MOTIBHAI GROUP OF COMPANIES, FIJI

Integrated Human Resources Management and Payroll Information System (HRIMS)

Request for Proposal

Closing Date: Monday, 7th May 2018

CONFIDENTIAL

Version Control

Version	Date	By	Particulars
1.0	07/02/2018	Hitesh Kumar	Initial Document Release
1.1	25/02/2018	Naveen P. Narayan	Reviewed by IT Manager
1.2	13/04/2018	Sanjay Kumar	Reviewed by Administration Manager
1.3	13/04/2018	Wastika Chandra	Reviewed by HR Manager
1.4	16/04/2018	Shailendra Narayan	Reviewed by Finance Manager

Introduction

Motibhai has recently embarked to upgrade its entire IT system that includes both the infrastructure and its core management information systems. The management information system comprises of an enterprise financial management system - SAP Business One. The availability of correct and reliable data is essential to allow management to make informed decisions.

Motibhai is now looking at upgrading its current Human Resources Management and Payroll Information System (HRIMS) to allow for the smooth integration with its new Financial System.

Purpose

Motibhai is releasing this Request for Proposal (RFP) to procure an integrated human resources and payroll solution to replace the existing Payroll/HR system and to provide human resource management functionality to support the myriad and complex needs of the organization.

Objectives

The full implementation of the HR/Payroll functionality is expected to provide the following benefits:
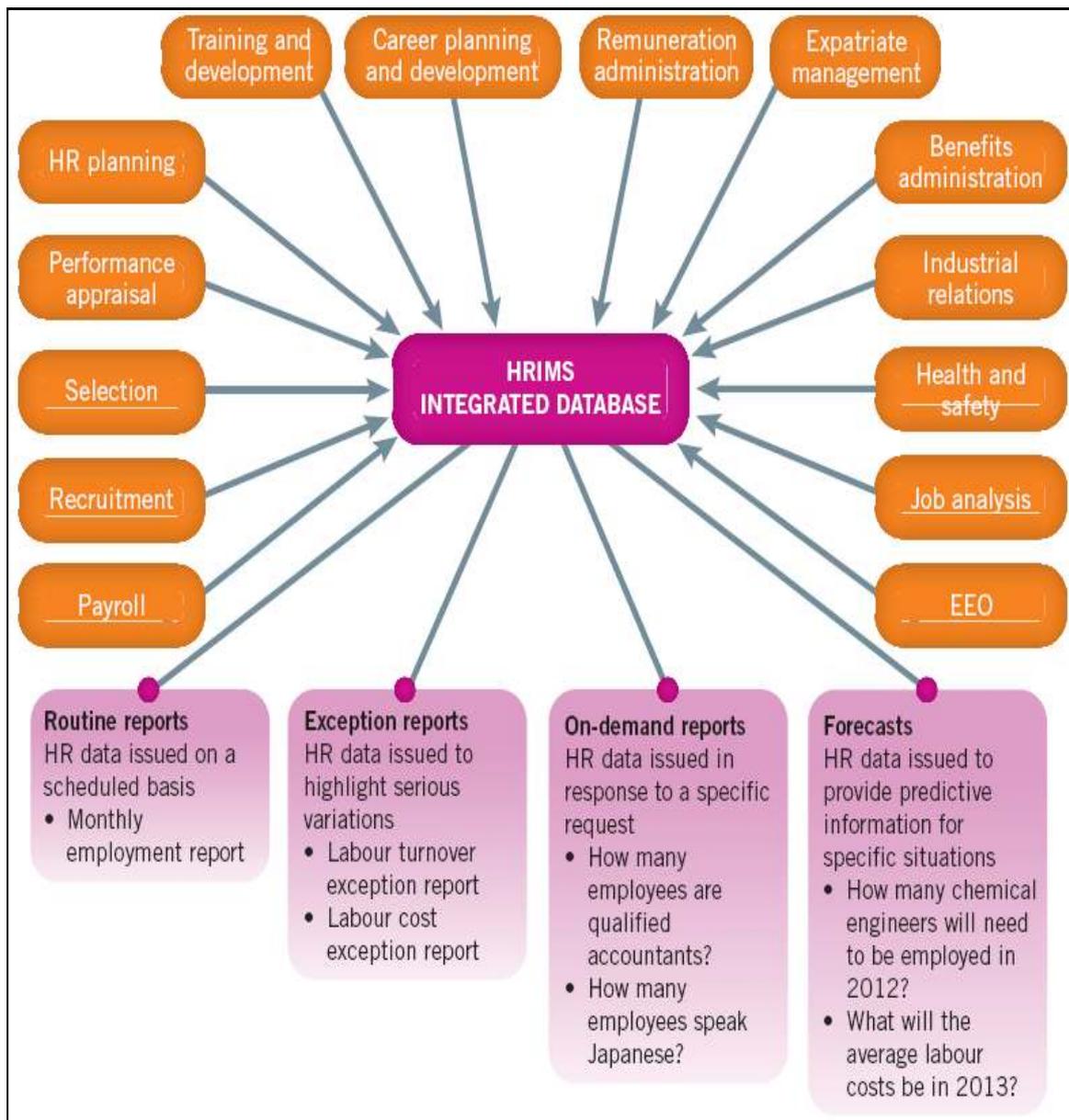
- Eliminate the risks associated with aging, fragile, non-existent, obsolete, and maybe unsupportable systems by modernizing systems and performing required technology renewal.
- Improve regulatory compliance by implementing solutions that are compliant with FRCA regulation, and are upgraded on a timely basis to maintain compliance over time.
- Improve integration and information availability for decision making and planning
- Reduce the number of duplicative shadow systems by providing a more robust set of business application workflows.
- Provide comprehensive business continuity and disaster recovery plans for payroll and human resources.
- Enhance business processes and efficiency by implementing best practices where practical.
- Streamline business process integration between Head Office and other Departments and Locations.

Overview

Human Resources Management and Payroll Information System is a computerized system used to gather, store, analyze and retrieve data in order to provide timely and accurate reports on the management of people in the organization and as such;

- There must be a reason for automation – i.e. linked to business outcomes.
- Payroll and HR should be tightly linked to create and maintain a complete system and to prevent unnecessary duplication of effort – an integrated function.
- Payroll system as seen as an accounting system that processes a large number of transactions while HR system is used for planning and decision making - separate activities.

- An HRIMS is much more than just a record keeping system. It is an integrated approach to acquiring, storing, analyzing and controlling the flow of information as shown in the model below:

HRIMS INTEGRATED DATABASE model with inputs: Training and development, Career planning and development, Remuneration administration, Expatriate management, HR planning, Benefits administration, Performance appraisal, Industrial relations, Selection, Health and safety, Recruitment, Job analysis, Payroll, EEO. Outputs:

Routine reports
HR data issued on a scheduled basis
- Monthly employment report

Exception reports
HR data issued to highlight serious variations
- Labour turnover exception report
- Labour cost exception report

On-demand reports
HR data issued in response to a specific request
- How many employees are qualified accountants?
- How many employees speak Japanese?

Forecasts
HR data issued to provide predictive information for specific situations
- How many chemical engineers will need to be employed in 2012?
- What will the average labour costs be in 2013?

- In high-tech organizations such as ours, technology is seen as a strategic and competitive tool. HRIMS should assist in decentralization of time consuming and expensive HR transactions. This will result in better informed and faster decision making. Employees (or via HR/Pay Clerk at each Branch) can access and update their own information – i.e. low-value added activity.
- Flexibility is key element to systems success and future value is the ability to use that data in ways that may not have been thought of when introducing the system.
- There is always a potential for invasion and abuse of employee data and privacy by both authorized and unauthorized personnel. Any issues faced with the system must be explored including the 'show me' test, extracting data and reports, knowing when to call for help and seek integration between people, policies, procedures, information flow and computers.

- It is important to justify the cost of setting up and implementing an HRIMS. There are two options as far as we are concerned – Option (1) Buy a system 'off-the-shelf' and commence operations, Option (2) Buy a system as above but work with the vendor to modify it to better satisfy the organization's requirements via System Design Document. This is the preferred option as far as we are concerned.
- Evaluating the HRIMS - Is time spent entering data justified by accuracy, timeliness and value of information generated? Is HRIMS response time appropriate? Is HRIMS fully/completely integrated with the Payroll System? Is HRIMS able to generate answers to specific questions? Is HRIMS able to generate ad-hoc, on request reports as well as regular detailed reports? Is cost of HRIMS out-weighted by benefits?

An HRIMS should be designed to store and provide information that is:

- Timely – the information must be up-to-date
- Accurate – the information must be correct
- Concise – the information must be brief and to the point (avoid overkill)
- Relevant – the information must be directly related to a particular need
- Complete – the information must be complete
- Secure – the information must be accessible to approved personnel only at all times
- Legal – the information must be legal(for example, it should not violate equal employment opportunity (EEO) requirements)
- Ethical – the information should not cause embarrassment or discomfort to an employee if it became known (for example, it should not violate an employee's right to privacy)

These considerations – mentioned above here for HRIMS design – also apply to many other HR decision-making processes.

The HRIMS must be in line with the organization's strategic objectives. It must help improve productivity, efficiency and reduce costs up to greater extent. There should be strong working relationship with the IT, Accounting departments and others as appropriate for the system to success and deliver results.

About Us

Motibhai Group is one of Fiji's most well-established and diversified business houses since its founding in 1931. Motibhai's leadership in business and commercial enterprise ranges from importation, wholesaling and retailing to manufacturing, distribution, real estate, media and hospitality. Motibhai is now a household name in Fiji and is synonymous with providing international standards of service and products to the Fijian market and everyday Fijian people.

Current system and its Challenges

- Lack of Integration to the Financial System
- Inadequate dynamic and user driven reporting
- Inadequate Audit Trail
- User Control of the systems is limited
- No Workflow driven process
- Lack of centralized privileged administration
- Backward looking GUI

Expectation of the New System

The expectation for the new system is to address the problems faced with the existing systems and much more. They must provide flexibility for growth and improvements.

Human Resources System

- ✓ Must manage the repetitive tasks and improve HR's ability to manage the key areas of people, policy and processes.
- ✓ Have the ability to customize the Motibhai processes and not force it to confirm to template
- ✓ Must integrate with the recommended Payroll System and the combination must be best-fit for the organization.
- ✓ Online recruitment via web application.

Payroll System

- ✓ Must meet the business, tax and other government requirements of pay processing in Fiji.
- ✓ Must interface with SAP B1 financial management enterprise system
- ✓ Must integrate with FingerTec Time & Attendance system (i.e. TCMS, Ingress, etc.)

RFP Coordinator

Upon release of this RFP, all Bidder communications concerning this acquisition must be directed to the RFP Coordinator below.

Sanjay Kumar
Motibhai & Company Ltd
1 Industrial Road
Nadi Airport
Fiji
Telephone: 6722477
Mobile: 7777879
Email: sanjay@motibhai.com.fj

Please use the RFP Title in all communications with the RFP Coordinator.

Unauthorized communication regarding the RFP with Motibhai employees or representative may result in disqualification.

Any oral communications will be considered unofficial and non-bidding on Motibhai. Bidders should rely only on written statements issued by the RFP Coordinator.

Key Technology Partnering and Solution Commitments

Motibhai wants to forge a strong technology partnership with the successful Bidder, one that is founded on alignment on fundamental partner principles, and commitments to ensure project success and the long-term usability of the HR and Payroll Solution

Ensuring the Success of the Long-Term Partnering Relationship

Executive and management level commitments between Bidder and Motibhai need to be in place to provide the framework for a long-term partnership. Partnering principles will be clearly particulate in the contract documents and Bidders' alignment with the principles will be an important part of the evaluation process. The partnering principles include:

- Direct executive oversight and involvement
- Commitment to state-of-the-art products
- Competitive pricing and predictability of on-going costs and expenses
- Committing empowered executives to support the partnership
- Ensuring time-to-market solutions and regulatory updates
- Ensuring proper alignment of accountability and responsibility for the relationship
- Making a commitment to open architecture products
- Cooperation with Motibhai' s other technology partners
- Committing quality resources to support the partnership
- Protecting Motibhai's long term investment in the solution

Ensuring Project Success

A. **Project Management Services** - Project management services, including preparing timely and comprehensive project status reports, quality management, issue management, risk management, project financial status, communications plan, document

management, and control, etc., will all be necessary to monitor and manage the implementation of the HR and Payroll Project.

