

INVITATION TO BID

"Procurement and Implementation of Human Resource Management System"

ITB no: RAEL/IUL(PROC)/2024/08

Issued on: August 21, 2024



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Section 1. Letter of Invitation

Regional Airports Company Limited (RACL) hereby invites you to submit a Bid to this Invitation to Bid (ITB) for the **“Procurement and Implementation of Human Resource Management System”**.

This ITB includes the following documents.

- Section 1: Letter of Invitation
- Section 2: Instruction to Bidders
- Section 3: Bid Data Sheet (BDS)
- Section 4: Evaluation Criteria
- Section 5: Schedule of Requirements
- Section 6: Returnable Bidding Forms
 - Form A: Bid Submission Form
 - Form B: Bid Securing Declaration
 - Form C: Price Schedule
 - Form D: Quotation
 - Form F: Requirement Checklist

If you are interested in submitting a Bid in response to this ITB, please prepare your Bid in accordance with the requirements and procedure as set out in this ITB and submit it by the Deadline for Submission of Bids set out in Bid Data Sheet.

RACL looks forward to receiving your Bid and thank you in advance for your interest in RACL procurement opportunities.

Issued by:

General Manager, Procurement

Date: August 21, 2024

Section 2: Instructions to Bidders

A. GENERAL PROVISIONS			
1.	Scope of Bid	1.1	Regional Airports Company Limited wishes to invite sealed bids from interested and eligible bidders for the Procurement and Implementation of Human Resource Management System as described in Section 5, Schedule of Requirements.
		1.2	Throughout this ITB:
			a) the term "in writing" means communicated in written form (e.g., by mail, e-mail, fax)
			b) "Day" means calendar day.
		1.3	The successful Bidder will be expected to complete the works within the project duration as specified in the Price Schedule Form proposed by the Bidder
2.	Fraud and Corruption	2.1	<p>RACL requires that staff, as well as bidders/suppliers/contractors, observe the highest standard of ethics during this procurement. In pursuance of this policy, RACL defines.</p> <ul style="list-style-type: none"> • "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 • "Fraudulent practice" as misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of RACL and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial noncompetitive levels and to deprive RACL of the benefits of free and open competition.
		2.2	In pursuance of this policy, RACL:
			a) Will reject a bid if it determines that the bidder has engaged in corrupt or fraudulent practices in competing for the contract in question.

			b)	Will declare a bidder ineligible , either indefinitely or for a stated period, to be awarded a contract (from RACL) if it at any time determines that the bidder has engaged in corrupt or fraudulent practices in competing for, or in executing, a RACL contract.
3.	Eligibility	3.1		This invitation is open to all interested bidders, with a formal intent to enter into an agreement. A Bidder should not be suspended, debarred, or otherwise identified as ineligible by a state institution . Bidders are required to disclose to RACL whether they are subject to any sanction or suspension imposed by a state institution.
4	Conflict of Interest	4.1		A Bidder shall not have a conflict of interest . Any Bidder found to have a conflict of interest shall be disqualified. A bidder is found to have a conflict of interest for the purpose of this Bidding Process if the Bidder;
			a)	Directly or indirectly controls another bidder, or is controlled by or is under common control with another Bidder; or
			b)	Has a relationship with another Bidder, directly or through common third parties, that puts it in a position to influence the Bid of another Bidder, 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 Bid; 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 Bid 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 Regional Airports Company Limited (RACL).
		4.2		A firm that is a Bidder shall not participate in more than one Bid. This includes participation as a subcontractor. Such participation shall result in the disqualification of the Bid.
B. PREPARATION OF BIDS				
5.	Cost of Preparation of Bids	5.1		The Bidder shall bear all costs related to the preparation and/or submission of the Bid, regardless of whether its Bid is selected or not. RACL shall not be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.
6.	Language	6.1		The Bid, as well as all related correspondence exchanged by the Bidder and RACL, shall be written in the language(s) specified in the BDS.
7.	Documents Comprising the Bid	7.1		The documents establishing the Eligibility of the Bidder are as follows;
			a)	Company background/profile
			b)	Certificate of business registration
			c)	GST registration certificate (if registered for GST)
			d)	Form A: Bid submission form
			e)	Form B: Bid securing declaration
			f)	Form C: Price schedule form
			g)	Form D: Quotation
			h)	Form F: Requirement Checklist
			i)	Bid Security
			j)	Work completion letters (from any 2 Maldivian state-owned enterprises)
			k)	Document detailing team composition and tasks assigned
			l)	Curriculum vitae (CV) of the team members
			m)	Technical proposal with work plan

