

FUEL SUPPLIES MALDIVES PVT LTD

Republic of Maldives



INVITATION TO SUBMIT PROPOSALS

SUPPLY OF MICROSOFT CRM

Tender Ref: FSM-RFP/2024/53

18th September 2024

DISCLAIMER

The information contained in this Request for Proposals document (the “RFP”) or subsequently provided to Bidder(s), whether verbally or in documentary or any other form by or on behalf of the Fuel Supplies Maldives (the “FSM”) or any of its employees or advisors, is provided to Bidder(s) on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

Information provided in this RFP to the Bidder(s) is on a wide range of matters, some of which may depend upon interpretation of law. The FSM accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

The FSM, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Applicant or Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way for participation in this Bid Stage.

The FSM also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP. The FSM may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP.

The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by FSM or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and the FSM shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the Bidding Process.

1. INTRODUCTION

Fuel Supplies Maldives Pvt Ltd (FSM) invites recipients of this RFP to submit proposal for Supplying Microsoft CRM as per the terms and conditions provided in this RFP Document.

2. BACKGROUND

Incorporated on 18th December 2000, Fuel Supplies Maldives Pvt Ltd (FSM) is the leading fuel distributor in the Maldives. One of the main objectives of FSM is to streamline the fuel distribution and offer easy access to its services throughout the country.

3. DEFINITIONS

For the purpose of this Request for Proposal (RFP), the following words and expressions shall have the meaning hereby assigned to them except where the context otherwise requires:

- 3.1 **'Bidder'** means the party submitting the Proposal.
- 3.2 **'Bid Stage'** means the period between the date of this RFP and Bid Due Date.
- 3.3 **'Bid Due Date'** means **29th September 2024, 1100 hours** (Maldives Time) or date extended according to the process stated herein.
- 3.4 **'Consultant'** means a legal person/firm/company or organization engaged in rendering professional services & shall include all his associates.
- 3.5 **"Day"** means Calendar Day.
- 3.6 **"Law"** means laws and regulations of Maldives, unless specified otherwise in the Documents.
- 3.7 **'LOA'** means Letter of Award notification.
- 3.8 **'Member or Associate'** means shareholder/s of the Bidder or a partner in business.
- 3.9 **'FSM'** means the Fuel Supplies Maldives Pvt Ltd, which expression shall unless excluded by or repugnant to the context include FSM's representative.
- 3.10 **'FSM's Representative'** means the staffs, or any person authorized by who would be in charge of work and would sign the documents on behalf of the FSM.
- 3.11 **'Subsequent Agreements'** means one or more agreements, deed, instruments executed between FSM and Selected Bidder pursuant to the Project.
- 3.12 **"Tax"** means all applicable taxes to Bidder including withholding tax.
- 3.13 **"Year"** means 365 days.

4. SCHEDULE OF BIDDING PROCESS

FSM shall endeavour to adhere to the following schedule:

Event Description	Date
4.1 Clarification Due Date	24th September 2024, 1100, hours.
4.2 Bid Due date	29th September 2024, 1100, hours.

(TERMS OF REFERENCE)

5. SCOPE OF WORK

- Analysis of our current call center operations and requirements.
- Customization and configuration of the CRM solution to meet our specific needs.
- Integration with our PABX system to manage call center activities.
- Training for call center staff in the effective use of the CRM solution.
- Ongoing technical support and maintenance services post-implementation.
- Training for ICT staff in basic configuration.

5.1. **Functional Requirement**

- Dashboards
- Activities
- Accounts
- Contacts
- Cases
- Queues
- Knowledge Articles
- PABX Integration
- License Requirements

5.1.1 Dashboards

The system must provide configurable dashboards that display real-time data and analytics relevant to customer service operations. Dashboards should be customizable for different roles and preferences, offering insights into key performance indicators like case volumes, service levels, agent performance, and customer satisfaction metrics.

5.1.2 Activities

The system must support the creation, tracking, and management of various customer service activities, including:

- Emails: Automatically log and associate emails with relevant customer accounts and cases.
- Tasks: Enable creation and assignment of tasks related to customer queries or follow-ups.
- Appointments: Schedule and track appointments with customers.
- Phone Calls: Log details of phone conversations, including duration, outcome, and customer feedback.
- Social Activities: Monitor and respond to customer interactions on social media platforms directly from the hub.

