

TERMS OF REFERENCE

1. Background of the Organization

Maldives Post Limited as a limited liability company formed in 1994 and is fully owned by the government of Maldives with a mandate of providing postal service across the country and abroad under Universal Postal Service Obligation (USO). Maldives Post is the national postal operator in the country with a network of more than 16 Postal Offices across the nation providing access to postal service in all inhabited islands.

2. Objective

The aim is to deploy an Enterprise Resource Planning (ERP) system that will assist in automating most of Maldives Post Limited's processes, comply with legislative and government policies and promote good governance. The ERP system must be scalable to allow additional modules and must interface with other business information systems.

3. Scope of the Work

The Company will take the following broad approach in accomplishing the terms of reference (TOR) for which the following tasks and responsibilities will be performed:

Conduct review in a highly consultative manner with Maldives Post Limited, meet with the relevant staff of Maldives Post Limited in order to map/document internal processes, and align them with the internal control model set and documented by the organization to fulfill the accounting user requirements of more than 16 locations including Head Post Office.

Scope of Work and Deliverables

- Conduct analysis of the current processes which are performed through the current software solution.
- Propose several variant options that are aligned with the company requirements and advice on the effective solution to implement.
- Implement Finance and accounting, Procurement Management, Inventory Management and Fixed Asset management being the minimum required modules.
- The system must provide either a built-in report writer or integrate with an industry standard standalone reporting application capable of reporting across all data, subject to user access control
- The system must allow an unlimited number of “potential” users subject to licensing requirements; for example, named users or concurrently
- The system must support Accruals/Resource based accounting practices
- Migrate data from existing system, without disruption of the company’s operation.
- Perform offline and live testing of the solution with the staff elected by us
- Develop user guidelines on how to use the ERP, and the ERP technical support guideline;
- Provide a complete documentation of flowchart and process of the ERP platform.
- Provide training to all relevant staffs of the organization on the ERP for daily operations and system training to IT staff on supporting and administrating the ERP systems.
- Provide user guidance/support on issues faced using the solution.
- Provide cloud hosting services
- Allow system work formats to be modified by MPL at any time

ERP Features

Must have User Rights Management and Access Control for the authorized staffs to administer and set the proper user roles/permissions to allow specific users to access specific ERP operations, data, request approval and user profiles.

Must have an automated workflow for the business process lifecycle, allowing specified/respective users for review, reconcile, and approval.

Must able to track the process flow to respective users of their activities and their authorization including Access, Operations and Approval Logs to enable better control and monitoring of audit trail of activities performed in the system;

Must Support Cloud hosting

ERP Functional Requirement:

- Accounts Receivable and Accounts Payable
- Financial Management
- Planning and budgeting
- General ledger
- Chart of accounts
- Trial balance
- Balance sheet
- Bank reconciliation
- Cheque Printing
- Cash management

- Fixed assets management
- Budget Entry – Activity based budget
- Filing the supporting documents within the ERP system
- The ERP must be hosted on a cloud service which should be provisioned for Maldives Post.
- Maldives Post should have full control of the service.
- The solution should be able to vertically and horizontally scale based on requirement.
- Cloud backup solutions should be provisioned to ensure no data loss and minimize any system downtime.
- Policies need to be implemented to ensure the System is secure and up to date
- Secure communication through API should be enabled for the ERP.
- ERP should be integrated with Office 365 to facilitate single sign-on
- User authentication controls should be delegated to Azure Active Directory, enabling granular control of authentication of users.
- The ERP should be accessible through the Mobile/Tablet client
- Maldives Post will provide the vendor with relevant SSL certificates to secure the communication. However, the vendor should assist Maldives Post in procuring and deciding on the SSL certificate.