			n)	Support plan
			o)	Document proof of physical presence in Male'
8.	Bid submission form	8.1		The Bidder shall submit a completed Bid Submission Form. Failure to submit the Bid Form and an incomplete submission of a Bid Submission Form shall lead to the rejection of the Bid.
9.	Price Schedule Form	9.1		A complete price schedule form must be submitted.
10.	Bid Security	10.1		A Bid Security, if required by BDS, shall be provided in the amount and form indicated in the BDS. The Bid Security shall be valid for a minimum of twenty-eight (28) days after the final date of validity of the Bid.
		10.2		The Bid Security shall be included along with the Bid. If Bid Security is required by the ITB but is not found in the Bid, the bid shall be rejected .
		10.3		If the Bid Security amount or its validity period is found to be less than what is required by RACL, RACL shall reject the Bid.
		10.4		The Bid Security may be forfeited by RACL, and the Bid rejected , in the event of any, or combination, of the following conditions:
			a)	If the Bidder withdraws its bid during the period of the Bid Validity specified in the BDS, or;
			b)	In the event the successful Bidder fails:
			i.	to sign the Contract after RACL has issued an award; or
			ii.	to furnish the Performance Security, insurances, or other documents that RACL may require as a condition precedent to the effectivity of the contract that may be awarded to the Bidder.
11.	Currency	11.1		All prices shall be quoted in the currency or currencies indicated in the BDS. If prices are quoted in a currency not specified in the BDS, the Bid shall be rejected .
12.	Only One Bid	12.1		The Bidder shall submit only one Bid.

		12.2	Bids submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:
		a)	they have at least one controlling partner, director, or shareholder in common; or
		b)	they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Bid of another Bidder regarding this ITB process;
		c)	they are subcontractors to each other's Bid, or a subcontractor to one Bid also submits another Bid under its name as lead Bidder:
13.	Bid Validity Period	13.1	Bids shall remain valid for the period specified in the BDS, commencing on the Deadline for Submission of Bids. A Bid valid for a shorter period shall be rejected by RACL and rendered non-responsive.
14.	Extension of Bid Validity Period	14.1	In exceptional circumstances, prior to the expiration of the Bid validity period, RACL may request Bidders to extend the period of validity of their Bids. The request and the responses shall be made in writing and shall be considered integral to the bid.
		14.2	If the Bidder agrees to extend the validity of its Bid, it shall be done without any change to the original Bid.
		14.3	The Bidder has the right to refuse to extend the validity of its Bid, in which case, the Bid shall not be further evaluated.
15.	Clarification of Bid (from the Bidders)	15.1	Bidders may request clarifications on any of the ITB documents no later than the date indicated in the BDS. Any request for clarification must be sent in writing in the manner indicated in the BDS. If inquiries are sent other than specified channel, even if they are sent to a RACL staff member, RACL shall have no obligation to respond or confirm that the query was officially received.
		15.2	RACL will provide the responses to clarifications through the method specified in the BDS.

		15.3	RACL shall endeavor to provide responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of RACL to extend the submission date of the Bids, unless RACL deems that such an extension is justified and necessary.
16.	Amendment of Bids	16.1	At any time prior to the deadline of Bid submission, RACL may for any reason, modify the ITB in the form of an amendment to the ITB. Amendments will be made available to all prospective bidders.
		16.2	If the amendment is substantial, RACL may extend the Deadline for submission of Bid to give the Bidders reasonable time to incorporate the amendment into their Bids.
17.	Pre-Bid Meeting	17.1	RACL may call for a Pre-Bid meeting at any time prior to the deadline for bid submission.
C. SUBMISSION AND OPENING OF BIDS			
18.	Submission	18.1	The Bidder shall submit a signed and complete Bid comprising the documents and forms in accordance with the requirements of the BDS. The Bid shall be delivered using the method specified in the BDS.
		18.2	The Bid shall be signed by the Bidder or person(s) duly authorized to commit the Bidder. The authorization shall be communicated through a document evidencing such authorization issued by the legal representative of the bidding entity, or a Power of Attorney, accompanying the Bid.
19.	Hard Copy	19.1	Hard copy (manual) submission shall be governed as follows
		a)	The signed Bid shall be marked "Original", and its copies marked "Copy" as appropriate. The number of copies is indicated in the BDS. All copies shall be made from the signed original only. If there are discrepancies between the original and the copies, the original shall prevail.

			b)	All the pages of the Original Bid and Copies of the bid must be bound together, and all pages must contain the page number and the stamp of the bidder.
			c)	Bids shall be sealed in an envelope, which shall:
			i.	Bear the name of the Bidder;
			ii.	Bear the name of the bid.
				If the envelope with the Bid is not sealed and marked as required, RACL shall assume no responsibility for the misplacement, loss, or premature opening of the Bid.
20.	Deadline for Submission of Bids and Late Bids	20.1		Complete Bids must be received by RACL in the manner, and no later than the date and time, specified in the BDS. RACL shall only recognize the actual date and time that the bid was received by RACL.
		20.2		RACL shall reject any Bid that is received after the deadline for the submission of Bids.
21.	Bid Opening	21.1		RACL will open the Bid in the presence of an ad-hoc committee formed by RACL of at least two (3) members.
		21.2		The Bidders' names, prices and any other information that RACL deems relevant will be announced at the bid opening.
		21.3		No Bid shall be rejected at the bid opening stage, except for late submissions, in which case, the Bid shall be returned unopened to the Bidders.
D. EVALUATION AND COMPARISON OF BIDS				
22.	Confidentiality	22.1		Information relating to the examination, evaluation, and comparison of Bids, and the recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with the process, even after publication of the contract award.
		22.2		Any effort by a Bidder or anyone on behalf of the Bidder to influence RACL in the examination, evaluation and comparison of the Bids or contract award decisions may, result in the rejection of