5.1.3 Accounts

The system must provide a comprehensive database of all customer accounts, including the ability to view detailed profiles, transaction histories, associated cases, and contacts. Accounts should be easily searchable and support grouping or segmentation for targeted actions.

5.1.4 Contacts

The system must manage detailed contact information for individuals associated with customer accounts, including personal details, communication preferences, interaction history, and roles within their respective organizations.

5.1.5 Cases

The system must provide case management features that allow service agents to create, assign, track, and resolve customer issues efficiently. Case management should include templates, automated escalations, priority tagging, and SLA tracking to ensure timely responses.

5.1.6 Queues

The system must support the creation and management of queues to organize and prioritize cases based on urgency, category, or other custom criteria. Queues should help streamline case assignments to the appropriate agents based on workload, expertise, or availability.

5.1.7 Knowledge Articles

The system must include a knowledge base where agents can create, publish, and maintain articles that provide useful information or solutions for common customer issues. These articles should be easily accessible within the hub, searchable by agents, and usable as resources during customer interactions.

5.1.8 Integration with PABX

The solution must be integrated with our PABX system to optimize communication and elevate customer interactions. Upon receiving or initiating a call, the system shall automatically trigger call popups within the CRM interface, presenting agents with pertinent caller information including name, contact history,

and recent interactions. Additionally, the integration must extend to case management and activity management system, ensuring efficient handling and managing of the call center.

5.1.9 License Requirements

- Sales professional x 2
- Sales Team x 8

5.2. Non- Functional Requirements

The CRM should also meet these non-functional standards:

- Ensure the CRM operates with high availability, with minimal downtime and reliable performance, even under peak loads.
- Design the CRM to easily accommodate growth in user interactions, allowing for easy scaling without significant reconfiguration.
- Include powerful reporting and analytical tools that can generate actionable insights, helping to drive business decisions and improve service delivery.
- Ensure all activities within the CRM are logged with detailed audit trails to facilitate compliance checks and internal audits.

6. INSTRUCTIONS TO BIDDERS.

- 6.1 Unless the context otherwise required or expressed, the terms not defined in this RFP shall have the meaning assigned thereto in this RFP.
- 6.2 Bidders shall be responsible for careful examination of all Bid Documents. All the information necessary for the Bid shall be obtained at Bidders' responsibility and expense. Misrepresentation or misinformation does not justify bidder in any alteration of the submitted offer.
- 6.3 Language of document shall be English.
- 6.4 Bid currency should be in United States Dollars (USD) or Maldivian Rufiyaa (MVR). Payments will be made to international parties in USD and local parties in MVR.
- 6.5 Prices in the bid shall be quoted in the USD or MVR. If applicable, for comparison and evaluation purposes, FSM will convert the bid prices into USD at the official rate of exchange. (1USD = MVR 15.42)
- 6.6 Proposed price shall be as firm as practicable; FSM reserves the right to reject bids that are inaccurate, misleading, or fraudulent.
- 6.7 A Bidder who submits or participates in more than one proposal will be disqualified. If FSM discovers or has a reason to believe that collusion exists among any/all Bidders, any/all such proposals will be rejected, and all participants in such collusion will be excluded from consideration for future proposals for the same work.
- 6.8 The proposal price must be written without erasures, both in figures and in words. In case of discrepancy between figures and words, the words shall prevail.
- 6.9 At any time prior to the Bid Due Date, FSM may, for any reason, whether at its own initiative or in response to clarifications requested by a Bidder, modify the RFP by the issuance of Addenda. In order to afford the Bidders a reasonable time for taking an Addendum into account, or for any other reason, FSM may, in its sole discretion, extend the Bid Due Date.
- 6.10 Deadline for submission of Proposal may be extended at the discretion of FSM.
- 6.11 FSM reserves the right to accept or reject any Bid, and to annul the bidding process and reject all Bids at any time prior to Contract award, without thereby incurring any liability to Bidder.
- 6.12 Any condition or qualification or any other stipulation contained in the bid shall render the Bid liable to rejection as a non-responsive Bid.
- 6.13 In the event where the prices received are above the prices anticipated or where the submitted Proposals are not representatives of the prices in the general market, FSM reserves the right to negotiate.

