secured to prevent data breaches.		
•	Password Policies:		
	Password policies, including minimum length, complexity, and expiration		
	requirements. Encourage regular password changes.		
•	Data Backups and Disaster Recovery:		
	Regularly back up HR data and establish a robust disaster recovery plan to ensure		
	data availability and integrity.		
•	Access Revocation:		
	Procedures for removing access when employees leave the organization or		
	change ro <mark>les to</mark> prevent unauthorized access.		
•	Access Control Review:		
	Periodically review user access rights to ensure they are still appropriate for each		
	user's role and responsibilities.		
•	User Support and Training:		
	Provide users with resources and training to help them understand security best		
	practices and how to use the HR software securely.		
Al	Security Requirements under section 7 would be included in the proposal.	If yes √ here	If no × here
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8. API Support The software should offer Application Programming easy integration with third-party applications and ser - MATRIX COSEC integration - Office 365 integration - SAP S/4HANA			
All API support requirements under section 8 wo proposal.	ould be included in the	If yes ✓ here	If no × here
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- 5. رَخِرِ دِوَخُرُ رُدُوْ وَدُرُوْدُوْرُ، وِرُوْسُ رُدُوْرِفُوْدُ وَشُرُوٍ، مِسْوَسَرُ وَبُرُّوَنَا رُدُسُ سُرَنَامَّسَ مَوْرُوْفُ رُدُوْسُ وَرُوْسُ وَرُوْسُ وَرُوْسُ وَرُوْسُونَ وَمُوْسَرُ وَيُمْوَنَا وَرُدُونُ وَرُوسُ وَرُوسُونَ وَرُوسُ وَرُوسُونَ وَرُوسُ وَرُوسُونَ وَرُوسُ وَرُوسُونَ وَرُوسُ وَرُوسُونَ وَنُوسُونَ وَنُوسُونُ وَالْمُونُ وَنُوسُونُ وَنُوسُ وَنُوسُونُ وَنُوسُونُ وَنُوسُونُ وَنُوسُ وَالْمُونُ وَنُوسُونُ وَنُوسُونُ وَنُوسُ وَالْمُونُ وَنُوسُ وَالْمُونُ وَالْمُوسُونُ وَالْمُونُ وَلَالِمُ وَالْمُوسُونُ وَلَالِمُ وَالْمُوسُونُ وَلَالِمُ وَلَالِمُ وَلَالِمُ وَلَالِمُ لِلْمُوسُ وَلُوسُ وَلِلْمُ لِلِي لَالِمُ لِلْمُوسُولُ وَلَالِمُ لِلِي لِلْم
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مرسرت 11

Terms of Reference

HR Software (Human Capital Management Software)

Objective:

The primary objective of this document is to define the requirements and scope for the procurement/development of a modern HR software solution for Fuel Supplies Maldives Pvt Ltd.

Background:

Fuel Supplies Maldives Pvt Ltd is engaged in the delivery of fuel products within the nation. The company currently employs over 550 staff members, with expectations to increase to 650 or more by mid-2024. The main HR challenges faced by the organization include performance management, recruitment, employee motivation, and productivity management. To address these challenges effectively, the company is seeking to procure a modern HR software solution.

1. Key Functions and Requirements

Modules	Description of Functionality
Recruitment & Application Management Module (Optional)	Functionality to manage the Recruitment process followed at FSM for Staff Requisition including short listing application, managing Interview details and Reference Check
	Staff Requisition: Enable to raise staff requisition specifying various criteria like qualification details, skill sets and responsibility details, experience, gender, and age group requirements among other requirements. This requires 3 levels of approval. HOD, MD and HR
	Resume Management: Enable to capture all important information about a candidate who has applied through various channels like online website, job portal etc. The information captured would include the resume details,
	skills details, job applied for, contact details, addresses, DOB, all experience details, qualification details, photograph, and Reference details. Short listing of Candidates: Able to do short listing of
	candidates based on various filtering criteria like qualification, age group, city, gender, experience, skills etc.
	Interview: Manage interviewer details, schedule interviews, and capture the interview results. On Hold and Rejected Candidate Database: Able to mark the requirement status of candidate as in process.
	mark the recruitment status of candidate as in process, on hold, rejected etc. Maintain database of On Hold and Rejected Candidates. These can be purged as per our requirements.
	Placement Options for Head of HR. (Grade and career level selection)