			its Bid and may subsequently be subject to the application of RACL's vendor sanctions procedures.
23.	Evaluation of Bids	23.1	RACL will conduct the evaluation solely based on the Bids received.
		23.2	Evaluation of Bids shall be carried out according to the criteria provided in Section 4. (Evaluation Criteria).
24.	Due Diligence	24.1	RACL reserves the right to undertake a due diligence exercise, aimed at determining, to its satisfaction, the validity of the information provided by the Bidder. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the following:
		a)	Verification of accuracy, correctness and authenticity of information provided by the Bidder;
		b)	Validation of extent of compliance to the ITB requirements and evaluation criteria based on what has so far been found by the evaluation team;
		c)	Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or with previous clients, or any other entity that may have done business with the Bidder;
		d)	Inquiry and reference checking with previous clients on the performance on on-going or completed contracts, including physical inspections of previous works, as deemed necessary;
		e)	Other means that RACL may deem appropriate, at any stage within the selection process, prior to awarding the contract.
25.	Clarification of Bids	25.1	To assist in the examination, evaluation and comparison of Bids, RACL may, at its discretion, request any Bidder for a clarification of its Bid. This includes asking for a demonstration of the products/services proposed by the bidder.
		25.2	RACL's request for clarification and the response shall be in writing and no change in the prices or substance of the Bid shall be sought, offered, or permitted, except to provide clarification,

			and confirm the correction of any arithmetic errors discovered by RACL in the evaluation of the Bids, in accordance with the ITB.
		25.3	Any unsolicited clarification submitted by a Bidder in respect to its Bid, which is not a response to a request by RACL, shall not be considered during the review and evaluation of the Bids.
26.	Responsiveness of Bids	26.1	RACL's determination of a Bid's responsiveness will be based on the contents of the bid itself. A substantially responsive Bid is one that conforms to all the terms, conditions, specifications, and other requirements of the ITB without material deviation, reservation, or omission.
		26.2	If a bid is not substantially responsive, it shall be rejected by RACL and may not subsequently be made responsive by the Bidder by correction of the material deviation, reservation, or omission
27.	Nonconformities, Reparable Errors and Omissions	27.1	Provided that a Bid is substantially responsive, RACL may waive any non-conformities or omissions in the Bid that, in the opinion of RACL, do not constitute a material deviation.
		27.2	RACL may request the Bidder to submit the necessary information or documentation, within a reasonable period, to rectify nonmaterial nonconformities or omissions in the Bid related to documentation requirements. Such an omission shall not be related to any aspect of the price of the Bid. Failure of the Bidder to comply with the request may result in the rejection of its Bid.
		27.3	For the bids that have passed the preliminary examination, RACL shall check, and correct arithmetical errors as follows:
			a) if there is a discrepancy between the unit price and the line-item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of RACL there is an obvious misplacement of the decimal point in the unit price; in which case, the line item total as quoted shall govern and the unit price shall be corrected;

			b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail, and the total shall be corrected; and
			c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail.
		27.4	If the Bidder does not accept the correction of errors made by RACL, its Bid shall be rejected.
E. AWARD OF CONTRACT			
28.	Right to Accept, Reject, Any or All Bids	28.1	RACL reserves the right to accept or reject any bid, to render any or all the bids as non-responsive, and to reject all Bids at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Bidder(s) of the grounds for RACL's action. RACL shall not be obliged to award the contract to the lowest priced offer.
29.	Award Criteria	29.1	Prior to expiration of the period of Bid validity, RACL shall award the contract to the qualified and eligible Bidder that is found to be responsive to the requirements of the Schedule of Requirements and has received the highest marks in the evaluation.
30.	Right to Vary Requirements at the Time of Award	30.1	At the time of award of Contract, RACL reserves the right to vary the quantity of goods and/or services, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.
		30.2	At the time of award of Contract, RACL reserves the right to vary the sizes of the goods without any change to the unit price or total price proposed by the bidder.
31.	Contract Signature	31.1	Within five (5) days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to RACL. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Bid Security, if any,

			and on which event, RACL may award the Contract to the Second highest rated or call for new Bids.
32.	Performance Security	32.1	A performance security, if required in the BDS, shall be provided in the amount specified in BDS
33.	Advance Payment	33.1	RACL reserves the right to pay an advance payment.
34.	Liquidated damages	34.1	If specified in the BDS, RACL shall apply liquidated damages for the damages and/or risks caused to RACL resulting from the Contractor's delays or breach of its obligations as per Contract.
35.	Payment Provisions	35.1	The BDS shall specify the payment provisions. Final Payment will be made only upon RACL's acceptance of the delivered service. The terms of payment shall be within thirty (30) days, after receipt of invoice and certification of acceptance of services issued by the proper authority in RACL with direct supervision of the Contractor.
		35.2	RACL shall not be obliged to accept any payment terms proposed by a bidder in their bid, which are different from the payment provisions of RACL.

Section 3. Bid Data Sheet

BDS No.	Reference to Section 2.	Data	Specific Instructions/Requirements
1	6	Language of the Bid	English
2	17	Pre-bid meeting	Will not be conducted
3	13	Bid Validity Period	90 Calendar days from the date of bid Submission
4	10	Bid Security	MVR 20,000.00
5	33	Advance Payment	Allowed up to 15% of contract value against an advance payment guarantee
6	34	Liquidated damages	0.05% percent per day of delay. Maximum 10 percent of the contract price.
7	32	Performance Security	10% of the contract value. The performance security must be valid for 30 days beyond the delivery date.
8	11	Currency of Bid	Maldivian Rufiyaa
9	15	Deadline for submitting requests for clarifications/questions	Date: August 25, 2024 Time: 01:00 p.m.
10	15	Contact Details for submitting clarifications/questions	Nisbah Hassan General Manager, Procurement tender@airports.mv
11	15,16	Manner of disseminating supplemental information to the ITB and response/clarifications to queries	Will be emailed to the registered bidders
12	20	Deadline for Submission	Date: August 29, 2024 Time: 02:00 p.m.
13	18,19	Manner of Submitting Bids	1 Hard copy (Original)
14	18	Bid Submission Address	Regional Airports Company Limited 6 th Floor, H. Suez Ameer Ahmed Magu, 20095 Male, Maldives
15	21	Date, time, and venue for the opening of bid	Date: August 29, 2024 Time: 02:00 p.m. Venue: Regional Airports Company Limited 6 th Floor, H. Suez Ameer Ahmed Magu, 20095

			Male, Maldives
16	23	Evaluation Method for the Award of Contract	According to the criteria mentioned in Section 4. Evaluation Criteria
17	35	Payment provisions	Final Payment will be paid upon RACL's acceptance of the delivered service.



Section 4. Evaluation Criteria

1. Preliminary Examination Criteria

Bids will be examined to determine whether the documents mentioned in Section 2 – Documents comprising the Bid have been fully completed and submitted. Failure to fully complete and submit any of the documents in Section 2, clause 7 of this ITB – Documents comprising the Bid, will make the bid unresponsive, and the bid will be rejected.

2. Eligibility Criteria

Eligibility will be evaluated on a Pass/Fail basis. **Failure to pass any of the below criterion will make the bidder ineligible and the bid will be rejected.**

Subject	Criteria	Document Requirement	Submission
ELIGIBILITY			
Eligibility	Bidder is not suspended, debarred, or otherwise identified as non-eligible by the Government of Maldives or any other state institution.	Form A: Bid Submission Form	
Conflict of Interest	No conflict of interest in accordance with ITB 4.	Form A: Bid Submission Form	

3. Technical Evaluation (50%)

The bids shall be examined to determine whether they meet the Schedule of Requirements in Section 5 of this document. The technical evaluation shall be carried out on a **pass/fail** basis.

4. Financial Evaluation (50%)

Subject	Criteria	Document Requirement	Submission
Price (40%)	Lowest priced bid shall receive the highest mark. The remaining bidders shall receive marks according to the below formula. (Lowest price/ Proposed price) *40	Form B: Price Schedule	
Delivery (10%)	The bidder with the shortest delivery duration shall receive the highest mark. The remaining bidders shall receive marks according to the below formula. (shortest duration/ Proposed duration) *10	Form B: Price Schedule	

Section 5. Schedule of Requirements

Introduction

RACL is a government own entity having its main purpose to manage regional airports within the country. Currently we have nine airports, and more are expected to come within the next few years. We are in the process of automating our HR function and seeking a SaaS model Human Resource Management Software along with a mobile app. This is one of the central components of the organization. The application will be used in head office and all airports under our umbrella.

Scope

Streamlining all human resources management workflows and activities through access and recording of all key information and findings in one accessible database having complete oversight, accountability and gain real-time oversight of the entire workforce.

Technical, Functional and Regulatory Requirements

The following are the functional requirements, technical requirements, regulatory requirements and what is expected of the implementation of the Human Resource Management software.

