



Request for Quotation (RFQ)

Issued on **07 January 2020**

**Millennium Challenge Account Nepal**  
on behalf of  
**The Government of Nepal**  
funded by  
**The United States of America**  
Through  
**The Millennium Challenge Corporation**

For

**Procurement of Human Resource  
Management and Information System  
(HRMIS) Software and Services**

**\*\*\*\*\***

Ref No: **MCA-N/PM/SH/031**



## MILLENNIUM CHALLENGE ACCOUNT NEPAL (MCA-NEPAL)

### Letter of Invitation Requesting Quotations for Procurement of Human Resource Management and Information System (HRMIS) Software and Services

Kathmandu, Nepal

07 January 2020

**Ref: MCA-N/PM/SH/031**

1. The Millennium Challenge Corporation (“MCC”) and the Government of Nepal (“Government” or “GoN”) have entered into a Millennium Challenge Compact for Millennium Challenge Account assistance to help facilitate poverty reduction through economic growth in Nepal on 14 September 2017 (“The Compact”) in the amount of approximately **USD 500 million** (“MCC Funding”). The Government intends to apply parts of the proceeds of the funds to payments for contracts for goods, works and services. MCC is a U.S. government agency focused on assisting countries dedicated to good governance, economic freedom, and investments in people.
2. The Compact includes additional investment from the Government of approximately USD 130 million for a total of approximately USD 630 million. It includes two projects: (i) construction of about 300 kilometers of 400kV electricity transmission lines, three substations, and technical assistance for the power sector; and (ii) technical assistance to improve the road maintenance regime and road maintenance works on about 300 kilometers of the strategic road network. The program would include the procurement of contractors and consultants for design, construction and supervision of electricity lines and substations, road maintenance works, including a variety of technical services, equipment and construction works in different geographic locations within Nepal. These contracts will be competed through open international procurement procedures.
3. This Request for Quotations (RFQ), follows the General Procurement Notice that appeared in dgMarket on 18 September 2019, UNDB Online on 18 September 2019, the Kantipur National Daily newspaper on 19 September 2019, and MCA-Nepal website on 18 September 2019.
4. In issuing this RFQ, the Government of Nepal (GoN) is represented by the Millennium Challenge Account Nepal (“MCA-Nepal”).
5. The Millennium Challenge Account Nepal (MCA-Nepal), an organization of the Government of Nepal that manages the Compact Agreement with funding from the Millennium Challenge Corporation, intends to procure the services of Human Resource

Management and Information System (HRMIS) Software and Service as described in the attached Terms of Reference/Services.

6. **Pre-Bid Meeting:** The HRMIS Service Provider are strongly advised to attend the Pre-Bid Meeting which will be going to held on **16 January 2020, 13:00 Hours** (Nepal time, +5:45) at Millennium Challenge Account Nepal (MCA-Nepal), Yak and Yeti Hotel Convention Center, Durbar Marg, Kathmandu, Nepal. For logistic purposes, please confirm your attendance to the email [MCANepalPA@Cardno.com](mailto:MCANepalPA@Cardno.com) Cc to MCANepalPA@mcanp.org. The costs of attending the Pre-Bid Meeting shall be at the Service Provider's own expense.
7. Interested Eligible Firms are required to submit a quotation for HRMIS Service as stipulated in the Annex :3,4 and5 to this RFQ. **Prices shall be quoted in Nepali Rupees (NPR)**. The offered price should include all costs of providing HRMIS services for one year base period with options to five years as per requirements stated under Terms of Reference/Services and Conditions of the Contract.
8. There will be no price negotiations. The quotation shall be valid for sixty (60) days from deadline for submission of quotation stated in this RFQ.
9. One firm shall submit only one quotation for this procurement. The submitted quotation must be typed or written in indelible ink and shall be signed by authorized representative. The quotation shall only be submitted via File request link provide.
10. HRMIS Service Provider shall submit with their Quotations copies of the following documents:
  - a. Firm/Company Registration Certificate
  - b. PAN/VAT/TAX Registration;
  - c. Tax clearance certificate of Fiscal Year 2074/2075
  - d. Firm/ Company Registration. It is required to have at least two (2) years of experience providing Human Resource Management and Information System (HRMIS) Software and Services in Nepal.
  - e. Experience Certificate/Letter from previous or current **three (3) clients** to whom you have provided HRMIS Software and service of similar magnitude and to organizations having more than 50 staff; during last 5 years. This evidence may be provided in the form of copies of final invoices, reference letters etc, which can demonstrate the services provided. (as per the terms of reference)
  - f. Complete and signed Technical and Financial Quotation Submission Form separately.
  - g. Complete Submission Form of Service Provider's Proposed Software and Services
  - h. Power of Attorney in support of person signing the Quote.