B. **Quality Management** - As important as completing the HR and Payroll Project on-time is that the quality of the implementation and deliverables meets Motibhai standards. Mechanisms will need to be in place to measure the quality of the implementation and deliverables, and economic incentives need to be aligned to maximize the quality aspects of the HR/Payroll Project. In addition, the successful Bidder will be required to conduct internal quarterly project reviews, show the results with Motibhai and work with Motibhai to address any deficiencies.

C. **Project Personnel** - Projects are only as successful as the experience and quality brought to the project by vendor resources. Bidder personnel must have a minimum level of experience, which is suited to their role on the project. Additionally, Motibhai must have the right to remove Bidder personnel upon Motibhai's request if Motibhai determines that such personnel are not meeting project needs, such services are unsatisfactory or the project is being hindered. Finally, as Bidder personnel consistency is critical to project success, protections need to be in place to restrict Bidder personnel from being assigned away from the HR/Payroll Project.

D. **Knowledge Transfer** - Sufficient knowledge will need to be transferred to Motibhai personnel during the implementation to enable Motibhai personnel the means to support and maintain the solution following the completion of the HR and Payroll Project.

E. **Customization** - The software should be customized to meet Motibhai requirements and user expectations.

F. **Statement of Work, Project Plan & Joint Resource Plan** - A complete Statement of Work, Project Plan, and Joint Resource Plan must be fully-developed prior to contract signing to ensure proper alignment of project expectations.

G. **Testing** - Testing will be comprehensive, and will include unit, system, integration, security, regression, user acceptance, and performance testing. In addition, there will be a post-go-live optimization period to optimize and fine tune the HR/Payroll Solution.

H. **Performance-Based Approach to the Project** - Critical milestones during the project, including due dates when they must be achieved, will be part of the project, and payment terms will be aligned to meeting critical milestones. Economic mechanisms must be in place to address the negative consequences resulting from Bidder delays.

I. **Data Conversion** - Assistance be provided to ensure that the data that is uploaded into the new system is accurate and up-to-date. Integrity checks and balances should be put in place for all data migrated in to the new system via reports, queries, etc. Motibhai is maintaining its HR information in Microsoft Access Database and SAP B1. The Payroll data is from 2004 in the existing Winbiz Payroll system.

J. **Reporting** - provides relevant and timely HR and Payroll information that supports the operational requirements of departments, branches and head office operations.

Vendor Instructions

Proposal Responses: Motibhai must receive responses to this RFP no later than the date specified in the tender advertisement. Proposals received after the due date will not be accepted. Additional time will be granted to vendor unless and if requested in writing. Vendors must submit one (1) original hard copy with signatures and (1) electronic version of the in <u>MS Word or PDF format</u> to the following address:

"Tender - Integrated HR Management & Payroll Information System"
The Tender Committee
Motibhai & Company Limited
P. O. Box 9175
Nadi Airport
Fiji

Submissions can be sent to the above address or hand delivered to Motibhai & Company Limited, Motibhai Building, 1 Industrial Road, Nadi Airport, Fiji.

Proposal Response Format: The RFP response should adhere to the following format:

Section	Title	Contents
Section 1	Executive Summary	Overview description of proposed solution and contact information.
Section 2	Requirements	Completed Requirements Documents in MS Word Format. Vendors must also provide a short description of how each functional requirement can be supported with the software solution.
Section 3	Pricing	Estimates that include pricing for software, maintenance, and Implementation services, which includes installation, configuration, training, Annual Software License fee, and data conversion charges.
Section 4	Other Information	A. General Information and Overview B. Client Reference List C. Copy of vendor contract to be used for software license, service and maintenance. D. Other information that may provide value to the evaluation of your software.

Vendors that deviate from this format may be deemed unresponsive. Proposal should be prepared simply, providing a straightforward, concise delineation of the capabilities necessary to satisfy the requirements of the RFP. Elaborate promotional materials should not be submitted at this time. Emphasis in the proposal should be on completeness, clarity of the content and adherence to the presentation structure required by this RFP and not on volume. Costs for developing proposals in response to the RFP are the obligation of the vendor and are not chargeable to Motibhai.

All proposals and accompanying documentation will become the property of Motibhai and will not be returned.

RFP Amendments - Motibhai reserves the right to request clarification on any proposal or to ask respondents to supply any additional material deemed necessary to assist in the   evaluation of the proposal. Motibhai also reserves the right to change the RFP schedule or issue amendments to the RFP at any time and also reserves the right to cancel or reissue the RFP.

Rejection of Proposals - Motibhai reserves the right to reject any or all proposals, to waive any minor informalities or irregularities contained in any proposal, and to accept any proposal deemed to be in the best interest of Motibhai.

Proposal Validity Period - Submission of a proposal will signify the vendor's agreement that its proposal and the content thereof are valid for at least 180 days following the submission deadline and will become part of the contract that is negotiated between Motibhai and the successful vendor.

Disclaimer - Motibhai reserves the right to share with any consultant of its choosing, the RFP and any resultant proposals in order to secure expert opinion and recommendations.

Non-Obligation - Receipt of proposals in response to this RFP does not obligate Motibhai in any way. The right to accept or reject any proposal shall be exercised solely by Motibhai. Motibhai shall retain the right to abandon the proposal process at any time prior to the actual execution of a contract with a vendor, and Motibhai shall bear no financial or other responsibility in the event of such abandonment.

Cross-Functional Capabilities

Business Process	Question	Response
Documents Management	Describe your solution's document management functionality including; document imaging, printing / reprinting, uploading, saving/storing documents, security model, reports, and communications, generating / creating Documents or templates, sending documents, version control, mark ups, and highlighting.	
Audit Trial	Describe your solution's audit trail functionality. Describe how the audit trail provides a complete historical log of transactions, activities, and documents, and who is allowed to see it.	
Report and Business Intelligence	Describe the reporting and business intelligence (BI) functionality in your solution. Include detailed descriptions of the following functionality; data queries, standard reports, ad hoc reporting, dashboards, and metrics.	
Security	Describe how roles are defined and function in your solution's access and security framework. Describe how roles can be constrained by multiple	

	dimensions, e.g., organization, department, account number/budget number, and so forth. Who has the authority to set constraints?	
Search	Describe the search functionality in your solution. How would a user search for data or a transaction? Describe advanced functionality like sorting, filtering, contextual searching, fuzzy logic, and exact or like matching. What data elements are searchable?	
Self Service	Describe how your self-service is integrated with workflow to provide automatic and one-time reminders, routing, approvals, and notifications. Also, describe the self-service audit trail, and proxy and delegation assignment. Describe the information and transactions that will be available to managers and employees through Employee Self-Service and Manager Self Service web portals.	
Notes and Comments	Describe how notes and comments are attached to transactions or data in your solution.	