Item #	Requirements
1	Employee Profile Management
1.1	Employee data storage with Digital Personnel Profiles to display information Eg: Personal/Work/Family info, Qualifications, Experience, Skills, Professional Memberships, Achievements, Training, Performance History, Letter History, Salary, Bank info Health info, etc. with unlimited data storage
1.2	Maintain employee job description, KPI, tasks, duties, and responsibilities to be viewed by employees
1.3	Company hierarchical and reporting hierarchy set up with user-friendly interfaces
1.4	Manage Multiple companies in a single system with the interaction between inter companies
1.5	Track employees through employee number, name, identification number

1.6	Store important documents with the facility of document templates / letter templates.
1.7	Manage, employee handbooks in the HRIS solution.
1.8	Record and track changes of employee information and history, along with updated information through employee lifecycle.
1.9	Browse the employee history in a snapshot view for following information, Promotions, Transfers, Increments, Training details, Performance, Appointment details, Health, Assets provided to the employees, Disciplinary, etc.
1.10	Maintain profiles of resigned employees in the system as deactivated profiles
1.11	Reactivate these profiles in the case of a rejoin with appropriate changes
1.12	Probationary Period & Confirmation setup and notify the probation period and employee confirmations
1.13	Processing and Maintaining records for Employee lifecycle for; Promotions, Demotions, Transfers, Re-designations, Terminations, Resignations, Retirements, etc.
1.14	Maintain letter templates for various requirements, and issue it to employees upon request.
1.15	Tracking & Maintaining records on disciplinary actions
1.16	Tracking disciplinary actions and process
1.17	Maintaining history on disciplinary actions
2	Employee Self Service
2.1	Access to employee self-service via Web and mobile app
2.2	Quick access via dashboard widgets
2.3	Assign job tasks to employees, groups, or teams performed on daily basis with timesheet functionality.
2.4	Monitor the status of the assigned tasks
2.5	Access employees' information pertaining to personal info/work. info/attendance records/JD/Pay Slips/etc.
2.6	change personal information whilst tracking change history
2.7	Manage leave & Attendance
2.8	Access company HR news, notices, staff directory, policies, documents, etc.
2.9	Access to self-services related to the modules in, Performance Management, Recruitment, Dynamics,

	Benefits, Training & Development, Learning Management, etc.
3	Time & Attendance
3.1	comprehensive Time Management features such as Shifts & Rosters, overtime management, leave management
3.2	Geo fencing option to restrict employee's attendance via mobile app, if they have marked away from their branch location
3.3	Self-customizable Attendance Related Reports
4	HR Related Reports
4.1	Attendance, performance, recruitment and learning, Employee profile, payroll- related reports.
4.2	HR Dashboard functionality for users
4.3	Report facility for each module
4.4	Custom reports for users based on the privileges
5	Performance Management
5.1	Set up different periods, frequencies, rating mechanisms, and templates for appraisals
5.2	Setting up KPI based on the designations
5.3	Create multiple performance groups
5.4	Setup and revised goals and alert
5.5	Evaluate goals, competencies, and values
5.6	Self-Appraisals and superior evaluation, final summaries based on the evaluations
5.7	Provide praise and feedback for employees.
5.8	Identifying and making recommendations for training needs (remarks)
5.9	Ability to obtain 360° evaluation
6	Learning Management
6.1	Setting up Competency framework, mapping competencies
6.2	Evaluate individual competencies
6.3	Conducting Training Need analysis
6.4	Nominate new members for the training

6.5	Conducting training evaluations
7	Employee Engagement
7.1	Conducting surveys
7.2	Training Management
8	Payroll
8.1	Handling complex payroll related computations with income tax and pension management
8.2	Handle centralized multi-company payroll administration
8.3	System integration tools and features
8.4	User-friendly transaction maintenance and integration with Microsoft Excel spreadsheets
9	Benefit Management
9.1	Define packages, plans and execute them
9.2	Define compensation components - base pay, bonuses, allowances, and more - to measure the total pay with the facility of pay ranges
9.3	Calculate bonus, increments & variable payout requirements of departments
9.4	Plan, analyze, and execute compensation packages
9.5	Manage increments, ad hoc promotions with defined pay ranges
9.6	Define benefit packages to manage benefits and claims according to the employee type
9.7	Integration with payroll and other systems
9.8	Succession Management
9.9	Compliance (Changes to regulations, policies, laws, etc.)
10	Mobile App
10.1	Apply/Approve Leaves (all types of leaves), Check Leave Balance/Allocation and Leave History, marking attendance based on the location, check attendance, user profile and user account management
10.2	Various approval actions through the app
10.3	Submit overtime requests and approve these requests
10.4	Check benefit entitlements via mobile app and request benefits such as fuel allowance, mobile phone bill, travel, etc. ..
11	User Administration