**11. Evaluation of Quotation and Award of Purchase Order:** HRMIS Service Providers are required to quote for all required services. Failure to quote for all items will render your quotation incomplete and thus non-responsive to the requirements. The evaluation will be undertaken as follows:

- a) The submitted Proposal/Quotation will be verified eligibility compliance to the requirement of this Request for Quotation.
- b) Administrative and Qualification Evaluation criteria will be evaluated on pass fail basis)
- c) HRMIS Service Providers Proposal/Quotations will be reviewed to determine its compliance with the requirements stated in the Terms of Reference. The Qualification Experience evaluation will be assessed by accessing the Web based software Technical/Functional Modular evaluation (Point System) (90% of the total score)
- d) The Financial offer will be opened after completion of Technical evaluation, Supplier will be informed at least 3 days earlier about date, time and venue of financial opening.
- e) The financial offer determined substantially responsive to the technical specifications and assessment of the Suppliers' qualifications/experience and ability, will be evaluated by comparison of quoted prices. (10 % of total score).
- f) Contract shall be awarded to the Service Provider attaining the highest combined (technical and financial) score

The procurement process will be carried out in accordance with the provisions of MCC Procurement Guidelines which can be downloaded at: <https://www.mcc.gov/resources/doc/program-procurement-guidelines>.

12. A quotation is not substantially responsive if it contains material deviations or reservations to the terms, conditions, and specifications in this Request for Quotation, and it will not be considered further. The Purchaser will evaluate and compare only the quotations determined to be substantially responsive.

13. Service Providers may challenge the results of a procurement only according to the rules established in the Bid Challenge System developed by the MCA-NEPAL and approved by MCC. The rules and provisions of the Bid Challenge System are as published on the MCA-NEPAL's website at <https://mcanp.org/procurement>.

14. **Contract term:** The HRMIS service will be valid for minimum five years from the date of the signing of this contract. This contract will be implicitly extended throughout the life of the compact (minimum 5 years) with successful negotiation for rates. However, MCA-Nepal has the rights to terminate the contract at any time base on the funding resources available, performance of the service and its maintenance.

15. Evaluation and Comparison of bids shall be carried out excluding VAT.

**16. Quotation Submission Procedure:**

Interested Service Providers are requested to submit their Technical Proposal (**Technical Proposal which includes administrative documentation as per the clause 10 of RFQ and Technical Proposal Submission Form and Submission Form of Service Provider's Proposed Software and Services Annex 3 and 4**) and Financial Proposal/Quotation ((**Using the Financial Proposal/Quotation Submission form provided for this purpose in the RFQ document (Annex 5)**)).

The Service Provider shall upload the complete set of Proposal/Quotation (Technical Proposal) in one pdf file, and financial proposal second pdf file).

17. Please submit your price quotation signed by an authorized representative via the Dropbox link provided below, with the name of the uploaded file as follows: "***Name of HRMIS Service Provider- Human Resource Management and Information System (HRMIS) Software and Services***".
18. The File request link (Dropbox link) for **submission of quotations**:  
<https://www.dropbox.com/request/NsyFhRMX9EqWmKeQeC5c>
19. Please note that the provided **Dropbox link** will expire on the **deadline for submission** indicated in Clause 20 below, consequently no late quotations will be received.
20. Deadline for submission of Technical and Financial Proposal/Quotations is **28 January 2020, at 15:00 hours local time in Kathmandu, Nepal (GMT+5:45)**.
21. The Service Provider shall submit his/her Quotation no later than Submission Deadline and only via File Request Link (FRL). The submission through other means such as hard copy or email shall not be accepted. The provided file request link (FRL) for uploading the proposals will expire on the date and time of the deadline for submission, thus no late proposals will be received. Detailed procedure for submission is mentioned Annex 1 of the RFQ document.
22. MCA-NEPAL reserves the right to reject any or all applications or offers, waive any defect or informality therein, and accept the offer which it deems most advantageous to the institution.