Staffing Capability

The staffing capability encompasses the business processes for job requisitions, recruiting, and hiring applicants, bring a new employee "on board," reporting, and ending an employee's appointment.

The business processes are:

Acquiring applicants - Process of tracking applicants through the stages of the recruiting process, including - but not limited to - accepting applications and resumes for an opening or requisition, interviewing, and selecting and recording the disposition of candidates. Acquiring applicants also includes screening and completing background checks, such as police, medical, etc.

Acquiring requisitions - Process of creating, posting and maintaining job requisitions, includes the processes to recruit employees such as advertising, etc.

Reporting - Provides applicant flow and related affirmative action reporting, ad hoc reporting, and data queries regarding recruiting and selection.

On boarding - The hiring process encompasses activities from identifying a need through hiring and being ready for the first day of work. Among the tasks included in this process are requesting and securing approval of the position and its funding; advertising the position; selecting and screening candidates; and the payroll, benefits, and training activities that place at the beginning of employment.

Separating - Process of ending an employee's appointment with Motibhai for one of a variety of reasons and/or sub-processes, including but not limited to, voluntary resignation, retirement, layoff or reduction in force (RIF), or disciplinary dismissal.

Business Process	Question	Response
Acquiring Applicants	List and describe the key functionality of your applicant tracking and recruitment management module. Is it a core part of your solution, additional purchased modules, or do you partner with other party(ies) to provide these services? If so, identify the party(ies) with whom you partner and the integration required.	
Acquiring Applicants	Describe how your solution prevents duplicate or multiple applicant profiles for the same individual. How does it prevent duplicate employee records? Describe how your solution consolidates or deletes duplicate profiles for the same individual. What is the audit trail?	
Acquiring Applicants	Describe how your solution supports the flagging and sorting of applicants by user-selected attributes.	
Acquiring Applicants	Describe how an applicant would apply for multiple job requisitions in your solution. Describe how the solution handles applicants with multiple resumes.	
Acquiring Requisitions	Describe how your solution supports pooled positions throughout the recruitment and hiring process.	
Acquiring Requisitions	Describe how a user - for example, a Recruitment Manager - can add, edit, and manage attributes of a job requisition such as description, skills, requirements, minimum qualifications.	
Acquiring Requisitions	Describe the workflow process for a requisition. How is it routed?	
Acquiring Requisitions	Describe how the solution supports rehire management (of laid-off employees), including preferential referral and/or recall rights	
Applicant & Requisition reporting	Describe standard reports (e.g., compliance-related reports) and dashboards, which are available for reporting and tracking recruitments, requisitions, applicants, and hires. Describe how temporary staff and affiliates can be included or excluded from reports.	

On-boarding	Describe how the solution supports creation of customized on-boarding checklists or workflow that includes required actions that are universal as well as those that are unique to a location, department and position	
On-boarding	Describe the process for capturing and storing employee information, e.g., background check approval,	
On-boarding	Describe the process for entering new employees into the solution before their start date (even if it means entering partial information). Give examples of how entering a new employee in the solution can trigger on-boarding activities; e.g., access to systems or self-service module. How would these employees be distinguished in the solution and in reports?	
Separation	Describe how your solution calculates and generates separation payments, e.g., final payroll, annual leave and sick leave payouts. Describe how business rules can be used to control the process	

Employee Development

Employee development includes the following business processes:

Educating - Process of maintaining a training and development system, including creating and managing courses and schedules for training throughout Motibhai and tracking external classes for which employees are eligible. Also includes billing and accepting payment for educating services.

Training - Process of tracking employee training and skills. This includes tracking enrolment in courses, course completion, and tracking costs and administering notifications.

Competencies - Process of tracking and maintaining training and competency needs by employee and position.

Certification - Process of tracking mandatory and compliance-related training by job classification code, department, and so forth

Business Process	Question	Response
Certification	Describe how your HR solution functionality manages and tracks employee training and certifications including data collection and workflows.	
Certification	Describe how your solution provides reporting and notification of training requirements and certification	

Business Process	Question	Response
	expirations/renewal requirements to employees, managers and administrative staff.	

Time and Leave Capability

Time & Leave processing includes the following business processes:

Time collection and Leave rules - Process of creating and maintaining work schedules, time rules, leave eligibility, leave accrual, leave usage rules, and leave schedules.

Timekeeping - Process of managing work schedules, recording and assigning time to appropriate categories of work or leave, and approving and adjusting time.

Administering Leave - Process of managing the leave eligibility rules of various employment programs and labour agreements; assigning leave accrual schedule to individual positions, as well as the process for employees to request and managers/staff to review and approve or deny employee requests for leave.

Time & Leave self-service - Includes self-service for employees, managers, and other roles.

Time & Leave reporting - Includes regular and ad hoc reporting and data query regarding time and leave.

Business Process	Question	Response
Time Collection and Leave rules	Describe how a work schedule is created. How many work schedules can there be in the solution? How are changes to a work schedule handled?	
Time Collection and Leave rules	Describe how your solution prevents an employee from taking leave before it is earned. Describe how your solution prevents an employee from taking leave before they are eligible.	
Time Collection and Leave rules	Can hours and pay types entered on timesheets be automatically uploaded to process payroll? Explain how this is handled if an employee has multiple appointments and/or distributions.	
Administering Leave	Describe how your solution records and maintains an audit trail of corrections to a Timesheet to match hours paid; for example, an employee enters hours worked on his/her timesheet leaves early and forgets to correct the timesheet. The supervisor approves the time/payment and the error is not discovered until the next period.	

Time & Leave Self Service	Describe how the solution keeps leave information up-to-date. Describe how employees and managers can view available leave time. How does the HR/Payroll Solution allow employees and managers to plan for future leave requests?	
Time & Leave Self Service	Describe how your solution processes updates to leave requests and schedule changes, i.e., manager approval/disapproval, notes, revisions. Can the solution be configured to send out email notification of the action?	
Time & Leave reporting	Describe how your solution supports tracking and monitoring of temporary hourly paid employees accumulated hours of work, worked over a period of time. Can rules be set to send notifications when an employee reaches a certain limit of hours worked in the temporary hourly assignments;	
Time & Leave reporting	Work study limits the hours a student employed through National Employment Centre can work in a week. Describe how your solution tracks and reports hours for student employees who are in a work-study program.	

Payroll System Key Functions

Business Process	Question
Payroll Processing	Should have the capability of periodically-based processing based in pay intervals (weekly, fortnightly, etc.) and automate generation of salary slips and other mandatory and regulatory deductions. Multiple gross items to be available.
Payroll Administration	System should have the capability to administer and manage payroll details of individual employees which should be visible on authorized access to HR System.
Deduction Management	System should facilitate management of deductions for both internal and external parties and provide automatic deduction facility based on various criteria required by Motibhai.
Additions Management	Ability to process Allowances, Bonuses, Gratuity payments according to their peculiar properties.
Electronic Transfer	To FNPF, FRCA, Banks and other institutions to be incorporated in the system.

Payroll Capability

Requirements	Compliance (Y/N)	Comments
User Friendly interface based on latest technology		
Strong robust security features		
Should be able to handle multiple site, multiple frequency pays		
Should handle all payroll requirements as per the Fiji tax laws and ERP		
Legislative compliance with the ability to meet local legislative requirement such as FNPF, P-4-1, EMS report and other taxation reporting with the ability to output electronic formats for IRD, FNPF and local banking institution.		
Payroll Processing should have the capability of periodically-based processing based on pay intervals (weekly, fortnightly, etc.) and automate generation of salary slips and other mandatory and regulatory deductions. Multiple pay gross items to be available.		
Payroll Administration: System should have the capability to administer and manage payroll details of individual employees which should be visible on authorized access to HR system.		
Ability to handle multiple pay periods and either standard or ad-hoc pays.		
History of Payroll transactions should be accessible from the system at any point in time for authorized personnel		
Ensure up-to-date leave accrual balances with up-to-date liability cost		
Seamlessly integrate with the Time & Attendance and HR Management Systems		
Should enable managers to access records of subordinates with appropriate restrictions over access to private/confidential information on a 'need to know' basis		
Enable individuals to access their own records		
Restrict access to sensitive information, such as succession plans, salaries, counselling programs, etc.		
Ability to interface with MS Office suite for use in generation of standard letters		
Ability to attach documents and correspondence to employees, safety incidents, advertised positions, etc.		
Processing of deductions and interfacing associated data to banks, government authorities and other relevant organizations.		

Processing of back pays and associated entitlements, bulk updates, back-date awards/pay changes and re-calculate entitlements at the new rate, including calculation/re-calculation of all leave types		
Preparation of wage/salary review reports for managers		
Tax reporting as per FRCA requirements		

Human Resource Key Functions

Functionality	Explanation
Personnel Administration	The System should capture, manage and administer personnel information. Maintaining of static data e.g. name, address, home / work telephone number, emergency contacts, next of kin, marriage, births or adoption details, position etc. and these must also be concurrently effective in Payroll.
Establishment Administration	Likewise, the system should in parallel, administer each post or position in the organization.
Time Management	System should support all human resources processes involved in planning, recording and valuation of employees' work performance and attendance
Staff Recruitment, Retention & Development	The system should facilitate the entire process of staff recruitment, retention & development in line with Motibhai's recruitment process. System should have the capability to view conditions of employment, HR policies, procedures, information packs, benefit details, guidance templates for users changing personal information.
Performance Management	System should include tracking of individual performance such as achieving targets
Attendance and Meetings	The system should have provisions to feed in data on employee attendance and meetings (internal and external)
Leave Management	• Ability to calculate the leave balances e.g. annual, sick & bereavement leave • Staff should be able to login and check their leave balances at any point in time • Staff should be able to apply for leave online. This should be fully automated from staff submitting leave application, to leave verification, leave endorsement/approval and have leave approval workflow. • System should also categorize and allocate various leave types and have provision to create additional leave types. • Ability for the staff to check his counseling history and schedule his next counseling session
Remuneration	• Input of salary and other financial conditions within a controlled & secure environment • Financial profile is entered once and directly linked with various components of the system enabling further analytics & processing e.g. cost/organization structure, KPIs ranking, pay processing, etc. • All financial amendments have a clear auditable trail that can be

	drilled down to time, date, user, etc. • Allow for changes to pay periods from weekly, fortnightly or monthly. Changes can take place at any time within the financial year. • Special payments can be processed outside of normal pay runs. • Automate calculation of pay, deductions, benefits, etc. based on specific standards & classifications. • Electronic submissions from staff for salary deductions, overtime, etc. are computed automatically during pay runs. • Automatic triggers are raised for any discrepancies in calculation, entitlements, etc. • Automate reconciliation of pay run variations and generate reports detailing variances at individual and summary level • Able to set multiple formulas using different variables for calculating pay rates or benefits. • Changes in income tax rates or mandatory deductions can be changed by the administrator and in a controlled and secure environment • Blanket changes in pay structures, rates, benefits, etc. that affect all or large groups of employees can be uploaded in one file across multiple employee records and will automatically update all related records • Ability for the staff to print his/her pay slip • Upload and download documents & files from external sources • Tax calculations are compliant with Fiji tax law especially PAYE. Payroll software must be accredited by FRCA • Pay & financial data is easily accessed by employees Interface or integrate with external systems where shared data is necessary for processing employee information or financial reports e.g. accounting system, time & attendance, etc. • Robust workflow management is in place that allows automated processes and notifications for approvals, escalations, providing feedback, etc. • Include a business intelligence tool that conducts analysis on historical data, future projections, simulations, etc. for effective management of payroll, overtime, leave & other financial benefits. Reports are generated in multiple formats e.g. PDF, excel, etc. • Produce system generated standard reports which are prepopulated from existing data. • Can set different standards easily for leave administration e.g. pro rate to prepaid leave. • Run multiple leave reports analyzing different variables • Offsetting leave from different periods is done automatically via a standard process.
HR Analytics	• Strong workflow management is in place that allows automated processes and notifications for approvals, escalations, providing feedback, etc. • Able to run multiple analytics using data sourced from the core system and external systems • Able to develop surveys & produce analytical reports • Evaluate & run risk reports based on predefined criteria • Generate regular reports & triggers based on risk classifications