11.1	Create/Deactivate and re-activate user accounts
11.2	Create and manage user roles
11.3	Dynamic workflow management
11.4	Integration with the MS Active Directory
11.5	Database backup and disaster recovery options
12	Document Management
12.1	Create/ Attach documents relating to staff (Unlimited data storage)
12.2	Retrieve documents
12.3	Letter Templates and issue letters
12.4	Update and validate employee personal/ documents through the system
12.5	Setting document access level authority
12.6	Insurance and Other document Management
12.7	Employee Letter and document Management
12.8	Disciplinary action Management
14	Task Management
14.1	Add new task, assign for employees
14.2	Add timelines and monitor task duration
14.3	Add, view tasks for individual / team, and see the progress
14.4	Increase productivity through daily monitoring process
14.5	View progress reports
15	Implementation
15.1	Fastest implementation cycle - Operational Modules (90 days) based on the accurate data provided by the client.
15.2	Module wise implementation
15.3	Intuitive user interface for all license users
15.4	Account management service after implementation complete
15.5	Free version updates / upgrades with the latest technologies (excluding new add on modules and features)

15.6	SSO
15.7	Active Directory (Domain Username)
15.8	Custom Field for Employee Profile
15.9	Custom Approval Flows
15.10	Leave Calendar
15.11	Leave Planner
15.12	Worksite Management
15.13	Insights (Attendance Insights, Payroll Insights)
16	Leave Management
16.1	Apply and approving of required leaves through system and mobile app
16.2	Maintain and auto update of leave balances as per employee joined date
16.3	Snapshot of leave balance to be viewed
17	Offboarding
17.1	Notification to superior and approval/ reject process
17.2	Exit interview questionnaire preparation and conduct through the system



The Service Provider shall also have a Project Manager for the Services, and he/she **shall carry out & ensure the following:**

1. Project management activities:

- 1.1. Software complying with RACL HR policies.
- 1.2. Weekly status reporting.
- 1.3. Issues management

2. Technical support planning:

3. RACL requires 800 user licenses for the software provided.

4. RACL requires this application be of multi-location supported and thus service providers must be able to cater as such:

- 4.1. Service Provider must provide minimum three (3) years support services. A separate SLA will be signed. Submit support plans
- 4.2. Hosting must be done by the Service Provider. Hosting charges should be inclusive to annual charges
- 4.3. Minimum 2 technical staff for application setup and 2 technical staff for workflow customization. Minimum 2 technical staff for ALPHA/BETA testing. Curriculum Vitae (CV) for all the members must be submitted
- 4.4. Coordinate to ensure application is accessible to the relevant users
- 4.5. Should have a physical office in Male' and should be able to conduct meetings and discussions with HR team in RACL premises
- 4.6. The bidders are expected to provide additional discount plans for additional licenses if RACL wish to increase the number of licenses
- 4.7. The bidder should be able to submit work completion letter of any 2 (Maldivian) state owned enterprise which use the HR application. RACL may take reviews (performance reviews) from existing clients for technical evaluation
- 4.8. The bidder must submit a work plan

5. Testing:

- 5.1. Alpha and Beta testing
- 5.2. Reporting and tracking the bugs and issues

6. Training:

- 6.1. The bidders shall provide in their bid a well-structured training plan for RACL personnel.
- 6.2. Training shall be conducted by authorized expert trainers of the Service Provider and documentation / materials should be provided if required

6.3. Trainings shall be conducted in English or Dhivehi language

7. End user training

7.1. Train some staff as trainers, General system training to the key departmental users on all system components

8. Technical training & knowledge transfer:

Adequate technical training and knowledge transfer for the selected RAACL relevant staff so that they know and can provide:

- 8.1. An overview of all the components of the system.
- 8.2. Customize workflow in accordance with the company requirements.
- 8.3. Identification of resources for ongoing support
- 8.4. Able to provide level 1 support and handle most common issues
- 8.5. Able to escalate level 1 issues to level 2 (raise tickets to the vendor) easily and track them.



Section 6. Returnable Bidding Forms/ Checklist

This form serves as a checklist for preparation of your Bid. Please complete the Returnable Bidding Forms in accordance with the instructions in the forms and return them as part of your Bid submission. **No alteration to the format of RACL forms shall be permitted and no substitution shall be accepted. Any alteration to these forms will lead to rejection of the bid.**

Bidding Documents	Please tick (to be filled by the bidder)	Reference to page number in Bid (to be filled by the bidder)
1. Company Background/ Profile		
2. Certificate of Business Registration		
3. GST registration certificate (if registered for GST)		
4. Form A: Bid Submission Form		
5. Form B: Bid Securing Declaration		
6. Form C: Price Schedule Form		
7. Form D: Quotation		
8. Form F: Requirements checklist		
9. Bid Security		
10. Work completion letters (from at least any 2 Maldivian state-owned enterprises)		
11. Document detailing team composition and tasks assigned		
12. Curriculum vitae (CV) of the team members		
13. Technical Proposal with Work plan		
14. Support plan		
15. Document proof of physical office presence in Male'		

FORM A: BID SUBMISSION FORM

Name of Bidder			
Registration No		Registered Address	
Bidder's Authorized Representative Information		Contact Person that RACL may contact for requests for clarifications during Bid Evaluation	
Name:		Name:	
Title:		Title:	
Contact numbers:		Contact numbers:	
Email:		Email:	

We, the undersigned, offer to **Procure and Implement Human Resource Management System** in accordance with your Invitation to Bid No. **RACL/IUL(PROC)/2024/08**. We hereby submit our Bid.