Yours sincerely,  
**For MCA-Nepal:**  
**Khadga Bahadur Bisht**  
Executive Director

**Annexes:**

1. Procedure for Electronic Submission of Proposals
2. Terms of Reference/Scope of Service
3. Technical Proposal Submission Form
4. Submission Form of Service Provider's Proposed Software and Services
5. Financial Proposal/Quotation Submission Form
6. Sample Contract/Purchase Order



## Annex 1

### Procedure for Electronic Submission of Proposals

1. The file request link (FRL) provided in clause 18 of RFQ shall be used to submit its Entire Quotation. For the avoidance of doubt, Entire Quotation = Technical Proposal [**Technical Proposal which includes administrative documentation as per the clause 10 of RFQ and Technical Proposal Submission Form and Submission Form of Service Provider's Proposed Software and Services Annex 3 and 4**] + Financial Proposal/Quotation [**Using the Financial Proposal/Quotation Submission form provided for this purpose in the RFQ document (Annex 5)**].
2. The Dropbox File Request Link shall expire on the proposal/quotation submission deadline as mentioned in Clause 20 of RFQ.
3. All submitted documents (whether as standalone files or files in folders) shall be in pdf/word format.
4. Only Financial Proposal shall be password-protected for access i.e. the pdf file(s) cannot be opened without the password. MCA Nepal shall not be responsible for disclosure of proposal before financial opening if financial proposal is not password protected.
5. Instructions on how to password-protect pdfs in Adobe Acrobat can be accessed from: <https://helpx.adobe.com/acrobat/using/securing-pdfs-passwords.html>. If you only have Adobe Reader, it is advised that a free program like PDFMate be downloaded and installed. Instructions on how to password-protect pdfs in PDFMate can be accessed from: <http://www.pdfmate.com/feature-encrypt.html>
6. The Technical and Financial Proposal/Quotation shall be submitted in separate pdf(s) files/folders/zipped folders.
7. The Technical and Financial Quotation/Proposals shall not exceed 10GB each.
8. Service Providers are informed that the capability of their internet bandwidth will determine the speed in which their proposals are uploaded via the File Request Link. Service Providers are therefore advised to commence the process of uploading their proposals via the File Request Link in good time before the proposal submission deadline.
9. After the completion of the technical evaluation, the Service Provider will be asked to provide the password for his/her Financial Proposals at a later date.
10. The Technical and Financial Proposals/Quotation shall be submitted via the File Request Link only. Proposals submitted by email shall not be accepted. Also, only Entire Proposals shall be submitted by the submission deadline. A Service Provider who submits only the Technical Proposal or only the Financial Proposal/Quotation or incomplete Quotation shall have its Quotation rejected.
11. Service Providers should use the filename framework for the Quotation as follows:
  - a. Technical Proposals filename: TechPro-[Service Provider name]-MCA-N/PM/SH/031
  - b. Financial Proposals/Quotation filename: FinPro-[Service Provider name]-MCA-N/PM/SH/031

## **Annex 2**

# **Terms of Reference/Scope of Service For Human Resource Management and Information System (HRMIS) Software and Services**

### **1. Introduction:**

The United States of America, acting through the Millennium Challenge Corporation (“MCC”), has signed a Millennium Challenge Compact on 14 September 2017 (the “Compact”) with the Government of Nepal (the “Government”) to fund a five-year economic development program (the “Program”) in Nepal. The Compact funds’ investments in electricity transmission and road maintenance

Pursuant to the Compact and the pending Program Implementation Agreement between MCC and the Government (the “PIA”), Millennium Challenge Account-Nepal (“MCA-Nepal”) is responsible for managing the implementation of the Compact program on behalf of the Government. MCA-Nepal is governed by its Board of Directors (“Board”). The management unit of MCA-Nepal (the “Management Unit”), which reports to the Board, manages the day-to-day operations of Board and will have responsibility to ensure that the Program is implemented in a timely, effective, efficient, and results-oriented manner in accordance with the terms of the Compact. The Management Unit is headed by the Executive Director. The eventual human resource mix of MCA-Nepal includes 66 employees, about 6 interns and about 10 consultants and are managed by the Human Resources team at MCA-Nepal.