	• Include a business intelligence tool that conducts analysis on historical data, future projections, simulations, etc. for effective management of training & development. Reports are generated in multiple formats e.g. PDF, excel, etc. • Ability to generate EMS flat file • Ability to generate FNPF flat file • Ability to generate Year to Date (YTD) report • Ability to generate Tax Withholding Certificate • Ability to generate payroll summaries (fortnightly, monthly, yearly)
Occupational Health and Safety	• Keeps a records of health & safety equipment for all staff • Provides standard templates for incident reports. • Allows for separate tracking of wellness programs • Produce system generated standard reports which is prepopulated from existing data
Employee Activities & Actions	System should provide the capability to capture and view employee's employment history e.g. promotions, dates, appraisal reviews, training records, leaves, holiday entitlement
Absence Management	System to provide facility to enter, view and manage absences of various categories including inputting sickness and bereavement details. Must have provision to include new leave types with linked parameters e.g. entitlements. To alert HR personnel of any leave (especially special leave) due.
Absence Management	Motibhai is doing business in, a cutting edge reporting capability that will help HR in its analysis of its staff reporting to work late to help them formulate strategies and training plans that will positively impact the organization. Staff reporting late to work or absent should automatically be alerted by the system (via Email) to the HR department. Alternatively, a tardiness report is system generated and emailed to the HR department regularly.

Human Resource Capability

Requirements	Compliance (Y/N)	Comments
Personal Administration: The system should capture, manage and administer personnel information.		
Establishment Administration: Likewise, the system should in parallel, administer each post or position in the Organization		
Staff Recruitment, Retention & Development: The system should facilitate the entire process of staff recruitment, retention & development in line with Motibhai recruitment process. System should have the capability to view conditions of employment, HR policies, procedures, information packs, benefits details, guidance templates for users changing		

personal information		
Ability for managers to request for position and submit position requests electronically as well as administer promotions and employee transfers		
Ability to provide notifications to required personal such as IT or Finance upon recruitment of an employee.		
Performance Management: System should include tracking of individual performance such as achieving targets.		
Attendance and Meetings: The system should have provisions to feed in data on employee attendance and meetings (internal and external)		
Leave management: This should be fully automated from staff submitting leave application, to leave verification, leave endorsement/ approval and have leave approval workflow. System should also categorize and allocate various leave types and have provision to create additional leave types.		
Ability for managers and employees to view leaves, apply and approve leaves online		
Ability to monitor team leave calendars including leave planning with the ability of employees and manages to view leave balances at a future date.		
Occupation Health and Safety: The system should capture and manage occupational health and safety data such as hazard management, incident and meetings recording and rehabilitation and have the ability for employees and managers to submit OHS incidents online via self-service kiosk.		
Routine HR Administration: Maintaining of static data e.g. name, address, home / work telephone number, emergency contacts, next of kin, marriage, births or adoption details, position etc. and these must also be concurrently effective in Payroll.		
Employee Activities & Actions: system should provide the capability to capture and view employee's employment history e.g. promotions, dates, appraisal reviews, training records, leaves, holiday entitlement.		
Absence Management: System to provide		

facility to enter, view and manage absences of various categories including inputting sickness and bereavement details. Must have provision to include new leave types with linked parameters e.g. entitlements. To alert HR personnel of any leave (especially special leave) due.		
Strategic Analysis and Planning: MOTIBHAI is doing business in, a cutting edge reporting capability that will help HR in its analysis of its absence or training recording and help them formulate strategies and training plans that will positively impact the Organization.		
Ability for employees or managers to book online training courses or submit request for training to HR.		
Ability for managers and employees to view organization charts on line with employee details		
Ability for employees to submit electronic timesheets or transactions online and for managers to seek approval		
Ability for Managers to run ad-hoc reports online for employees that report to them and see their personal details		
Reporting Ability to generate ad-hoc reporting with the ability to output to excel		
Ability to integrate with word and email		
System should generate standard reports on a periodic routine.		
Ability to automate scheduled reports including reminders of expiry date events such as probation expiry, contract expiry		
Ability to import and export data		

Bidder Profile and Stability

Area	Question	Response
Bidder Profile and Stability	Provide your company's Tax registration and business registration license	
Bidder Profile and Stability	Describe your company's business model and history. Include: (a) Parent company, if applicable (b) Number of employees (c) Location of corporate headquarters; (d) How long the company has been in business (e) Other important information about the company ownership or history, such as significant mergers, acquisitions,	

	and/or partnerships	
Bidder Profile and Stability	Briefly describe your history providing the scope of services covered in this RFP. When was the current version of the payroll solution released? When was the current version of the HR solution released?	

Relevant Experience and Focus

Questions in this category explore the Bidder's experience and focus

Area	Question	Response
Relevant Experience and Focus	How many companies in Fiji are currently in production using your payroll solution?	
Relevant Experience and Focus	How many companies in Fiji are currently in production using your HR solution?	
Relevant Experience and Focus	Describe any competitive advantages relating to the solution that distinguish you in the HR/Payroll services field.	
Relevant Experience and Focus	Please identify the short- and long-term benefits that Motibhai will realize by using your solution.	

On-going Support and Maintenance

Area	Question	Response
Ongoing Support and Maintenance	Please describe your customer support process - for example: (a) Options for reporting and resolving incidents, issues, and questions (toll-free numbers, online requests, chat, remote dial-in, bulletin boards, on-site support, etc.) (b) Hours of (c) Are any of your customer support personnel located offshore? If so, where are they located?	
Ongoing Support and Maintenance	Describe how your company measures satisfaction with services provided and the metrics, which will be used to measure the quality of the products or services supplied to Motibhai.	

Project Implementation

To mitigate risk and meet the established implementation timeline, Motibhai intends to select a Bidder with a proven track record and approach for implementing the chosen HR/Payroll solution. Motibhai wants to understand Bidder's proposed approach, including the resources that Bidder will bring to the implementation and those that the Bidder requires Motibhai to provide.

Area	Question	Response
Implementation Approach	Motibhai has established a goal of fully implementing all the features and functionality referenced in this RFP in a two month period. Describe the approach you recommend for implementing your solution. In your response, include your approach to meeting the six (6) month timeline and alternative timelines that accelerate timing and/or mitigate implementation risk.	
Implementation Approach	What is the typical requirement for customer resources during similarly sized implementation processes?	
Project Management	Describe your services and approach relating to project management. What are you recommending in your services proposal?	
Data Conversion	Describe your services and approach relating to data conversion and migration, including: data clean-up, automated data conversion, and manual data set-up. Describe the minimum (mandatory) set of data that must be converted to accommodate the implementation of your solution.	
Testing	Describe the key roles and responsibilities associated with the testing implementation activity. What are your assumptions about the Motibhai's roles and responsibilities in this area	
Testing	Describe the quality assurance and testing methodology and tools that will be used during the implementation of your solution.	
Training	Describe your services and approach relating to training, including training strategy, training plans, content development, online training, and training delivery.	

	Assume that training will be to train Motibhai trainer. What are your recommendations in your services proposal?		
Training	Describe the embedded help, online help, and online documentation that are available to aid users of your solution.		
Go-Live Support	Describe your services and approach relating to Go-Live support, including migration and cut-over strategies. What are you recommending in your services proposal?		
Post Implementation Support	Describe your services and approach Implementation relating to post-implementation Support services. What are you recommending in your services proposal?		
Risk Management	What are the key risks associated with implementing your solution? Be as specific and detailed as possible. How can each risk be mitigated to support a successful implementation?		

HR Reports / Forms

Pay Reports

The solution must allow generating of all types of reports for Payroll (but not limited to the following list):

No.	Report Name	Report Description	Report Purpose	Vendor Response Comments
1	Current Pay Register Summary	Shows summary of each component	Balancing Timesheet with Pay Report (Each Component)	
2	Current Pay run Register – Detail report	Shows detail report of each employee	Shows method of payment (Direct/Cash).	
3	Current Pay Component Analysis Report -(Detail)	Shows deduction of each component for each employee	Application purpose (debtors posting	
4	Interface- Bank direct Credit	Payment Batch	Sending it to banks	

		Summary Total	(ANZ/BSP)	
5	Pay slip	Summary of total hours and the net amount paid	Compliance	
6	Monthly Payroll Summary Report Year/Period	Summary of all components	Writing Journal	
7	Employee Component Accumulator Summary Report for Year/Period (Cost Center/Branch/Department)	Shows summary of each component by Cost Center	Writing Journal	
8	Payroll YTD	Shows Gross/Deduction FNPF/PAYE/Taxable /Non Taxable allowances and net pay	Used for Annual Summary Purpose - Balancing	
9	FNPF Contribution Schedule Form	Summary of each employee with their contribution amount	For uploading the report i.e. CS in the Employer Portal each month. (Compliance)	
10	Employee Deduction Report for Period	Detail Report of each component by employee	For reconciliation/making payment	
11	Employee Previous Pay (Detail)	Shows employee pay slip by PPE	Backup of pay slip	
12	Employee IRS452 Slip	Tax Withholding Certificate	Lodgement (FRCS) (Compliance)	
13	Termination Report	Shows DOC of staff and termination date	For Audit Purpose	
14	Rate Change Report	Shows old and current rate	For cross checking	

HR Reports

The solution must allow generating of all types of reports for Human Resources Management (but not limited to the following list):

No.	Report Name	Report Description	Report Purpose	Vendor Response Comments
1	Appraisal	Frontline staff	1 month Appraisal with rate review	
2	Appraisal	HODs & Supervisors	1 month Appraisal with rate review	
3	Appraisal	Support staff	1 month Appraisal with rate review	
4	Contract	MCL Staff	System Generated for Staff signing 40 hrs. Mon – Fri 45 hrs. – Mon - Sat	
5	Contract	SPL Staff (1)	System Generated for Staff signing 40 hrs. Mon – Fri 45 hrs. – Mon - Sat	
6	Contract	SPL Staff (2)	System Generated for Staff signing 6 days a week with one day off for Stores open 7 days	
7	Contract	WDC Staff	System Generated for Staff signing 6 days a week with one day off	
8	Contract	VL Staff	System Generated for Staff signing 6 days a week with one day off	
9	Memo	Accounts	Account Creation – Memo for Rashmita	
10	Memo	Provisional	To Pay Clerks for input in payroll	
11	Memo	Permanent	Files for changing	

			employment status from Provisional	
12	Memo	Resignation Job Abandoned Termination	To Pay Clerks for exit in payroll	
13	Training Utility Report by Staff	Individual Staff training details Parameter by Staff Emp No: & Company	FNU Grant Purpose	
14	Training Utility Report by Year Summary	Training summary by Year Parameter by Year	FNU Grant Purpose	
15	Training Utility Report by Year by Location	Training details by Year Parameter by Location & Year	FNU Grant Purpose	
16	Training Utility Report by Title	Training details report which entered in excel and generate by SAP	HR Purpose for entering training details. FNU Grant Purpose	
17	Training Utility Report by Year Detail	Training summary by Year	FNU Grant Purpose	
18	Employee Performance Appraisal Report	Performance Appraisal received date entry	HR report for follow up	
19	Employee Contract and Police Clearance	Pending contract and police clearance	HR report for follow up	
20	Employee Report by Year	SPL / WDC / VL / MCL (Nadi only)	HR report	
21	Employee Report by Location	SPL / WDC / VL / MCL (Nadi only)	HR report	
22	Employee Annual Leave Report by Detail	Staff taking leave with pay and no of days leave taken / pay only and hours paid	HR report for follow up	
23	Employee Warning Letter	SPL / WDC / VL / MCL (Nadi only)	HR report	
24	Employee Status Change	Change status from	HR report for follow	

	Reminder	provisional to permanent reminder	up	
25	Employee Report by Name Search	For reference check calls – by name / emp. number	HR report	
26	Employee Exit Report by Location by Year	Staff exited – resignation, job abandoned or termination	HR report & FNU Grant Purpose	
27	Training Utility Report for FNU	FNU grant claim	FNU grant claim	
28	Employee DOC Report by Location by Year	Report with DOC by year	HR report & FNU Grant Purpose	

ICT Reports

The solution must be able to generate reports for User Access, profiles, access by Modules, functions, reports and Number of active users on demand.

