TENDER FOR SUPPLY, DELIVERY, INSTALLATION, CUSTOMIZATION, INTEGRATION, DATA MIGRATION, TESTING, COMMISSIONING AND MAINTENANCE OF HUMAN RESOURCE INFORMATION SYSTEM (HRIS)

Questions & Answers

No	Questions	Reply by MCMC
1	Adakah sesi taklimat tender akan diberikan? Jika ada kami ingin tahu bila dan di mana sesi tersebut akan dijalankan.	Tiada sesi taklimat untuk tender ini. Sebarang persoalan boleh diajukan ke tender@cmc.gov.my sebelum jam 5.00ptg, 23 September 2014.
2	Can we send more than one solution (e.g Cloud and On-Premise) with separate pricing strategies each but in one proposal?	You can only submit one proposal as specified in the clause 4.4.1.
3	What exactly are the modules that need to be integrated with KaizenHR?	Integration with KaizenHR depends on the vendor's implementation plan. If the vendor can't do total migration to the new system, then we would need the new system to be integrated with KaizenHR. For example, if the vendor proposes that payroll is migrated in later phase, thus, the new system shall need to be integrated with Payroll until the payroll module is migrated.
4	For integration with ELID, Oracle Financial System, KaizenHR, who will bear the cost for the integration points? Will it be us or the respective vendors as above?	Integration cost should be part of the project cost, and most of the integration work should be done from the HRIS end. However, MCMC (SISD) provides first level support for ELID, Oracle Financial System and KaizenHR.
5	How many users for module manpower planning, succession and talent management?	5 users.
6	As we know, there are 15 users for Admin HR, can I know how many user for management (employer self service)	Employee Self Service (ESS) as specified in 4.1.1.6 is 1000 users. However, not more than 5 HR Admin users will be assigned to manage the ESS.

No	Questions	Reply by MCMC
7	Given the exhaustive suite of requirements is MCMC open to using a Suite of best of breed products for the new HRIS system instead of a single product approach?	**Yes, we are open. As long as the tenderer has expertise and support the suite.**
8	The proposal mentions the MCMC is open to cloud or SaaS based solutions. In a cloud/SaaS environment are there specific Security, Privacy or Data Sovereignty policies that MCMC would like to mandate?	**We do not have any specific policy on Security, Policy but tenderer must prove that it is secured with proper security policies in place. We also do not have any policy on Data Sovereignty, but prefer it to be located in Malaysia.**
9	What Enterprise Integration services are currently available within your Enterprise (ESB, Message Queues, ETL)	**We do not have any enterprise integration services in place at the moment. All integration is done native at programming or db script level.**
10	What analytics/reporting platforms are currently leveraged by your enterprise? Do you see a need for integration with your platforms?	**We are using SharePoint for dashboard purposes – using excel to produce charts etc.**
11	What is the volume of data currently available in Kaizen HR.	**6.5 GB**

12	You mention the provider is also responsible for migrating data not available in KaizenHR.
	   a. Can you share the nature of data that is currently in Kaizen
	   b. How current & correct is this data? Do you foresee the need for Data Cleansing before migration to the new HRIS database.
		We need to maintain at least five years of data. Please refer to clause 3.2.4 – we need to migrate data from these modules plus other supporting tables. We are in the process of cleaning up data the data, but for migration purposes, we probably need to do data massaging because we are looking at more modules in the new system.

13	For Application support, would you be able to share your current support incident volumes?	**Less than 20 a year.**
14	The requirements mention the ability for users to receive notifications when certain events occur (e.g. when personnel related approval is requested). What channels do you currently support / envision supporting for notifications.	**For the scope of this tender, notification is via email or screen alert when user login to system.**

No	Questions	Reply by MCMC
15	Do you foresee the need to support Employee self-service using channels other than a web browser (e.g. mobile & tablets)	**Yes, please refer to appendix G part 20 – General Requirements for the HRIS, item no 5.**
16	What is the nature of integration envisioned with SIFS	**One way integration from payroll to SIFS. For personnel information, supervisor/approver information, claim data integration with AP module and payroll information with GL module**
17	Shall we prepare the tender deposit and bank it into MCMC's account immediately or do you require it to be submitted together with the tender response?	**The tender deposit shall be submitted together with the submission.**
18	Just to confirm, we will quote MCMC for 1,000 licenses although the current headcount is 680.	**Yes.**
19	Could you let us know total number of Payroll Administrators, and total number Time Management Administrators?	**Five (5) for each.**
20	Could you let us know total number of employees being managed under your Talent Management & Succession?	**Currently we didn't have Talent Management and Succession module and we are doing this manually. But if the package licensing is based on employees being managed under the package, please quote for 150 staffs.**
21	**Appendix G** **Payroll** i. Please advise the average number of wage earning types, claim types, loan types and deduction types per country (excluding statutory types). ii. Please advise the number of years of historical payroll data that needs to be migrated to the new system.	**i. We only have one wage type. But we may have more in future.** **Claim type – current Kaizen is only managing one type of claim i.e. medical claim. However, we want to automate all claim process which includes broadband, childcare, clothing and outfit.** **Loan – we have technical loan, Loan for car down payment, motor vehicle loan, Motor vehicle interest subsidy, housing loan interest subsidy.** **ii. We have to migrate for the last 5 years data.**

No	Questions	Reply by MCMC
	iii. Which of the following bank is MCMC using for electronic bank file generation: Maybank 2e.NET, RHB, CIMB Biz Channel, HSBCNet ,Bank Islam, Standard Chartered Bank IPayment, BSN	**iii. CIMB Biz Channel**
	iv. Please advise the payroll calendar, ie. Payroll cut-off date and payday for each pay cycle. **Leave**	**iv. Payroll cut-off date is on the 15th of every month and payday is on the 26th – subject to change as we may pay earlier whenever there is festivities holiday.**
	v. Please provide additional leave types other than below: Annual, medical, compassionate, Exam Study Leave, Emergency, Maternity, Paternity, Marriage, Hajj.	**v. 1. Annual leave** **2. Leave (special Case)** **3. Compassionate Leave** **4. Death of Close relatives** **5. Study and Exam leave** **6. Hajj Leave** **7. Hospitalization** **8. Half paid leave** **9. Maternity leave** **10. Maternity leave – (additional 30 days)** **11. Medical leave** **12. Marriage Leave** **13. Natural calamities** **14. Paternity** **15. Quarantine for medical reason** **16. Unrecorded attendance (is not leave, the staff is in office but forget to bring their pass – so recorded as absent in the TMS system)** **17. OP SPORTS** **18. OP Uniform/society / org** **19. External training** **20. External meeting** **21. Unrecorded leave** **22. Unpaid leave** **23. OP Volunteer**

No	Questions	Reply by MCMC
	vi. Please provide all the time based allowances for example shift allowance, meal allowance, OT 1.5, OT 2.0 etc	**vi. Only overtime and meal allowance are time based allowances. But it may change in the future.**
22	**Appendix O** Can the vendor propose a solution on MSSQL 2012 - Windows 2012 platform?	**Yes**
23	How many concurrent users are expected to access the ESS/MSS during peak periods? Can we assume a concurrency level of 10% (~100 users) of entire ESS/ MSS/ HR administrator users for hardware sizing?	**100 – Yes.**