### **2. Objective:**

MCA-Nepal is looking for HRMIS Service Providers to provide an integrated Human Resource Management and Information System (HRMIS software) including its management, hosting, training and maintenance. The software is anticipated to be hosted and maintained by the Service Provider and services are delivered for a period including June 2025. All the required functions of HR software service and hosting, upkeep and maintenance is Service Provider’s responsibility. Service Provider should setup the software for use after making required changes if any and master data entry. MCA-Nepal employees will access the software over web, after required authentication, for performing the required functions. Purpose of the HRMIS Services is to automate MCA-Nepal HR processes and manage HR & Payroll related information within the organization for faster delivery and increased efficiency.

### **3. Requirements:**

MCA-Nepal requires a web-based software/service to access HRMIS modules, customized as per the MCA-Nepal requirements. Software should include Dashboard for all employees based on specified roles and online reports in each module for managers/HR, supporting them to track subordinate’s activity status. The reports should have filtering criteria and should support download. The proposed HRMIS must provide the following functionality as part of the software:



S. No	Module Category and requirements	Features/specifications
1	Recruitment & Application Management Module	<p>Functionality to manage the Recruitment process followed at MCA-Nepal for Staff Requisition including Short listing application, managing Interview details and Reference Check</p> <ul style="list-style-type: none"> <li>• <b>Staff Requisition:</b> Enable to raise manpower requisition specifying various criteria like qualification details, skill sets and responsibility details, experience, gender and age group requirements among other requirements.</li> <li>• <b>Resume Management:</b> Enable to capture all important information about a candidate who have applied through various channels like online website, job portal etc. The information captured would include the resume details, skills details, job applied for, contact details, addresses, DOB, all past experience details, qualification details, photograph and Reference details.</li> <li>• <b>Short listing of Candidates:</b> Able to do short listing of candidates based on various filtering criteria like qualification, age group, city, gender, experience, skills etc.</li> <li>• <b>Interview:</b> Manage interviewer details, schedule interviews, and capture the interview results.</li> <li>• <b>On Hold and Rejected Candidate Database:</b> Able to mark the recruitment status of candidate as in process, on hold, rejected etc. Maintain database of On Hold and Rejected Candidates. These can be purged as per our requirements.</li> <li>• <b>Reference Check:</b> Enable to create a database of questions that need to be asked during Reference Check and capture the Reference Check results.</li> </ul>
2	Employee Master Database Module	<p>Functionality to capture and maintain all the required information about an Employee. This information will be part of the Employee Database the backbone of the software.</p> <ul style="list-style-type: none"> <li>• <b>Employee General Information:</b> Maintain all basic information about an Employee such as -Name, Employee Code, Spouse's name, Qualification, Experience, all Contact Addresses, E-mail Addresses, Mobile Numbers, Blood Group, Photo, Department, Role, UID, Designation, DOJ, DOB, Location etc.</li> </ul>

		<ul style="list-style-type: none"> <li>• <b>Employee Salary Structure:</b> Capture Employee Salary Structure details covering all Earning and Deduction heads and Benefits</li> <li>• <b>Employee Dependents' Details:</b> All information about Employee Dependents that is required for Payroll, PF, Insurance and Reimbursement perspectives</li> <li>• <b>Employee Payroll Information:</b> Important information like Bank Details, Account Number, PF, PAN Number, etc.</li> <li>• <b>Past Employment Details:</b> Important information of past employment including Employer Name, Salary Structure and Positions held</li> <li>• <b>Past Training Details:</b> All information on Trainings attended by the employee.</li> <li>• <b>Attachments:</b> Facility to attach Resume, Increment Letter, any other letter. Facility to scan photograph or signature and attach the same to the HR software.</li> </ul>
3	Confirmation & Contract Renewals Module	<p>Functionality to manage the confirmation, contract renewal of the employees.</p> <ul style="list-style-type: none"> <li>• <b>Confirmation:</b> Facility to confirm Employees and capture related details. Notifications for delays, list of due employees.</li> <li>• <b>Probation Extension:</b> Facility to extend Probation of an Employee. Alert and Notifications for delays, list of due employees.</li> <li>• <b>Contract Renewal:</b> Automate Contract Renewal of Employee. Bulk process should be possible. Alert and Notifications for due employees.</li> </ul>
4.	Leave and Attendance Module	<p>Functionality to capture the leave details and link to attendance record.</p> <ul style="list-style-type: none"> <li>• <b>Leave Management:</b> Employee should be able to view leave balance, apply for leave and cancel leave if required. Workflow should be in place for leave approval. Manager and HR should be able to do bulk activities for set of employees.</li> <li>• <b>Linking with biometric Attendance data:</b> An inbuilt import module which should help for importing attendance data from biometric attendance machine with manual overwrite function for employee (while filling time registration, and for HR for verification).</li> <li>• HR Should be able to extract the monthly time sheet report</li> </ul>

		<ul style="list-style-type: none"> <li>• <b>Functionality to plan the field visit:</b> Employee should be able to mark the manual attendance, upload travel authorization and advance requests as an attachment.</li> </ul>
5	Time Registration	<p>Functionality to capture the time registration and link to attendance record.</p> <ul style="list-style-type: none"> <li>• <b>Time Registration:</b> Employee should be able to fill in their monthly timesheet (hours worked per day – leave/holidays) and submit to supervisor.</li> <li>• <b>Time Approvals:</b> Once employee submits time registration, system should alert supervisor (through dashboard and email) and time registration approval of supervisor.</li> <li>• <b>Credit Hour:</b> System needs to have a function wherein staff can ask for working overtime and then exercise the leave in lieu therein</li> <li>• <b>Payroll linkage:</b> HRMIS should bar HR from processing payroll where immediately preceding months' time has not been approved by supervisor.</li> <li>• Overtime work for level A staff needs to be linked to the payroll</li> <li>• <b>Consultations:</b> Employee should be able to review their available time off, expenses reports, leave and similar</li> </ul>
6	Payroll	<p>Functionality to generate separate payroll for tax exempt (international staff), employees and consultants/interns.</p> <ul style="list-style-type: none"> <li>• <b>Generating payroll:</b> System should generate monthly payroll information including all deductions (tax, P.F., CIT, SST, special deductions) for HR to process.</li> <li>• <b>Upload signed payroll and employee information:</b> Once HR team uploads physically signed payroll and payment is processed (confirmed by HR team) system should alert all employees through sending monthly pay-stub via email.</li> <li>• <b>Annual tax calculations/adjustments:</b> HRMIS should allow HR to make adjustments in provisional taxes at the end of Fiscal year.</li> <li>• <b>Projection/budgeting:</b> HRMIS should be able to specified period payroll projection for budgeting purpose.</li> </ul>

		<ul style="list-style-type: none"> <li>• <b>Overtime:</b> HRMIS should be able to request for overtime, approve overtime (max 40 hrs a month) and include this in payroll processing.</li> </ul>
7	Employee Self Services	<ul style="list-style-type: none"> <li>• <b>Self Service:</b> Employee Login, Profile management, dashboard, tour management, Salary history, leave management, appraisals, notifications or notices etc.</li> <li>• <b>Information update:</b> All immediate supervisors and HR should have ability to update the dashboard of selected (of all) employees to keep them informed of new developments and HR updates.</li> <li>• <b>Role base:</b> The application access, functional and views available should be decided based on role of employee such that it eases the core HR related functions the employee needs to perform in their role.</li> </ul>
8	Exit and Separation Management	<ul style="list-style-type: none"> <li>• <b>Separation Details:</b> Record separation related information - date of resignation, type of separation, notice period details, reason, etc.</li> <li>• <b>Exit Interview:</b> Document the exit interview.</li> </ul>
9	HR Letters	System to generate all important letters through our software like Offer letters, Appointment Letters, Increment Letters, Award Letters, Transfer Letters, Final Settlement letters. Required letters can be provided in advance after contracting.
10	Training & Development	<p>Functionality to manage the employee skill development training, induction</p> <ul style="list-style-type: none"> <li>• <b>Training Masters:</b> Masters driven software and enable us to define various masters like Training Needs Identification Sources, Training Types and also define as per our needs fields that shall come when we collect Employee feedback.</li> <li>• <b>Trainers Details:</b> Define as many Trainers as possible, categorize them and collect as much information about them as required</li> <li>• <b>Training Budget:</b> Define Training Budget in terms of money value and hours</li> <li>• <b>Training Calendar:</b> Provision to prepare and publish a Training Calendar.</li> <li>• <b>Training Record:</b> Facility to record details of Training Attended by Employees. These details should reflect on Employee profile</li> <li>• <b>Training Feedback:</b> Facility to record Feedback given by Employees.</li> <li>• <b>Central repository:</b> all employees can upload contents of trainings they have participated, and</li> </ul>

		the content should be visible (via dashboard) to all employees.
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4. **Terms and Conditions:**