No.	Report Name	Report Description	Report Purpose	Vendor Response Comments
1	User access report	Displays all Motibhai user access level in various modules and functionalities	User access review	
2	System log files	Display all the additional, edition and deletion or records	System Audit	

System Architecture

Deployment Methodology

The bidder must specify the deployment architecture and bandwidth requirements. Motibhai has multiple branches with different number of users/employees at each branch/location.

Deployment Methodology

Cloud	☐
On-Premise (Standalone Server)	☐
On-Premise (Distributed Server) - Separate Application Processing and Separate Database Server	☐
On-Premise (Distributed Server at different locations) - Separate Application Processing and Separate Database Server at multiple Locations	☐
Hybrid - (Vendor needs to provide additional details)	☐
Other - (Vendor needs to provide additional details)	☐

Bandwidth Requirements

Company Size	Maximum Staff Users	Maximum Employee Number	Bandwidth Requirements
Small	10	50	
Medium	50	500	
Large	200	1000	
Very Large	500	3000	

Supported Databases

The bidder must specify all the database's that are supported. The licensing cost and support and maintenance of the database must be included as part of the total price. Any additional tool required to perform big data analysis for reporting purposes must be included as part of the overall solution.

Supported Operating Systems

The bidder must specify the supported operating systems, and recommend the operating system for optimal system performance. The bidder must ensure that any patches or updates applied to the operating system shall be supported by the application.

Virtualization

The bidder must specify if the application can run effectively in virtualized environment.

VM Ware	☐
Hyper-V	☐
Nutanix	☐
Simplicity	☐
Other – List any others that are supported:	

The vendor must specify any constraints and limitations of running the application on virtualized infrastructure. Concepts such as Hot-Add of CPU or Memory, Cloning, Migrating, running under EVC Mode, Snapshots, and Replication etc. must be supported and if not then it needs to be clarified.

Physical Resource Requirements

a) Processor

The bidder must specify the processor requirements (Supported Type/ Family, minimum speed, core, etc.) to run the application with best performance.

b) Memory

The vendor must specify the memory requirements.

c) Operating Storage

The vendor must specify the type of physical storage media, RAID requirements and the size required to run the application under best performance. The bidder must also specify if running the application under software defined storage, or under auto-tie ring will have any performance issues.

d) Backup Storage

Motibhai policies require the Head Office to keep data up to at least seven years. Motibhai currently keeps daily full backups of its Payroll database. The bidder to clarify if there are any built-in forensics capabilities of the application that can allow going back to the time and identify who performed the transaction – i.e. Employee Masterfile Maintenance Audit Log. Additional information such as from where/who performed the transaction (IP and MAC address), the exact date and time of the transaction, the previous value of the transaction will also be required.

The bidder to recommend the backup solution and storage requirements that allows Motibhai to perform backups as well as restore the backups and run comparative analysis on the data.

PRICING SCHEDULE

Total Pricing Data

a.   Please complete the below section for Vendor Price Sheet as part of this document.
b.   All pricing is to be submitted in Fiji Dollars and VAT Inclusive.
c.   You must include details in all areas. Do not combine costs.
d.   Should there be other cost areas that have not been included please just add extra rows to the spreadsheet.
e.   Ensure all costs associated with the purchase and implementations of the system are provided. Should there be additional costs at a later stage that you have failed to specify then Motibhai may disqualify you from any further participation in the RFP process.

Software License Costs

Provide details of all costs for software and components or modules that are required to meet the requirements in the RFP. Vendors are to provide details of how, the basis of licensing costs is calculated; concurrent users, all users - if applicable.

On-going Support Costs

Vendors are to provide a grand total of both the one-off and on-going support and maintenance costs, being the sum of all itemized costs.

Data Conversion/Migration Costs

Vendors are requested to make a provision in their costs for the conversion of Existing Data to the New System. The proposal should identity of any data cleansing is needed and must guarantee no loss of data.

Vendor Price Sheet

Vendor Name: _____

Cost Category: Hardware Required

Hardware Item Description or Model Code	Comments	Total Cost (VIP)
		0.00
		0.00
		0.00
		0.00
		0.00
		0.00
		0.00
		0.00
		0.00
		0.00
		0.00
Total Hardware Cost		**0.00**

Cost Category: Application Software Required

Software Item Description or Model Code	Comments	Total Cost (VIP)
		0.00
		0.00
		0.00
		0.00
		0.00
		0.00
		0.00
		0.00
		0.00
		0.00
		0.00
		0.00
		0.00
		0.00
		0.00
		0.00
		0.00
		0.00
		0.00
Total Application Software Cost		**0.00**

Cost Category: Software Upgrade

Software Item Description	Year 1	Year 2	Year 3	Year 4	Year 5	Total 5 Years
						0.00
						0.00
						0.00
						0.00
						0.00
						0.00
						0.00
						0.00
						0.00
						0.00
	0.00	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**

Cost Category: System Implementation

Implementation	Number of people	Rates per day or duration	Number of Days	Total Cost (VIP)
Travelling (Please specify)				0.00
Accommodation				0.00
Sundries				0.00
Labor for:				0.00
Project Management				0.00
Software Installation & Implementation				0.00
Data Conversion & Migration				0.00
User Acceptance Testing				0.00
Annual Software Support & Maintenance				0.00
Other (Please specify)				0.00
Total Implementation Cost:				**0.00**

Summary of Costs Categories

	Category Cost	Total Cost (VIP)
1	Total Hardware Cost	0.00
2	Total Application Software Cost	0.00
3	Total Software Support/Maintenance/Upgrade Cost (1 Year)	0.00
4	Total System Implementation Cost	0.00
5	Other (Please specify)	0.00
	Grand Total	**0.00**

Summary

The purpose of the HRIMS is to assist both the HR Managers and Line Managers in decision making. The HRIMS must generate information that is accurate, timely and related to achieving the organization's strategic business objectives. Flexibility in system design and use cannot and must not be ignored.

As the HRM function continues to change, so too must the supporting systems. In most situations, HRIMS should lead to increases in efficiency when it comes to making decisions in HR. The decisions made should also increase in quality – and as a result, the productivity of both employees and managers should increase and become more effective.