

TERMS OF REFERENCE

1. Background of the Organization

Maldives State Shipping (MSS) is a shipping and logistics company launched in 2020, offering an extensive international liner shipping service. MSS was founded to overcome the difficulties Maldivians and other business traders faced in the absence of a reliable national shipping line, and to provide stable employment opportunities for Maldivians in an industry other than tourism.

MSS is owned by State Trading Organization Plc. (STO), the most reliable public company in the nation. STO has been in operation for over 50 years with many thriving subsidiaries, joint ventures, and associates under its umbrella.

2. Objective

The aim is to deploy an Enterprise Resource Planning (ERP) system that will assist in automating most of the processes by MSS, 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. Summary of the work plan

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 MSS, meet with the relevant staff of MSS to map/document internal processes, and align them with the internal control model set and documented by the organization.

Scope of Work and Deliverables

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- ✓ 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 advise on the effective solution to implement.
- ✓ Install and develop the selected modules – with Finance and Accounting, Procurement Management, Inventory Management and Fixed Asset Management being the minimum required modules.
- ✓ Migrate data from our system, without disruption of the Company's operation.
- ✓ 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.
- ✓ The platform and system must be able to serve daily user access and operations from at least 10 users to the ERP system internally with authorized levels of access.
- ✓ 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.
- ✓ Provide cloud hosting services.

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- ✓ Allow system work formats to be modified by MSS at any time.

ERP Functionalities/ 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.

Enterprise Resource Planning Development

Must be 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.

Details on the ERP functional requirement:

- Financial Management
- Chart of Accounts
- Accounts Receivable and Accounts Payable
- Planning and Budgeting
- General Ledger
- Bank Reconciliation, Bank Payment Voucher
- Advanced Allocations
- Cash Management
- Fixed Assets, Depreciation Books

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- Budget Entry- Budget Adjustment with trail
- Customer Vendor Groups
- GST Apportionment process
- Intercompany Accounting
- Multi – currency supported
- The ERP must be hosted on a cloud service which should be provisioned for MSS.
- MSS 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 & minimize system downtime. (block chain).
- 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.
- MSS will provide the vendor with relevant SSL certificates to secure the communication. However, the vendor should assist MSS in procuring and deciding on the SSL certificate.
- Purchasing: Acquisition of goods & services (Support for quotation/tender/direct purchase methods).
- Multi-level approval stages as per Company's purchase policy.
- Purchase documents integration to financial module.

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- Supporting functions to purchasing such as raise multiple Goods Received Notes and multiple invoices against purchase order.
- Supplier Database Management
- Inventory Management
- Asset Management
- Cost Centre Allocation
- Create Multiple Company Codes
- Create Multiple Companies.

Professional services provision as follows:

- Data Conversion and Migration
- Report Development
- Implementation and Training Services
- Change Management
- System Documentation and Testing
- Knowledge Transfer
- Ongoing Support and Maintenance Of The ERP Solution

Existing System of MSS:

Finance and Accounting

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- Quickbooks Online

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)	1 November 2021
2. Information Session	8 November 2021 Will be held at MSS, 3 rd Floor, STO Trade Center, Orchid Magu, K. Male', 20188, Maldives
3. Submit technical and financial proposal <u>Tenders email will be open from 09:00hrs, 14 November 2021 till 15:00hrs, 15 November 2021</u>	15 November 2021 Tenderers are required to send in their proposals/quotations to tenders@stateshipping.mv Submissions after the deadline shall be rejected.
4. Presentation and demonstration of model to evaluation committee – onsite demonstration with Q & A answer session	17 November 2021 Will be held at MSS, 3 rd Floor, STO Trade Center, Orchid Magu, K. Male', 20188, Maldives

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5. Contract award	21 November 2021
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DELIVERY TIMELINE THE PROJECT is expected to be completed and signed off by the vendor within 7 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.

LOCALTION: This service is required for MSS. 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:

MSS 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:

- 30%: lowest priced proposal
 - Price percentage = allocated percentage x (lowest submitted price / bidder's price)
- 15%: Experience
 - 1 or more successful projects in Maldives

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- 45%: 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, 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

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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:

- 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 a local presence, proponents are required to submit the relevant registry certificates.
- 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)

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5. System Training and User Introduction

6. Data Quality Assurance

7. Technical Quality Assurance

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