



3 September 2020

## Local consultancy for the development of a POS system for MSMEs – Request for Proposal

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## A. INTRODUCTION

Business Center Corporation (BCC) is a state-owned enterprise (SOE) incorporated in 2017 to coordinate and oversee the management of regional business development service centers (BCs) established, by the Ministry of Economic Development, under the SME Act (6/2013).

The purpose of the Business Centers (BCs) is to contribute to the establishment of an enabling business environment to support inclusive economic growth by providing and building capacity for sustainable, demand-driven business development services and to facilitate market access which will serve the growth needs of the micro, small and medium-sized enterprise (MSME) sector in the Maldives.

## B. PROJECT BACKGROUND

The Sustainable Economic Empowerment and Development for SMEs (SEEDS) project, with financial support of the Government of Japan, aims to provide economic rehabilitation in order to mitigate the negative impacts of the COVID-19 crisis in the Maldives. The project has the objective of increasing agriculture production and promoting food security through an approach of building entrepreneurship amongst farmers and creating a new generation of agri-businesses that are innovative, productive and practices environment-friendly agriculture. The project will also provide technical support and capacity to the Government of Maldives to conduct support services for MSMEs to adapt to the “new normal”.

The project will be implemented through partnership with the United Nations Development Programme (UNDP) in Maldives, the Ministry of Economic Development, Ministry of Fisheries, Marine Resources and Agriculture (MoFMRA), Agro National Corporation (AgroNat), Maldives Fund Management Corporation (MFMC), the Business Center Corporation (BCC) and Housing Development Corporation (HDC).

## C. SCOPE OF WORK

A robust point-of-sale system software is an absolute must for retail stores in the competitive business environment. The provision of a POS system is a planned activity under the government’s SME Policy. As the national SME Policy implementing agency of the government, BCC would like to engage services of a local firm to develop a POS system and provide it to Micro, Small and Medium-sized Enterprises (MSMEs) with a special module integrated into the software for home-based workers (HBWs), freelance and self-employed people. This project is expected to help MSMEs in the following ways:

- POS software solution at an affordable rate
- Track and manage inventory and daily transactions more effectively – improved record keeping
- Increase tax compliance level and easier GST tax filing for businesses
- General bookkeeping for HBWs, freelance and self-employed people



The software must have the following functionalities:

## 1. INVENTORY MANAGEMENT

- Stock alerts / levels
- Product tracking and categorisation
- Inventory transfer
- Integration with e-commerce (if required)

## 2. INVOICING

- Sales (cash and credit)
- Discounts / promotions
- Cashbacks / refunds
- Checkout
- Multiple payment methods

## 3. CUSTOMER MANAGEMENT

- Built-in loyalty program
- Ability to attach a sale to a particular customer and keep track of customers' purchase history if required
- Capture customer information
- SMS Gateway Plugins & Integrations

## 4. REPORTING

- Cost of sales reports (different types)
- Sales reports (different types)
- Cash management
- GST input statements
- GST output statements
- GST liability / refund
- Inventory

## 5. SPECIAL MODULE FOR HOME-BASED WORKERS/FREELANCE/SELF-EMPLOYED (BASIC AND GENERAL BOOKKEEPING) \*

- Invoicing
- Stock alerts / levels
- Cost of raw materials (e.g. flour, rice etc.)
- General Expenses
- Attach receipts
- Time tracking
- Unpaid bills tracking
- Reporting

## 6. OTHER REQUIREMENTS

- Both terminal and cloud-hosted POS system
- Multi-store management
- Multi-user function
- Touchscreen optimisation



- Audit trial at transaction level
- Database export function

#### D. MINIMUM REQUIREMENTS

- In order to allow the maximum number of parties to apply for this procurement, the interested party may elect one of the following options for work experience. SMEs and startups are encouraged to apply.

**Option 1 – Firm Experience:** The firm must have at least three years of cumulative work experience in software development.

**Option 2 – Team Leader Experience:** The team leader of the project from the firm must have at three years of cumulative work experience in software development. In this case, the team leader must have worked in the firm for at least one year by the deadline of the bid submission.