- 6.14 FSM will review each bid and perform a detailed evaluation based on the evaluation criteria described in this RFP document.
- 6.15 Notwithstanding anything to the contrary contained in this RFP, the detailed terms specified in the Subsequent Agreement shall have overriding effect; provided, however, that any conditions or obligations imposed on the Bidder hereunder shall continue to have effect in addition to its obligations under the Agreement.
- 6.16 Bids received by FSM after the specified time on the Bid Due Date shall not be eligible for consideration and shall be summarily rejected.
- 6.17 FSM reserves the right to reject proposals from Blacklisted Customers and Legal Customers, including the Default Customers/Parties and it shall extend to Subsidiaries of STO as well.
- 6.18 Blacklisting is a consequence of failure on commitment or quality issues below. Bidders will not be blacklisted for unintentional mistakes or actions which do not tantamount to intentional cheating.
- 6.19 FSM reserves the right to disqualify the bidder and has the right to Blacklist permanently or to suspend the Bidder for a certain period depending on the severity on the following circumstances.
- Intent to cheat.
 - Misrepresentation of facts in Bid Proposals.
 - Malpractices in supplies or services
 - Intentional Disclosure of Fuel Supplies Maldives Pvt Ltd' confidential information
 - Bidder participates in bidding / Negotiations, wins the contract but subsequently does not execute the work.
 - Repetitive Quality issues in Supplies / Services
 - Unreasonable delays in deliveries or execution of services
 - Bidder's repetitive delays getting into contractual agreement with FSM after winning a contract.
 - Other violations of responsible business practices
 - Any other criteria as FSM may deem appropriate in the interest of the organization or government in compliance with company policies and Laws of Republic of Maldives.
- 6.20 FSM reserves the right to verify all statements, information and documents submitted by the Bidder in response to the [the RFP and/or the Bidding Documents] and the Bidder shall, when so required by FSM, make available all such information, evidence and documents as may be necessary for such verification. Any such verification or lack of such verification, by FSM shall not relieve the Bidder of its obligations or liabilities hereunder nor will it affect any rights of FSM thereunder.

- 6.21 Bids shall be deemed to be under consideration immediately after they are opened and until such time FSM makes official intimation of award/ rejection to the Bidders. While the Bids are under consideration, Bidders and/ or their representatives or other interested parties are advised to refrain, save and except as required under the Bidding Documents, from contacting by any means, FSM and/ or their employees/ representatives on matters related to the Bids under consideration.
- 6.22 Without prejudice to the rights of the FSM herein and the rights and remedies which the FSM may have under this RFP Document or otherwise, if a Bidder is found to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Bidding Process, or after the submission or the execution of the Agreement, such Bidder shall not be eligible to participate in any tender issued by FSM during a period of 3 (three) years. In such case, it is found after the execution of the subsequent agreement, FSM reserves the right to terminate the agreement without incurring any liability to bidder / contractor.
- 6.23 Delivery shall be completed within 10 weeks after signing the agreement. Failure to deliver during the period of the agreement will attract a penalty of 0.05% of the total value of the purchase order per day.
- 6.24 A Bidder must not have a conflict of interest (the "Conflict of Interest") that affects the Bidding Process. Any Bidder found to have a Conflict of Interest shall be disqualified.
- 6.25 The Bidding Process shall be governed by, and construed in accordance with, the laws of Republic of Maldives and the Courts of Maldives in where FSM has its head office shall have exclusive jurisdiction over all disputes arising under, pursuant to and/ or in connection with the Bidding Process.
- 6.26 During the examination of responsiveness, evaluation, and comparison of bids, FSM may, at FSM's discretion, ask any Bidder to submit any documents (including and not limited to some mandatory documents which shall not affect the competitiveness of the process) for clarification and verification of the Bidder's Bid. Any document which affects the competitiveness shall not be accepted during the resubmission period. The Tender Committee has discretion to reject any document submitted during resubmission period, if found, which shall affect the competitiveness of the Tender process.
- 6.27 The bidder shall be responsible for all the costs associated with this tender, including the preparation of the bid and the costs that incur after selection. FSM will not be responsible or in any way liable for such costs, regardless of the conduct or outcome of the Bidding Process. This includes the cost of transportation, accommodation, food, duty, import, shipping etc.

7. BID/PROPOSAL SECURITY

The Bidder shall furnish as part of its bid, a Bid Security, of **MVR 10,000** (or equivalent in USD for foreign vendors) as a bid security valid for 90 days from the date of opening of the proposals.

