TENDER FOR THE SUPPLY, DELIVERY, INSTALLATION, CUSTOMISATION, INTEGRATION, DATA MIGRATION, TESTING, COMMISSIONING AND MAINTENANCE OF HUMAN RESOURCE INFORMATION SYSTEM (HRIS) ON HYBRID SOLUTIONS

Tender Briefing

2 November 2023

OBJECTIVE

Session 1 :

- Briefing on the project

- Q & A

Session 2 :

Tender Compliance

BACKGROUND

- Current System used is HR Avenue (HRConnect) since 2015. This system is a premise based with web-based Employee Self Service (ESS).

- Current function of the system are:

No	Module/Function		No	Module/Function
1	Personal Information		10	Recruitment
2	Payroll		11	Talent management
3	Claim		12	Job information
4	Overtime Request		13	Manpower planning
5	Loan		14	Training
6	Medical		15	Reports and analytics
7	Leave		16	Announcement
8	Time Management		17	Administration and Security
9	Performance Management			

MANDATORY REQUIREMENT

- Shall have a valid certificate of registration issued by the Companies Commission of Malaysia (hereinafter referred to as "**CCM**").

- If the Tenderer is not the product principal, it shall be an authorised partner with product principal in which the Tenderer shall submit the following proof;

    - **Letter of Authorisation** stating the Tenderer's and product principal's name, company address and the product proposed in the tender submission; and

    - **Letter from product principal** to participate in this tender.

TENDER REQUIREMENTS

Components of Business Requirement

Web Application
Recruitment & Hiring Applicant Tracking System
Data Management
Payroll
Time Attendance
Benefit Management
Learning Management
Dashboard Function
Reporting
Self Service Application
Performance Management
Talent Management & Succession Planning
Industrial Relationship
HR Documentation
Audit Trail

Mobile Application
Dashboard & Directory
Employee/Manager Actions
Performance Management
Leaves & Attendance
Single Sign On (OTP Based & QR Code login)
Reimbursements Claim
Voicebot
Employee Engagement
Helpdesk
Recruitment & Hiring Applicant Tracking System
Rewards & Recognition History
Learning & Development
Payroll History

Components of Technical Requirement

Application
Solution Architecture
Integration
Ease of use & Help Facility
Reporting
Skill & Training
Support & Implementation
Documentation

Infra
System Architecture and Functional
Technical Infrastructure
Database Platform
Client Platform
Computer Operations Support
Disaster Recovery
Network
Training, Handbook / Manual

Security
IT Security Requirements

Components of Corporate Requirements

Corporate
Financial capacity, soundness
Track record
Management

SCOPE OF WORK

Work Scope	Details
System Development	Tenderer to provide MCMC with 2 platform : 1. Web Application 2. Mobile Application Hybrid Solution : Cloud and On-premises.
Data Migration, Cleansing, Mapping and Replication	Migration, cleansing, mapping and replication of data from current HRIS system to new system.
Integration of HRIS system with MCMC existing system	1. MCMC's door access system (ELID / Micro Engine). 2. Oracle Financial System (SIFS), Procurement System (myproc), Learning Management System (LMS), Asset and Gift System, LinkedIn, Jobstreet and any other reporting tool twice daily (morning and midnight). 3. The HRIS must support Single Sign On with Active Directory/Azure AD;
Transfer of Technology & User Training	Transfers of system source code and Admin training
Support & Maintenance	1 year warranty + 4 years support and maintenance
Licenses	20 Admin user + 1,200 (Minimum user for 1st year) up to 1,600 users in 5 years.

TECHNICAL SPECIFICATIONS

Components of Technical Requirement

Application
Solution Architecture - The new HRIS should be a scalable solution architecture that supports modular development, allowing for future enhancements.
Integration - HRIS must seamlessly integrate with existing systems, ensuring smooth data exchange.
Ease of use & Help Facility - User interface should be intuitive and user-friendly, requiring minimal training for users to navigate and perform tasks.
Reporting - System should offer robust reporting capabilities, enabling HR admins to generate customizable reports and analytics for various HR metrics.
Skill & Training - New HRIS provider should offer training resources and materials for users to quickly adapt to the new system.
Support & Implementation - The solution provider should offer a well-defined implementation process, including data migration, change management, dedicated helpdesk for issue resolution together with up-to-date licensing requirements.
Documentation - Comprehensive documentation, including system architecture, user manuals, integration guides, and technical specifications, should be provided.