- The project team must consist of at least two members – this is to ensure that the project plan is executed within the timeframe. The leader of the team must hold at least a bachelor's degree in software engineering, software development, computer applications, computer science or in a related field (regardless of whether option 1 or option 2 is chosen for experience).
- Minimum two members of the team must be Maldivians.

#### E. SOFTWARE MAINTENANCE AND TECHNICAL SUPPORT

- A separate software maintenance and technical support agreement will be made with the selected party under a separate contract.

#### F. DELIVERABLES

1. Working prototype of application, including all major UI designs
2. Fully functional application available for user testing
3. User acceptance test passed with documentation

#### G. CONTRACT DURATION

- The duration of the assignment is **three** months (calendar).



## H. DOCUMENTS REQUIRED

- Completed Bid Submission Form (appendix 1) – **must be password protected**
- Work portfolio or evidence of previous work
- CVs of the team members
- Reference letter – Optional

## I. SELECTION CRITERIA

Qualification *	10%
Portfolio / work experience *	15%
Proposed Price	75%

\* Applicant has successfully demonstrated completion of similar projects and has necessary qualifications to undertake the consultancy.

## J. APPLICATION SUBMISSION AND SELECTION

Time / Deadline		Activity
1	7 <sup>th</sup> September 2020 1400 hrs	Interested parties must register their expression of interest via <a href="https://tinyurl.com/y4dpryhp">https://tinyurl.com/y4dpryhp</a>
2	10 <sup>th</sup> September 2020 1400 hrs – 1445 hrs	The registered interested parties must attend the information session.  The attendance is <b>compulsory</b> for the bid submission.
3	10 <sup>th</sup> September 2020 1446 hrs – 2359 hrs	Questions asked during the information session will be answered via email to all potential bidders.  Additional information will be sent during this period, if any.
4	14 <sup>th</sup> September 2020 1400 hrs – 1415 hrs	Submit the documents required in Section G to <a href="mailto:procurement@bcn.mv">procurement@bcn.mv</a> .  The Bid Submission Form <b>must be password protected</b> .  For guidance on password protection please visit <a href="https://tinyurl.com/y6xf8tg6">https://tinyurl.com/y6xf8tg6</a>



5	14 <sup>th</sup> September 2020 1416 hrs – 1430 hrs	Send the password to <i>procurement@bcn.mv</i>
6	14 <sup>th</sup> September 2020 1431 hrs – 1445 hrs	Prices quoted by all bidders will be shared with all bidders.
7	16 <sup>th</sup> September 2020	Score sheet will be sent to all bidders notifying the party selected.  Appeals and/or complaints shall be sent to <i>procurement@bcn.mv</i>
8	17 <sup>th</sup> September 2020 1430 hrs	Deadline for appeals and/or complaints.

Please note that the bid forms submitted without password protection **will not** be accepted.

## K. PAYMENT

The contractor will be made payments in proportion to the progress of the project work and as per the deliverables. Final payment subject to any deductions will be paid upon the completion of the final phase.

Payment 1	Working prototype of application, including all major UI designs	20%
Payment 2	Fully functional application available for user testing	20%
Payment 3	User acceptance test passed with documentation	60%



## APPENDIX 1

### BID SUBMISSION FORM

#### Announcement No.:

**Procurement:** Development of POS Software for MSMEs

#### 1. Business Type

Company <input checked="" type="checkbox"/>	Partnership <input checked="" type="checkbox"/>	Sole Proprietor <input checked="" type="checkbox"/>
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#### 2. General Information

Name:	Email:
Reg No. / NID:	Phone:

#### 3. Proposed price with item level breakdown (prices must be inclusive of GST and quoted in MVR)

	Item / Description	Technical Specification	Quantity	Unit Price (MVR)	Total (MVR)
1					
2					
	<b>TOTAL</b>				

#### 4. Declaration

I certify that the information I have provided above is true and complete to the best of my knowledge. I am aware that this self-declaration is subject to review and verification and if such information has been falsified I may be disqualified from the bid.

Name:

Date:

Signature: