



# **REQUEST FOR PROPOSAL (RFP) FOR THE implementation of Human Resources Management System**

6 May 2025

**Housing Development Finance Corporation Plc.**

Information Technology Department

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Male', Republic of Maldives.

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## 1. Request for Quotation

Housing Development Finance Corporation Plc. (hereinafter referred to as "HDFC") is seeking technically viable and commercially competitive proposals for a Human Resource (HR) Management solution. The RFP below includes minimum functional requirements, submission instructions, and evaluation criteria.

## 2. Details of RFP

RFP No:	HDFC/RFP/EQP/2025/1
Advertise Ref. No.:	(IUL)HDFC/1/2025/4
Information session	11 May 2025, 10:00hrs
Proposal Submission (Online)	18 May 2025 before 09:00hrs – 14:00hrs
Bid opening	18 May 2025, 14:00hrs
Information session and Bid opening venue	<b>Housing Development Finance Corporation Plc.</b> 3rd Floor, H. Mialani Sosun Magu Male', Republic of Maldives.
Contact	Telephone: 3334666 Email: <a href="mailto:procurement@hdfc.com.mv">procurement@hdfc.com.mv</a>

## 3. Submitting and opening of quotation offers:

All quotations will be opened in the presence of the vendors' representatives who choose to attend, in person, at the specified date and time at the company's head office.

Each bidder may submit only one proposal for the same solution. Submission of more than one proposal will result in disqualification.

It is mandatory that all clarifications / queries are submitted by the vendors in writing to HDFC before the proposal submission date. HDFC will not entertain any other request for clarification other than the ones which are submitted in writing as specified here.

## 4. Introduction

HDFC, with a workforce at the time of publishing the RFP is 60 employees, aim to operate all HR functions under a single, integrated system that automates HR processes securely and efficiently, and scalable to meet future growth requirements. The objectives are;

- Automate HR Functions: key HR functions include; recruitment, payroll, performance management, employee records management, and time and attendance tracking.
- Accessibility and Security: Centralize HR data, protected and accessible based on role-based access controls.
- Facilitate compliance with Maldivian Labor Laws and Company Policies.
- Provide Real-Time Analytics and Reporting.
- Operate and Approve Through a Completely Digital Process: The HRIS will facilitate a fully digital process for HR operations and approvals, minimizing the need for paper-based documentation.

## 5. Scope of Work

- Assess business requirements: Gather input from users, preparing the System Requirement Specification (SRS), and obtaining approval.
- Install/Deploy/Configure/integrate.
- Data Migration: Provide templates and transfer existing data to the new system.
- Perform User Acceptance Testing.
- System Administration and Functional Training
- Provide training for all employees on the new system.
- Provide User Manuals

## 6. Functional Requirements

Please find the Functional Requirement excel sheet template attached to this RFP. The listed functions state the minimum requirements and are not exhaustive. Bidders may add functions not listed and provide notes or comments to match them with their proposed system's capabilities.

Additionally, bidders may submit a comprehensive list of the functions available in their system, formatted consistently with the provided sheet.

The submitted document should be in PDF format.

## 7. Bidding Process

### 1. Register for Information Session:

An information session for this bid will be held on the date specified in Section No. 2 of the RFP. Only those who attend the information session will be eligible to submit bid to ensure they are fully informed of the requirements.

### 2. Conduct Information Session:

The information session will provide details about the requirements and answer bidders' questions. Representatives from HR, Office Admin, and IT departments will participate.

### 3. Bidding Time Frame:

Bidders will be given a timeframe from the information session until 24 hours before the bid submission deadline to seek any clarifications from the company. No queries will be entertained after the specified time.

### 4. Submission of Proposal:

Proposals must be submitted online. The link will be provided during the information session. The link will be active from 9 am to 2 pm on the bidding date, and no proposals will be accepted after that time. Documents should be uploaded as a password-protected zip folder, and bidders will be asked to provide the password at the time of the bid opening.

### 5. Opening (Announcing) the Bid:

On the date and time stated in Point 2, the bid will be opened. The session will begin in the presence of the bidders who attended the information session. Latecomers will not be allowed to join.

Bidders are advised to arrive at the bid opening venue at least 10 minutes before the scheduled time to facilitate the accommodation of all attendees. The bidders' list will be presented, and bidders will be called upon to provide the password to open their documents in the order submissions were received. The quotation documents will be opened in the presence of all, and the total amounts will be noted. The session will end once all bids are opened.

### 6. Request for Demo for Shortlisted Proposals:

Shortlisted bidders will be notified via email to demonstrate the application.

## 8. Required format for documents and information

On headers of all pages and first page of all documents must bear the following information with signature of the bidder.

- The headers of all pages must include the following information.

RFP No: HDFC/RFP/EQP/2025/1

Name of the Vendor

- The first page of each document must bear the bidder's signature and/or seal.
- All pages must be numbered in the format "Page x of xx."
- All documents must be submitted in PDF format.

The proposal should contain the following information in the format given below.

#	Document Name
1	Company Profile, including contact person name, email and phone number.
2	CV's of the bidder's team going to be involved in the project.
3	An overview of a past relevant project with reference
4	Quotation of the proposed solution
5	Functional Requirement stated in Point no 6.
6	Information about the proposed solution. Link to information/site is adequate.
7	Project Schedule aligning with the Scope of Work
8	Business Registration Certificate
9	GST Registration Certificate
10	Tax Clearance

## 9. Price Offer

The quotation shall include a detailed breakdown of all proposed costs, including license fees, implementation costs, maintenance and support charges, and any other relevant expenses, along with their respective charging basis. Each cost component must be listed separately.

The quoted prices shall be stated in Maldivian Rufiyaa (MVR). The total price must be presented both in numerical figures and in words. In the event of any discrepancy, the amount written in words shall prevail and be considered the correct value.

## 10. Offer Validity Period

The Offer should hold goods for a period of 60 days from the date of the opening bid.

## 11. Qualification Criteria

- The bidder submitting the offers should be a registered company and must have been registered for at least 3 years or more.
- The bidder should be in the related business.
- The bidder must submit documents of previous work experiences in relevant field.

HDFC may split the bid among many competitive bidders if the proposed solution consists of different software. The items will be individually evaluated against the relevant Points Allocation Table for Bid Proposal.

## 12. Modification and Withdrawal of Quotation document Offers

Vendors are allowed to withdraw their offers any time before the last date and time specified for closing. Vendors are not allowed to modify their offer once submitted. No offer can be modified or withdrawn by a vendor after the closing date and time for submission of offers.

## 13. Proposal Award Method

Proposals will be evaluated against Points Allocation Tables for Bid Proposals in section 14.

HDFC can award different order items to multiple vendors. HDFC may decide to award the entire bid to the bidder with the lowest aggregated value among qualified proposals or based on the quality of the solution being offered. The item proposed below the required specification will be rejected. The item proposed above the required specification will not necessarily get higher points however evaluated in relation to price.

## 14. Point Allocation Table for Bid Proposals

Evaluation Criteria	Weight (%)	Scoring Range	Description
Bid Price (Total 50%)	-	-	Divided into Recurring and One-Time costs. Lowest Price get maximum point. * $L/B * P$
- One-Time Cost	25%	0 - 25	Initial purchase, licensing, setup, and implementation costs.
- Recurring Cost	25%	0 - 25	Annual or monthly maintenance, support, and subscription fees.
Functional Fit	25%	0 - 25	Assesses how well the software meets operational requirements.
Implementation Plan & Timeline	10%	0 - 10	Efficiency of proposed deployment schedule.
Support & Maintenance	5%	0 - 5	Availability during working days and hours
Vendor Experience & Reputation	5%	0 - 5	Assesses vendor's track record and references.
Innovation & Future Readiness	5%	0 - 5	Scores on additional features, emerging technology adoption.
Total Score	100%	0 - 100	

\*  $H$ =Highest among the bidders,  $L$ =Lowest among the bidders,  $B$ = the bidder,  $P$ =point

Product/service that does not meet the minimum requirement will not be entitled for Points and will be considered as 0 (zero) points.