Procurement & Supply Chain

- Support for quotation/tender/direct purchase methods
- Multi-level approval stages as per Company's purchase policy
- Purchase documents integration to financial module
- Supporting functions to purchasing such as raise multiple Goods Received Notes and multiple invoices against purchase order.
- Supplier Management

- Inventory Management
- Relevant report

Professional services provided within the scope:

- Data conversion and migration
- Report development
- Implementation and training services
- Change management
- System documentation and testing
- Consultancy for accounting data transferred

Post implementation services:

Ongoing support and maintenance of the ERP solution (If required)

- Definition of support services provided to the client
- Fees applicable for the support services
- Cloud hosting fees

Existing System of Maldives Post Limited:

Finance and Accounting

- Acctrak21

Expected Deliverables and Timeline:

The potential vendor shall deliver:

- A complete integrated ERP platform with the all the modules and their required functionalities.

Both an ERP user guideline and technical support guideline.

- A complete set of required documentation including flowchart, and process of the system.

Necessary trainings to be provided to all relevant First Consult staff.

Vendor Evaluation Stages

1. Request for proposal (RFP)
2. Information Session – Onsite - 5 days
3. Submit technical and financial proposal. -15 days
4. Presentation and demonstration of model to evaluation committee – onsite demonstration with Q & A answer session
5. Contract award

DELIVERY TIMELINE THE PROJECT is expected to be completed and signed off by the vendor within 90 days of project start date. Proposals with delivery durations exceeding mentioned duration will be disqualified. A detailed timeline of all major activities should be submitted with the proposal.

Location:

This service is required for Maldives Post Limited. The service provider should work onsite during the period of implementation. service provider will install the ERP system and provide ongoing onsite technical support and maintenance for minimum of one (1) year.

Evaluation:

Maldives Post Limited will review the submitted proposals in accordance with the specific qualification, and experience requirements – as well as with the specific tasks stated.

Vendor shall execute all the components mentioned in the Scope of Work and Vendors who do not meet minimum/mandatory requirements will be disqualified

Evaluation Criteria

The bid will be evaluated based on the following Criteria:

- 45%: lowest priced proposal
 - Price percentage = allocated percentage x (lowest submitted price / bidder's price)
- 15%: Experience
 - 2- 4 or more successful projects in Maldives
- 30%: Methodology and work plan
 - Proposed solution, clear justification (PowerPoint presentation)
 - Project Plan
 - **Detailed Timeline to complete the project**
- 5%: Comprehensive annual support service plan (Post implementation support service)
- 5%: additional customization features

Firms should clearly indicate their experience and previous engagements in line with the relevant referees and contact details. Bidders who do not fulfill all the requirements, or do not submit the required documents will be disqualified.

Clear pricing proposal

Regardless of the cost estimation model vendors choose to use, each vendor is required to submit a clear budget as explicitly indicated below, in order to allow like comparison between all financial bids received.

- Pricing should be all inclusive (consultancy, travel and accommodation or any other fees)
- Pricing of licenses, implementation, training, and annual support/maintenance, and other should be clearly segregated
- Advance payments can only be requested for less than 15% of the bid proposal
- All interested parties are required to submit payment schedule for the bid proposal

General Qualifications of the Software Company/Firm

If bidder is pertaining to partner with other companies, details of the partnering arrangement (MoU/AL) should be provided along with the proposal.

Software Company/Firm with ERP system implementation capability that has the following experience:

- Past experience implementing the solution in the Maldives
- Experience on Integration of the software with Azure Active Directory Services for Single sign on with Office 365
- Proven experience on practical Integration of the software with Exchange online, SharePoint and PowerApps
- Must be a Silver or a Gold partner in ERP competency.
- Must have local presence

- Must be able to provide support services onsite.
- Must be able to provide training services onsite.

Methodology:

The software company/firm is asked to provide a clear methodology and approach in carrying out this assignment.

The software company/firm is also required to demonstrate knowledge and skills that indicate the software company/firm team will have the ability to implement this project successfully and in accordance with the stated scope of work, and timeline.

Thus, services on the methodology include:

1. Information/system demand capturing
2. System installation
3. System integration
4. Reporting (user guide/reference)
5. System training and user introduction
6. Data quality assurance
7. Technical quality assurance