The Bid Security shall be in the amount and form specified in the instructions and shall:

- Be in the same currency as stipulated in the instructions, Article 6 Clause 6.4.
- Be valid for thirty (30) days beyond the period of bid validity.

A bid that does not include a Bid Security in the amount and form described above may be rejected by FSM. Unsuccessful Bidders' bid securities will be discharged/returned as promptly as possible but no later than thirty (30) days after the expiration of the period of bid validity.

The successful Bidder(s)' bid securities will be discharged/returned upon signing of the Contract.

The bid security may be forfeited:

- If a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the bid submission form; or
- In the case of the successful Bidder, if the Bidder fails to sign the contract.

8. RETENTION

FSM will retain 5% of the total contract value for a period of 1 year.

All payments will be made after deducting the retention.

9. QUERIES & FEEDBACK

All questions relating to the terms of condition shall be directed by email to tenders@fsm.mv

10. REQUIRED DOCUMENTS.

Documents or Information listed in this section shall be submitted by the Bidder. FSM may choose to accept a proposal which does not contain one or more of the documents listed in this section on the ground that information provided in another document or elsewhere in the proposal does satisfy the purpose for which the document is requested.

- 10.1 Bid Submission form as per annex 1.
- 10.2 Company Profile
- 10.3 Company registration
- 10.4 Tax clearance (only applicable for local vendors)
- 10.5 GST registration (only applicable for local vendors)

- 10.6 Partnership letter/certificate
- 10.7 Bid Security- Annex 2
- 10.8 Experience letters (Experience will only be considered if it involves the implementation of CRM software)
- 10.9 Product specification – annex 3
- 10.10 Implementation period
- 10.11 Project timeline
- 10.12 Customization plan

11. SUBMISSION

- 11.1 Deadline for submission is **29th September 2024, 1100, hours**, Maldives Time. Proposal should be emailed to bidsubmissions@fsm.mv, along with required documents, on or before the submission deadline.
- 11.2 Original Bid Document shall be submitted to following address no later than 1400hrs (Maldives time) **29th September 2024** to the following address.
 - Fuel Supplies Maldives Pvt Ltd (C358/2000)**
 - FSM Building,6th floor**
 - Boduthakurufaanu Magu**
 - Male' 20026**
- 11.3 If the file size is too large to attach in the email, the bidder may choose to attach links to Google Doc / We Transfer. Bidders must ensure the link is accessible.
- 11.4 Bids received by FSM after the specified time on the Bid Due Date shall not be eligible for consideration and shall be summarily rejected.

12. BIDDER ELIGIBILITY

- 12.1 Bidder must be an approved Microsoft partner.

13. EVALUATION CRITERIA

13.1 Proposed Price (70%):

13.2 Experience (30%):

Marks will be provided to the work completed from 2018 onward. (maximum of 3 letters, 10 marks per letter)

14. SELECTION OF BIDDER

- 14.1. Subject to the provisions of this RFP, the Bidder whose Bid is adjudged as responsive in terms of this RFP and who is identified as the most advantageous offer in the Evaluation shall ordinarily be declared as the selected Bidder (the “Selected Bidder”).

15. AWARD OF CONTRACT

- 15.1. After selection, a Letter of Award (the “LOA”) shall be issued to the winning party and the Selected Bidder shall acknowledge the LOA in writing, within 03 (three) days of the receipt of the LOA. In the event the acknowledgement of the LOA by the bidder is not received by the stipulated date, FSM may extend time for submission thereof, or FSM may terminate the LOA and the next eligible bidder may be considered.
- 15.2. Withholding tax of 10% will be deducted from the gross amount of each invoice value if any payment is made for any technical service rendered by the Bidders not registered in Maldives.
- 15.3. The Award Notification shall not be legally binding to sign the Contract between FSM and selected party. At any time prior to signing the Contract, FSM by its sole discretion may revoke or annul the Award Notification without any justification and/or liability to the selected party.

16. SUBSEQUENT CONTRACT

- 16.1. A **Memorandum** of Agreement shall be executed between FSM and the awarded party.
- 16.2. Notwithstanding anything to the contrary contained in this RFP, the detailed terms specified in the Subsequent Agreement shall have overriding effect; provided, however, that any conditions or obligations imposed on the Bidder hereunder shall continue to have effect in addition to its obligations under the Agreement.

17. ADVANCE PAYMENT

- 17.1. No advance payment will be made to the contractor.

18. GOVERNING LAW

18.1. The Bidding Process shall be governed by and construed in accordance with the laws of Republic of Maldives and the Courts of Maldives in where FSM has its head office shall have exclusive jurisdiction over all disputes arising under, pursuant to and/ or in connection with the Bidding Process.

19. CONFIDENTIALITY

19.1. Information relating to the examination, clarification, evaluation, and recommendation for the Bidders shall not be disclosed to any person who is not officially concerned with the process or is not a retained professional advisor advising FSM in relation to, or matters arising out of, or concerning the Bidding Process. FSM will treat all information submitted as part of the Bid, in confidence and will require all those who have access to such material to treat the same in confidence. FSM may not divulge any such information unless it is directed to do so by any statutory entity that has the power under law to require its disclosure or is to enforce or assert any right or privilege of the statutory entity and/ or FSM or as may be required by law or in connection with any legal process.

Disclaimer:

Notwithstanding anything contained in this RFP, FSM reserves the right to reject any Bid and to annul the Process and reject all Bids at any time without any liability or any obligation for such acceptance, rejection, or annulment, and without assigning any reasons therefor. If FSM rejects or annuls all the Bids, it may, in its discretion, invite all eligible Parties to submit fresh Bids hereunder.

Bid Submission Form

Bidders are requested to complete this form, sign it and return it as part of their bid submission. Please fill this form in accordance with the guidelines specified. No alterations to this format shall be permitted and no substitutions shall be accepted.

Date: [Insert submission date]

Subject: To Supply Microsoft CRM

Tender Ref: FSM-RFP/2024/53 dated on [insert date]

We, the undersigned, declare that:

1. We have examined and have no reservations to the bidding documents.
2. We offer to supply Microsoft CRM in conformity with the bidding documents, and in accordance with the general specifications and the requirements of Fuel Supplies Maldives Pvt Ltd.
3. The total cost, including all taxes as per the FSM's specification, is USD/MVR [Insert Amount in Figures and in Words]

#	Description	Rate (MVR)	Total (MVR)
1	License cost		
2	Implementation Cost		
3	Support and Maintenance 1 st Year		
4	Support and Maintenance 2 nd Year		
5	Support and Maintenance 3 rd Year		
		SUB TOTAL	
		GST 8%	
		TOTAL(MVR)	

4. We confirm that the delivery will be completed in **70 days** after signing the contract.
5. Our bid shall be valid for a period of **Ninety (90) Days** from the date of the bid submission deadline as set out in the bidder's instructions of this RFP, and it shall remain binding upon us and will be accepted at any time within the validity period.
6. If our bid is accepted, as per instructions in Article 8 of the RFP, we commit to furnish a performance security in accordance with instructions and terms of the contract.
7. We have no conflict of interest in any activity of the Fuel Supplies Maldives Pvt. Ltd.

8. We confirm that we have not declared bankruptcy, and we are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against them that could impair their operations of our business in the foreseeable future.
9. We confirm that we have not offered and will not offer any payments, gifts and/or favors of any kind in exchange for this tender and will not engage or encourage or approach any staff of FSM or its consultants, for any such activity during the performance of any contract awarded.
10. We have no objection for termination of the contract, at any stage, and forfeiting the bid security and performance security, if we were involved in any kind of activity described in Bid Submission Form Clause 9.

We certify that the undersigned is duly authorized by [Insert Bidder Name] to sign this bid and its subsequent documents.

Name :

Title :

Date :

Signature/Stamp

Annex 2

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: **FSM-RFP/2024/53** dated on **(date)** Supply of Microsoft CRM to 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]**, 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:

ANNEX 3

Specifications and Requirements		
Functional Requirements	If yes ✓ here	If no × here
Dashboards		
Activities		
Accounts		
Contacts		
Cases		
Queues		
Knowledge Articles		
PABX Integration		
License Requirements		
None-Functional Requirements	If yes ✓ here	If no × here
Ensure the CRM operates with high availability, with minimal downtime and reliable performance, even under peak loads.		
Design the CRM to easily accommodate growth in user interactions, allowing for easy scaling without significant reconfiguration.		
Include powerful reporting and analytical tools that can generate actionable insights, helping to drive business decisions and improve service delivery.		
Ensure all activities within the CRM are logged with detailed audit trails to facilitate compliance checks and internal audits.		