## 15. Notice of Award

All successful bidders will be notified in writing.

## **16. Payment terms**

Payment will be made in accordance with the general conditions for the provision of goods and services of the successful bidder's proposal. If an advance payment is required upfront, it must not exceed more than 20% of the total proposal price, and HDFC shall require the bidder to submit a bank guarantee in the same amount as the advance payment. Remaining Payment requests shall be submitted only after successful User Acceptance Testing (UAT) confirmation, as specified in the project schedule. HDFC shall remit payment within thirty (30) days from the date of the invoice.

All payments will be made in Rupee.

## **17. Clarification of Offers**

To assist in the scrutiny, evaluation, and comparison of offers, HDFC may, at its discretion, seek written clarifications from vendors and reserves the right to verify all statements, information, and documents submitted, requiring bidders to provide any necessary evidence upon request.

## **18. No Commitment to Accept Lowest or Any Offer**

HDFC is under no obligation to accept the lowest or any other Offer received in response to this TENDER and reserves its right to reject any or all the offers including incomplete offers without assigning any reason whatsoever. HDFC will not be obliged to meet and have discussions with any vendors and / or to entertain any representations.

## **19. Negotiation**

It is absolutely essential for the vendors to quote the lowest price at the time of making the offer in their own interest, as HDFC will not enter into any price negotiations.

## **20. Right to Alter Quantities**

HDFC reserves the right to alter the quantities specified in the Offer in the event of changes in the plans of HDFC.

## **21. Termination**

HDFC shall be entitled to terminate this contract by giving 3 weeks' notice to the Successful Bidder in case where the successful Bidder fails to provide the service as per the requirements of HDFC.

## **22. Order Cancellation**

HDFC reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons in the event of one or more of the following conditions:

- Delay in delivery beyond the specified period for delivery.

## **23. Bidder's Cost Responsibility**

The Bidder shall bear all costs for the preparation and submission of the Bid Documents. HDFC shall not be responsible or liable for reimbursing/compensating these costs, regardless of the conduct or outcome of the bidding process.

## **24. Proposal Ownership**

The proposal and all supporting documentation submitted by the vendor shall become the property of HDFC.

## **25. Implementation & Training**

- The vendor/service provider shall be responsible for the installation, setup, configuration, integration, deployment, migration, test case preparation, and execution of User Acceptance Testing (UAT). This includes the integration of the proposed solution with any external systems or services required for its implementation.
- The company will facilitate the necessary arrangements, provide assistance in obtaining required approvals, and supply relevant details to enable connectivity with such systems or services. Additionally, the company will furnish the necessary data for migration.
- Implementation must be carried out by certified personnel, whose work experience and relevant profiles should be included with the proposal.
- The training includes Technical Administration, Functional and UAT training to designated personnel as the milestones set in the project schedule. Training must be carried out by certified personnel, whose work experience and relevant profiles should be included with the proposal.

## **26. Upgrades/updates**

During the course of warranty and support contract, Vendor should ensure availability of updates and upgrades of the product as and when released, Vendor is also responsible for porting all such updates / versions in the servers as required by HDFC.

## **27. Manuals and Software**

The vendor will supply all the related documentation. These will include but not restricted to user manual, operation manual, software, database, connections etc.

## **28. Non-Conformance penalties**

In the event of a project delay, a penalty of 15% shall be imposed on the undelivered portion of the project price for each month of delay. Failure to complete the project in its entirety shall result in the revocation and recovery of the full amount disbursed for the project.

## **29. WARRANTY (defect liability period)**

The software will be under warranty for a period of one year from the date of Acceptance of the entire project implementation during which the vendor will be required to resolve all the issues free of cost.

## **30. Publicity**

Any publicity by the vendor in which the name of HDFC is to be used will be done only with the explicit written permission of HDFC.

*End of RFP*