	Auto-generation and conveyance of documents - job
	confirmation documents, placement form, job offer letter.
	Reference Check: Enable to create a database of
	questions that need to be asked during Reference Check
Employee Master	Functionality to capture and maintain all required
(Mandatory)	information about an Employee. This information will be part of the Employee Database, the backbone of the
	software.
	Software.
	Employee General Information: Maintain all basic
	information about an Employee such as -Name,
	Employee Code, Father's/Spouse's name, Qualification,
	Experience, all Contact Addresses, E-mail Addresses,
	Mobile Numbers, Blood Group, Photo, Department, Role,
	Designation, DOJ, DOB, Location etc. Employee Salary Structure: Capture Employee Salary
	Structure details covering all Earning and Deduction
	heads and Benefits
	Employee Dependents' Details: All information about
	Employee Dependents that is required for Payroll, PF,
	Insurance and Reimbursement perspectives
	Employee Payroll Information: Important information like Bank Details, Account Number, etc.
	Past Employment Details: Important information of past
	employment including Employer Name, Salary Structure
	and Positions held
	Past Training Details: All information on Trainings
	attended by the employee. Attachments: Facility to attach Resume, Increment
	Letter, any other letter. Facility to scan photograph or
	signature and attach the same to the HR software. Staff
	should be able to upload documents.
Payroll Management Module	Part of the payroll module must be included.
(Mandatory)	Payroll preparation
	Payroll records and calculation with statutory and organizational deduction.
	Generate monthly pays slips and uploaded/generated to
Overtime Module	software upon finalizing payroll or sent by email to staff.
(Mandatory)	Must be compliant to Overtime policies of FSM and employees should be able to apply for OT depending on
(manadiory)	the hours of additional work done. This must be
	calculated and displayed separately on the pay slip.
Performance Appraisal Management Modules	Functionality to manage the Performance goal
(Mandatory)	identification, setting and appraisal of the employees at
, and the second	the organization as per annual appraisal cycle.
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	Manage KPI and set Goals: Define as many KPI as
	required, define measurement criteria, weightage and
	ratings as required. These can be designation specific or
Confirmation & Contract Renewals Module	Employee specific. Functionality to manage the confirmation, contract
(Optional)	renewal of the employees.
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	Confirmation: Facility to confirm Employees and capture related details. Notifications for delays, list of due employees. Probation Extension: Facility to extend Probation of an Employee. Alert and Notifications for delays, list of due employees. Contract Renewal: Automate Contract Renewal of Employee. Bulk process should be possible. Alert and
	Notifications for due employees.
Leave and Attendance Module (Mandatory)	Functionality to capture the leave details and link to attendance record.
	Leave Management: Employee should be able to view leave balance, apply for leave and cancel leave if required. Workflow should be in place for leave approval. Manager and HR should be able to do bulk activities for set of employees. Linking with biometric Attendance data: An inbuilt import module which should help for importing attendance data
	from biometric attendance machine, CSV or XLS or any db file format that is commonly used by all attendance machines. Scheduled upload of files or auto upload should be possible. Special Leave creation, administering and condition setting.
Employee Self Services (Mandatory)	Self Service: Employee Login, Profile management, dashboard, tour management, Salary history, leave
	management, appraisals, notifications etc.
	Role base: The application access, functional and views available should be decided based on role of employee such that it eases the core HR related functions the employee needs to perform in his role.
	Document Management: Include a document management interface for storing and managing HR-related documents, such as contracts, policies, and employee records. Users should be able to attach documents to employee profiles or HR cases.
Transfers Modules (Optional)	Facility to Transfer an Employee to any other Office due to promotion or any other reason.
Training & Development (Optional)	Functionality to manage the employee skill development training, induction.
	Training Masters: master's driven software and enable us to define various masters like Training Needs Identification Sources, Training Types and define as per our needs fields that shall come when we collect Employee feedback.



	Trainers Details: Define as many Trainers as possible, categorize them and collect as much information about them as required. Training Budget: Define Training Budget in terms of money value and hours. Training Calendar: Provision to prepare and publish a Training Calendar. Training Record: Facility to record details of Training Attended by Employees. These details should reflect on Employee profile. Employee Handbook: Must contain a viewable/readable version of the handbook available on the software. Document Portal: Must include a document portal to upload training content, documents, and certificates. Uploading for HR personnel only
	Training Feedback: Facility to record Feedback given by
Disciplinary Action (Mandatory)	Employees. Record any Disciplinary action incident, action taken and other details and help us build its history.
Exit and Separation Management (Mandatory)	Separation Details: Record separation related information - date of resignation, type of separation, notice period details, reason, etc.
Employee attendance and Travel Management	Auto generates a termination/resignation chit upon separation from system. Exit Interview: Document the exit interview. It must be able to always activate and deactivate an employee. Functionality to sign in, mark the manual attendance,
(Mandatory)	prepare, and submit time sheet.
	Employee should be able to prepare travel request
	Sign in - Sign Out
	Employee should be able Attendance data (captured from biometric) appropriation with required approvals.
HR Letters (Optional)	System to generate all important letters through our software like Offer letters, Appointment Letters, Increment Letters, Award Letters, Transfer Letters, separation letters.
Workflow Customization (Mandatory)	Should provide configurable workflows for all applicable modules, which will be specific to user roles, functionality, and location.
Mobile Application (Mandatory)	Should be able to provide self-services for all functions that are assigned to the staff depending on their career levels.
Photo Gallery (Optional)	A gallery containing pictures of the activities/trainings conducted by HR. to be uploaded by HR personnel.



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HR Notice Board (Mandatory)	Should produce a notification upon posting an announcement by HR. This includes policy and procedural changes as well as upcoming events/training.
Audit Log (Mandatory)	Must have a comprehensive audit log, recording data entry/delete/modification time, users, location, or IP.
Software Integrations Required (Optional)	SAP integration for Payroll General Ledger reconciliation
(Cpublish)	Zoho integration for documents, approval signatures and record maintaining.
	DocuSign Integration for document approvals.
	Office 365 compatibility (Data exchange)
Complain Box (Optional)	A platform to submit complaints regarding employment, salary, working conditions or work environment. Must be viewable to HOD, Manager/Section-in-charge and HR.
	Each complaint should be logged. It should have indicators to show whether it has been attended to, attended, and resolved or rejected.
	If the complaint is of confidential nature between HR and employee, the complaining staff must be able to select who will be able to view the complaint.
User Interface (Mandatory)	User-Friendly Design: must feature a user-friendly design that prioritizes ease of use and accessibility.
	Intuitive navigation: The software interface should provide straightforward and intuitive navigation, allowing users to access key features and information with minimal effort.
	Consistency: Maintain a consistent layout and design throughout the software to reduce confusion.
	Responsive Design: The software should adapt to different screen sizes and devices, ensuring a seamless user experience on desktops, tablets, and mobile devices.
	Clear Information Presentation: Data and information should be presented in a clear and organized manner, with well-defined sections, headings, and labels for easy comprehension.
	Minimal Learning Curve: Users, including new hires, should be able to quickly grasp how to use the software with minimal training or onboarding. Employee Directory: Include an interface for an employee directory, making it easy for users to search and access contact information for colleagues and superiors.



Notifications and Alerts: Provide notification and alert systems for critical events, such as upcoming performance reviews, expiring certifications, or pending approvals.
Customization Options: Should offer users to customize their interface to some extent. For example, they should be able to choose which modules or widgets they want to see on their dashboard.
Data Visualization: Use data visualization tools like charts and graphs to make complex HR data more understandable.

2. Technical Requirements

General

- **Cross-Browser Compatibility:** The software should work seamlessly on major web browsers to accommodate different user preferences.
- **Search Functionality:** Include a robust search function that allows users to quickly find employee records, documents, or specific HR information.
- Integration with Communication Tools: Integrations with communication tools like SMS, Email and messaging apps like Teams.
- **Reporting and Analytics:** Offer a user-friendly interface for generating and customizing HR reports and analytics, allowing users to extract valuable insights from the data.
- **Data Import and Export:** Support data import and export features to facilitate bulk data uploads and downloads, ensuring data accuracy and data migration.
- Form Builders: Include tools for creating custom forms and templates for processes like onboarding, offboarding, and performance evaluations.
- Audit Log Functionality: The software must include a robust audit log that records and tracks all user activities and system events. This log should provide transparency, accountability, and traceability of actions taken within the software.

Reliability and Scalability

- **Uptime:** The system should sustain a consistently high level of availability, minimizing any periods of unavailability to ensure that HR processes remain accessible as required.
- Data Backup and Recovery: Regular data backups and an efficient recovery process should be in place to mitigate data loss in the event of system failures.
- High Availability (HA): Developing and implementing systems to manage operational capacity in order to meet the required performance standards.
- Redundancy: a failover mechanism or backup systems should be in place to seamlessly take over in the event of a failure or disruption.
- Load Balancing: Utilize load balancing mechanisms to equitably distribute user traffic among multiple servers, mitigating the risk of overloading.
- User Load Handling: The system should be able to accommodate a growing number of users and transactions without performance degradation.
- Database Scalability: The database should be designed to scale efficiently, allowing for the growth of data.