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 Bid are true and we accept that any misinterpretation or misrepresentation contained in this Bid may lead to our disqualification and/or sanctioning by RACL.

We offer to carry out this work in conformity with the Bidding documents, and in accordance with the Schedule of Requirements (Section 5) of this ITB.

Our Bid shall be valid and remain binding upon us for the period specified in the Bid Data Sheet.

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

We submit the following documents along with this bid submission form.

1. Company Background/ Profile
2. Certificate of Business Registration
3. GST registration certificate (if registered for GST)
4. Form A: Bid Submission Form
5. Form B: Bid Securing Declaration
6. Form C: Price Schedule Form
7. Form D: Quotation
8. Form F: Requirement Checklist
9. Bid Security
10. Work Completion Letters (From any 2 Maldivian State-owned Enterprises)
11. Document Detailing Team Composition and Tasks Assigned
12. Curriculum Vitae (CV) of the Team Members
13. Technical Proposal with Work Plan
14. Support Plan
15. Document Proof of Physical Office Presence in Male'

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

Name		Title	
Signature		Corporate Seal	
Date			



FORM B: BID SECURING DECLARATION

Date:

Invitation to Bid Number: **RACL/IUL(PROC)/2024/08**

To: Regional Airports Company Limited

We, the undersigned, declare that:

We understand that, according to your conditions, Bids must be supported by a Bid-Securing Declaration.

We accept that we will automatically be suspended from being eligible for bidding in any contract with Regional Airports Company Limited for the period of time of 1 year starting on the date that we receive a notification from Regional Airports Company Limited, if we are in breach of our obligations under the bid conditions, because we

- (a) have withdrawn our Bid during the period of bid validity specified in the Letter of Bid; or
- (b) having been notified of the acceptance of our Bid by Regional Airports Company Limited during the period of bid validity,
 - (i) fail or refuse to execute the Contract, if required; or
 - (ii) fail or refuse to furnish the Performance Security, in accordance with the ITB.

We understand that this Bid-Securing Declaration shall expire if we are not the successful Bidder, upon the earlier of (i) our receipt of your notification to us of the name of the successful Bidder; or (ii) 28 days after the expiration of our Bid.

Signature:

In the Capacity of:

Name:

Duly authorized to sign the bid for and on behalf of:

Date: day of,

Corporate Seal:



FORM C: PRICE SCHEDULE FORM

As stated in the letter of invitation under Section 1, RACL requires the stated service to be completed and delivered, as specified in Section 5 Schedule of Requirements.

Note: This tender will be awarded to one bidder.

#	Description of Service	Price (in MVR)
1.	Supply and Implementation of Human Resource Management System <ul style="list-style-type: none"> - 800 user licenses - SLA for 3 years 	
		Subtotal
		GST 8%
		Total

Delivery duration (in days)	
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FORM D: QUOTATION

(Insert the quotation here).

All the items mentioned in the Form C: Price Schedule Form of this ITB shall be quoted.

The quotation must include the delivery period.



FORM F: REQUIREMENT CHECKLIST

(Bidders are required to fill this form)

Item #	Requirements	Bidder's Response (Yes/No)	Bidder's Comments
1	Employee Profile Management		
1.1	Employee data storage with Digital Personnel Profiles to display information Eg: Personal/Work/Family info, Qualifications, Experience, Skills, Professional Memberships, Achievements, Training, Performance History, Letter History, Salary, Bank info Health info, etc. with unlimited data storage		
1.2	Maintain employee job description, KPI, tasks, duties, and responsibilities to be viewed by employees		
1.3	Company hierarchical and reporting hierarchy set up with user-friendly interfaces		
1.4	Manage Multiple companies in a single system with the interaction between inter companies		
1.5	Track employees through employee number, name, identification number		
1.6	Store important documents with the facility of document templates / letter templates.		
1.7	Manage, employee handbooks in the HRIS solution.		
1.8	Record and track changes of employee information and history, along with updated information through employee lifecycle.		
1.9	Browse the employee history in a snapshot view for following information, Promotions, Transfers, Increments, Training details, Performance, Appointment details, Health, Assets provided to the employees, Disciplinary, etc.		
1.10	Maintain profiles of resigned employees in the system as deactivated profiles		
1.11	Reactivate these profiles in the case of a rejoin with appropriate changes		