Infra
System Architecture and Functional - System architecture should be modular and flexible, accommodating future updates and expansions. Functional requirements, such as user roles and workflows should be well-defined to match the organization's processes.
Technical Infrastructure - The hardware and software infrastructure should meet the system's performance and scalability requirements. Load balancing, clustering, and caching mechanisms should be considered to ensure optimal performance.
Database Platform - A robust and reliable database platform should be chosen to store and manage HR data. The platform should support data integrity, high availability, and efficient querying.
Client Platform - The HRIS should be accessible from various client platforms, including web browsers and mobile devices (android, IOS etc.).
Operations Support - System should offer monitoring and alerting features for administrators to proactively manage system health and performance.
Disaster Recovery - A well-defined disaster recovery plan should be in place to ensure data integrity and system availability with regular backups and data storage.
Network - The system should be designed to function seamlessly across the organization's network infrastructure.

Security

IT Security Requirements - HRIS must adhere to strict security standards, including data encryption, access controls, and user authentication. Regular security audits and vulnerability assessments should be conducted to ensure the system's resilience against cyber threats.

SERVICE LEVEL AGREEMENT

Support Days and Hours	
Helpdesk (Telephone, Email, Remote support)	MCMC working days (office hours x 7 days follow Malaysia time)
Other Support (On-site)	8.00 am to 6.00 pm (Monday to Friday)

Table 1: Support Days and Hours

SERVICE LEVEL AGREEMENT – CONT'

Severity Level	Description of Errors	Resolution provided by the tenderer
1 (Critical)	System is down or many of the System modules, components or functionalities cannot be accessed, are not functioning or are noticeably impaired and the problem adversely affects significant aspects of the System's business operations or its continuity.	The Tenderer shall provide a fix, workaround, or a remedial plan to resolve the issue. Where work-around is not available, the Tenderer shall provide mandatory patch or special release to resolve the issue.
2 (Moderate)	Some non-crucial System modules, components or functionalities cannot be accessed, are not functioning or noticeably impaired, and affects the Commission's work and productivity, but the majority of the System's business operations can still operate.	The Tenderer shall provide a fix, workaround, or a remedial plan to resolve the issue.
3 (Low)	All other errors or events which are not covered under Importance Level 1 and 2 and have minimal impact on the System's business operations, or where the Commission requires information or assistance on software capabilities, installation or configuration.	The Tenderer shall provide a solution to address the errors and resolve the issues or provide the complete information and assistance as required by the Commission, whichever is applicable.

Table 2: Severity Level

SERVICE LEVEL AGREEMENT – CONT'

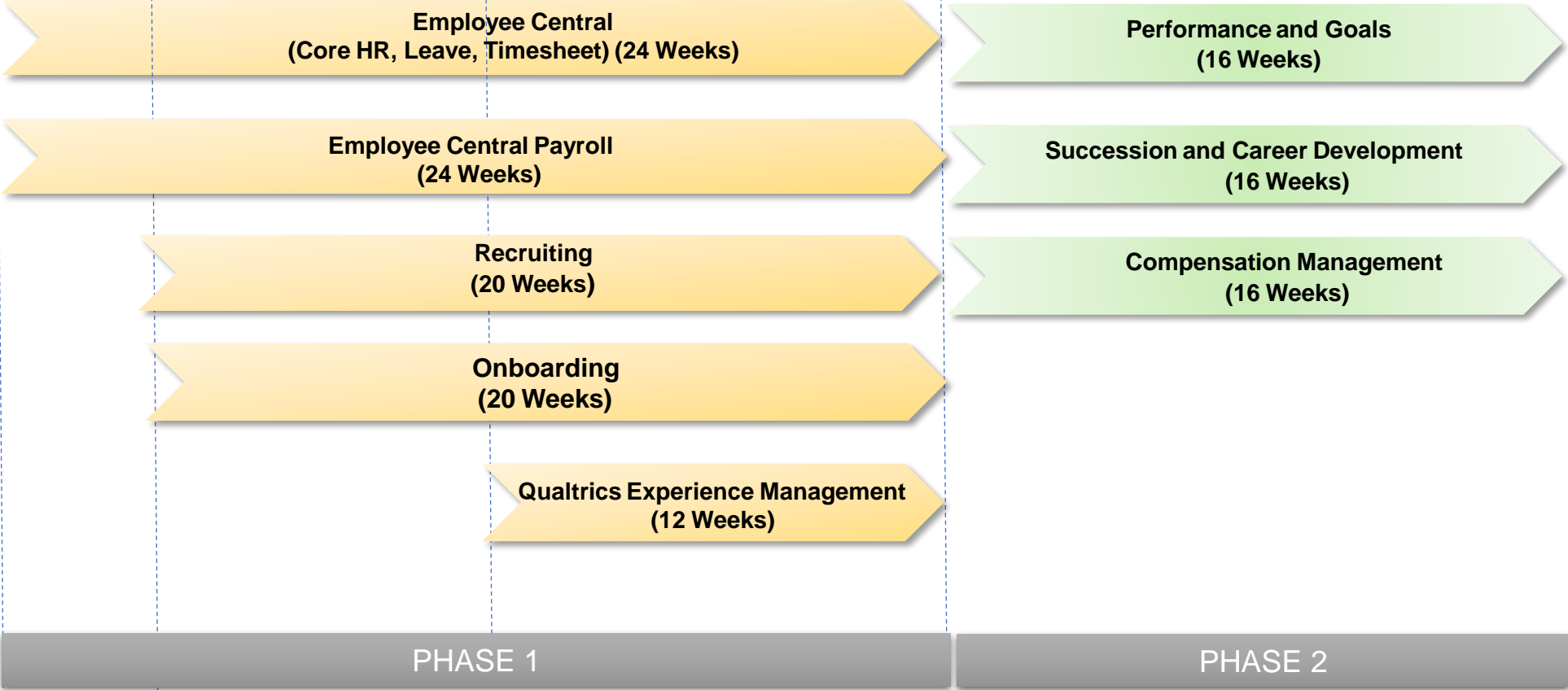| Urgency	Severity Level	Response Time	Resolution Time
Critical	1	Thirty (30) minutes	Five (5) hours
Moderate	2	Thirty (30) minutes	Twenty-four (24) hours
Low	3	Thirty (30) minutes	Forty-eight (48) hours

Table 3: Issues urgency, response and resolution time

TENDER COMPLIANCE

HOW TO PURCHASE TENDER DOCUMENT

URL : https://msmart.mcmc.gov.my/web/index.php

How to Participate MCMC **Open Tender**

TENDER SUBMISSION

FINANCIAL

- Section 3
- Section 4
- Financial Checklist
- APPENDIX A - F

TECHNICAL

- Section 5
- Technical Checklist
- APPENDIX G-H
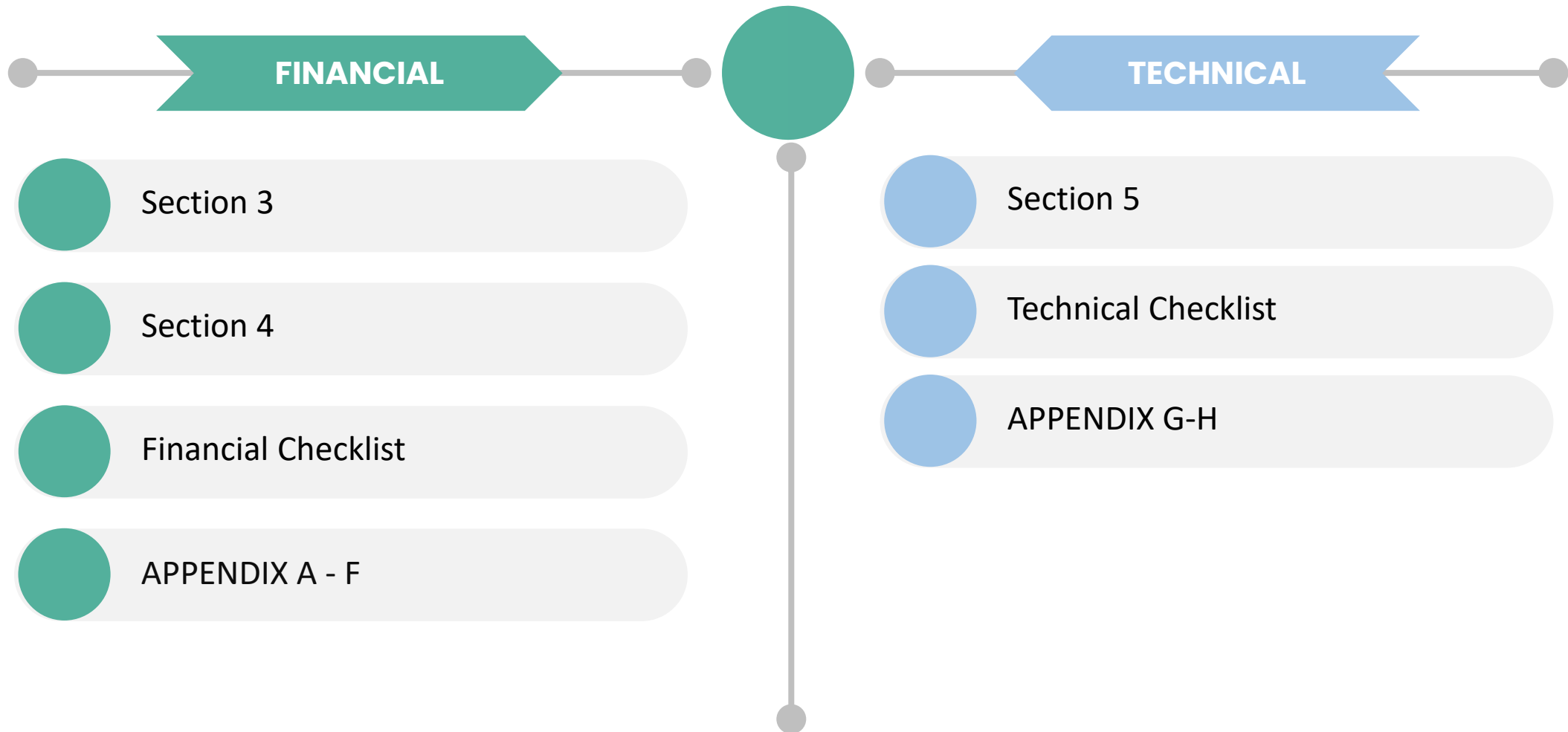
Financial Submission:
1 Original (hardcopy) + 1 Copy (hardcopy) + 1 digital copy of scanned documents in pdf format (CD or pen drive)

Technical Submission:
1 Original (hardcopy) + 1 Copy (hardcopy) + 1 digital copy of scanned documents in pdf format (CD or pen drive)

IMPORTANT NOTES

1. All information and updates will be in MCMC website

2. Attach the Tender Deposit to the Form of Tender Document (Appendix B). **Tender submissions without the Tender Deposit shall be disqualified**.

3. Be aware and comply with the required signatories. Please ensure that the Tenderer's official company stamps, and authorized signature appear on all pages of the Financial Submission only.

4. **No company name/info in the Technical Submission.** Failure to comply with this may invalidate the Tenderer's tender submission.

5. The MCMC Tender Secretariat will be the only point of contact for this project (tender@mcmc.gov.my)

TENDER TIMELINE

25 Oct 2023	2 Nov 2023	15 Nov 2023	22 Nov 2023
TENDER ISSUANCE	**TENDER BRIEFING SESSION**	**TENDER CLARIFICATION ENDS**	**TENDER SUBMISSION / TENDER CLOSING DATE**

TENDER CLARIFICATION ENDS

- **Before 5.00pm**

- Strictly via email only to tender@mcmc.gov.my

- The consolidated Q&A will be published in MCMC website

TENDER SUBMISSION / TENDER CLOSING DATE

- **On or before 12.00pm**

- MCMC CoE, Cyberjaya

- To complete Acknowledgement Form (2 copies)

- Late submission shall be rejected

THANK YOU