Maximum allowed downtime

- **Scheduled Maintenance:** Software should not be unavailable for more than 2 hours during scheduled maintenance on a monthly basis.
- **Service Availability:** Software must have an annual uptime of 99.9%, which allows for a maximum of 8 hours and 45 minutes of downtime per year.
- **Response and Recovery:** Include provisions for maximum downtime during unplanned outages. For example, the HR software should be restored and operational within 1 hour in the event of an unexpected system failure.
- Business Hours vs. Non-Business Hours: Downtime during business hours is often measured in minutes or seconds, and in some cases, it may even be expected to be zero, meaning no downtime is acceptable. During non-business hours can range from a few minutes to several hours.
 - Establish clear Service Level Agreements (SLAs) that outline downtime expectations for both business and non-business hours.
- **SLA's:** Provide detailed Service Level Agreements (SLAs) and provide additional information or specifications. SLAs may outline the acceptable duration of downtime and associated penalties for non-compliance.

Hosting Requirements

- The hosting platform for the HR software project should be Microsoft Azure.
- Should utilize Azure services, including but not limited to virtual machines, Azure App Service, Azure SQL Database, as necessary to meet project requirements.
- Provide estimated costing for Azure hosting.
- Provide breakdown of estimated costs, specifying the costs associated with different Azure services and resources to be
 used, such as virtual machines, databases, storage, etc.
- If required, the bidder must maintain both live and development environments for the HR software.

Software Licenses

- Type of Licensing: Must be Subscription base License, not user base licensing.
- Subscription Duration: Define the desired subscription duration (e.g., monthly, annual) for the software.
- Pricing: Clearly outline the pricing structure, including the base subscription cost and any additional fees for optional features, or data storage.
- Cost Transparency: Provide a clear breakdown of costs, allowing for easy tracking of expenses, including any potential add-on costs.
- Data Volume and Storage Limits: Define any limits on data volume or storage capacity included in the subscription and understand any costs associated with exceeding those limits.
- Support and Maintenance: Provide a Detailed level of support and maintenance included in the subscription, specifying response times, support hours, and the duration of support coverage.
- Termination and Renewal: Define the conditions under which the subscription can be terminated, as well as renewal options, notice periods, and potential penalties for early termination.
- Software Updates: Confirm that the subscription includes access to software updates and new features released during the subscription period.

User Access

- Administrators:
 - Administrators have the highest level of access and control over the HR software. They can configure system settings, manage user roles, and handle security-related tasks.
- HR Managers/Professionals:



 HR managers and professionals have access to most HR functions, including employee records, onboarding, offboarding, performance reviews, and benefits management. They may be responsible for data entry and HR tasks.

Managers/Supervisors:

 Managers and supervisors may have limited HR access, allowing them to view and manage information about employees in their respective departments, such as performance reviews and time-off requests.

• Employees:

 Regular employees typically have restricted access, primarily for self-service tasks. They can view and update their own personal information, request time off, and access relevant HR documents.

• Auditors and Compliance Officers:

 Special roles may be designated for auditors or compliance officers who require access to HR data for compliance checks and audits.

Security Requirements

Authentication:

 Strong authentication methods, such as two-factor authentication (2FA), to ensure that users are who they claim to be.

User Role-Based Access Control:

 Implement role-based access control (RBAC) to restrict users' access to only the features and data relevant to their roles. This limits the risk of unauthorized access.

Data Encryption:

Ensure data in transit and at rest is encrypted to protect sensitive information from unauthorized access.

Audit Trails:

 Maintain detailed audit logs to track user activities within the system, which is critical for compliance and security monitoring.

Secure APIs and Integrations:

o Data transfers and API connections are secured to prevent data breaches.

Password Policies:

 Password policies, including minimum length, complexity, and expiration requirements. Encourage regular password changes.

Data Backups and Disaster Recovery:

Regularly back up HR data and establish a robust disaster recovery plan to ensure data availability and integrity.

Access Revocation:

Procedures for removing access when employees leave the organization or change roles to prevent unauthorized access.

Access Control Review:

Periodically review user access rights to ensure they are still appropriate for each user's role and responsibilities.



User Support and Training:

o Provide users with resources and training to help them understand security best practices and how to use the HR software securely.

API Support

The software should offer Application Programming Interfaces (APIs) to enable easy integration with third-party applications and services.

- MATRIX COSEC integration
- Office 365 integration
- SAP S/4HANA

Preliminary information Required for Bidding Purpose

Staff Count	615 (Expected to be 650 by mid-2024)
Overtime Calculation Method	Hours exceeding weekly 48hrs will be considered as OT.
	OT is calculated on a weekly basis.