1.12	Probationary Period & Confirmation setup and notify the probation period and employee confirmations		
1.13	Processing and Maintaining records for Employee lifecycle for; Promotions, Demotions, Transfers, Re-designations, Terminations, Resignations, Retirements, etc.		
1.14	Maintain letter templates for various requirements, and issue it to employees upon request.		
1.15	Tracking & Maintaining records on disciplinary actions		
1.16	Tracking disciplinary actions and process		
1.17	Maintaining history on disciplinary actions		
2	Employee Self Service		
2.1	Access to employee self-service via Web and mobile app		
2.2	Quick access via dashboard widgets		
2.3	Assign job tasks to employees, groups, or teams performed on daily basis with timesheet functionality.		
2.4	Monitor the status of the assigned tasks		
2.5	Access employees' information pertaining to personal info/work. info/attendance records/JD/Pay Slips/etc.		
2.6	change personal information whilst tracking change history		
2.7	Manage leave & Attendance		
2.8	Access company HR news, notices, staff directory, policies, documents, etc.		
2.9	Access to self-services related to the modules in, Performance Management, Recruitment, Dynamics, Benefits, Training & Development, Learning Management, etc.		
3	Time & Attendance		
3.1	comprehensive Time Management features such as Shifts & Rosters, overtime management, leave management		
3.2	Geo fencing option to restrict employee's attendance via mobile app, if they have marked away from their branch		

	location		
3.3	Self-customizable Attendance Related Reports		
4	HR Related Reports		
4.1	Attendance, performance, recruitment and learning, Employee profile, payroll- related reports.		
4.2	HR Dashboard functionality for users		
4.3	Report facility for each module		
4.4	Custom reports for users based on the privileges		
5	Performance Management		
5.1	Set up different periods, frequencies, rating mechanisms, and templates for appraisals		
5.2	Setting up KPI based on the designations		
5.3	Create multiple performance groups		
5.4	Setup and revised goals and alert		
5.5	Evaluate goals, competencies, and values		
5.6	Self-Appraisals and superior evaluation, final summaries based on the evaluations		
5.7	Provide praise and feedback for employees.		
5.8	Identifying and making recommendations for training needs (remarks)		
5.9	Ability to obtain 360° evaluation		
6	Learning Management		
6.1	Setting up Competency framework, mapping competencies		
6.2	Evaluate individual competencies		
6.3	Conducting Training Need analysis		
6.4	Nominate new members for the training		
6.5	Conducting training evaluations		
7	Employee Engagement		
7.1	Conducting surveys		

7.2	Training Management		
8	Payroll		
8.1	Handling complex payroll related computations with income tax and pension management		
8.2	Handle centralized multi-company payroll administration		
8.3	System integration tools and features		
8.4	User-friendly transaction maintenance and integration with Microsoft Excel spreadsheets		
9	Benefit Management		
9.1	Define packages, plans and execute them		
9.2	Define compensation components - base pay, bonuses, allowances, and more - to measure the total pay with the facility of pay ranges		
9.3	Calculate bonus, increments & variable payout requirements of departments		
9.4	Plan, analyze, and execute compensation packages		
9.5	Manage increments, ad hoc promotions with defined pay ranges		
9.6	Define benefit packages to manage benefits and claims according to the employee type		
9.7	Integration with payroll and other systems		
9.8	Succession Management		
9.9	Compliance (Changes to regulations, policies, laws, etc.)		
10	Mobile App		
10.1	Apply/Approve Leaves (all types of leaves), Check Leave Balance/Allocation and Leave History, marking attendance based on the location, check attendance, user profile and user account management		
10.2	Various approval actions through the app		
10.3	Submit overtime requests and approve these requests		
10.4	Check benefit entitlements via mobile app and request benefits such as fuel allowance, mobile phone bill, travel, etc. ..		
11	User Administration		
11.1	Create/Deactivate and re-activate user accounts		
11.2	Create and manage user roles		

11.3	Dynamic workflow management		
11.4	Integration with the MS Active Directory		
11.5	Database backup and disaster recovery options		
12	Document Management		
12.1	Create/ Attach documents relating to staff (Unlimited data storage)		
12.2	Retrieve documents		
12.3	Letter Templates and issue letters		
12.4	Update and validate employee personal/ documents through the system		
12.5	Setting document access level authority		
12.6	Insurance and Other document Management		
12.7	Employee Letter and document Management		
12.8	Disciplinary action Management		
14	Task Management		
14.1	Add new task, assign for employees		
14.2	Add timelines and monitor task duration		
14.3	Add, view tasks for individual / team, and see the progress		
14.4	Increase productivity through daily monitoring process		
14.5	View progress reports		
15	Implementation		
15.1	Fastest implementation cycle - Operational Modules (90 days) based on the accurate data provided by the client.		
15.2	Module wise implementation		
15.3	Intuitive user interface for all license users		
15.4	Account management service after implementation complete		
15.5	Free version updates / upgrades with the latest technologies (excluding new add on modules and features)		
15.6	SSO		

15.7	Active Directory (Domain Username)		
15.8	Custom Field for Employee Profile		
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