- HRMIS Software/Service must be hosted and maintained by the service provider. The Service Provider should ensure 24 X 7 availability of the web-based software service except for any preplanned maintenance.
- The software/service must be provided to MCA-Nepal as a service with annual costs for each year of service.
- Customization cost (one-time Lump sum). The cost of implementing the functionalities listed in section 3 above as per MCA-Nepal processes should be included as part of one-time customization cost. Any bug fixes or issues arising during the implementation throughout the contract period should be supported and no additional charges allowed.
- Master data entry: Service Provider shall enter all the initial Master data before rolling out the system.
- Support: On call support should be available on working weekdays. Issue tracking system should be established for the support.
- Software service would be primarily used over web but for any issues that may be needed only physical presence, Service Provider representative may have to visit MCA-Nepal Office.
- Data Backup: The organizational data should be backed up weekly, with rollback possibilities in case of data loss or similar issues.
- Data Security: The Service Provider must ensure that all the organizational data should be maintained on secured data servers, with sufficient provision made against any external attacks and prohibiting anybody apart from MCA-Nepal employees from accessing the data directly or indirectly. The data cannot be shared with any other party for any purpose.
- Data Handover: At the end of contract, if the services are discontinued then the Service Provider should provide all the transactional data for the entire period of the engagement and all the master data.
- Data Encryption: All the database of the HRMIS system has to be properly encrypted.

5. **Training Support:**

- The Service Provider shall provide 2 hours of Training in MCA-Nepal premises to all staff in three batches (25 persons per batch) for using the application on dates specified by MCA-Nepal. All the logistics requirement will be provided by MCA-Nepal.
- Software/Service Provider must provide process flow and process notes for each and every module after customization and provide at administrative rights training to HR team.

6. **Schedule for completion of tasks:**

The selected Service Provider shall roll out the implementation of all the modules after customization within 45 days from the date of signing of the purchase order/supply order or contract signing.

7. **Data services & facilities to be provided by MCA-Nepal:**

Database of all employees relating to the entering of Employee Master data creation and policies of MCA-Nepal shall be provided to the HRMIS Service Provider.

8. **Payment clause:**

Payment shall be made in following tranches on submission of invoice for activity/ month. Taxes shall be as applicable as per Income Tax Rules.

Sl. No.	Particulars	Frequency
1	Successful roll-out of HRMIS including the verification and satisfaction of MCA-Nepal	60 % of base period.
2	Completion of 3 batches of training	20% of base period.
3	Completion of 12 months of service	20% percent of period shall be paid after successful provision of maintenance for the first year
4	After completing each year of contract	100% of the Annual Maintenance Charges will be paid after successful completion of annual maintenance (option period).

9. **Confidentiality:** The Service Provider, its Subcontractors, and the Personnel of either of them shall not, either during the term or within two (2) years after the expiration of this Contract, disclose any proprietary or confidential information relating to the Project, the Services, this Contract, or the Employer's business or operations without the prior written consent of MCA-Nepal.

10. **Documents generated by software to Be the Property of the Employer:** All plans, drawings, specifications, designs, reports, and other documents generated by software shall become and remain the property of MCA-Nepal and the Service Provider shall, not later than upon termination or expiration of this Contract, deliver all such documents to the other Employer, together with a detailed inventory thereof.

11. **Evaluation Criteria:**

The service providers who pass on administrative and Qualification evaluation criteria will be invited for a Demo presentation based on the technical proposal. Final selection will be based on Demo and panel scores provided in demo.

11.1 Administrative and Qualification Evaluation criteria will be evaluated on pass fail basis)

- Firm qualification: at least two (2) years of experience providing Human Resource Management and Information System (HRMIS) Software and Services in Nepal

- At least **three similar** experience of providing software and services to organizations having more than 50 staff. (Note that providing only software will not meet this requirement)
- Reference Check (Please provide at least 3 references which includes: (i) Name of the Organization (ii) Contact Details: Email, Phone, and (iii) Name and Position of the Person)

### 11.2 Web based software Technical/Functional Modular evaluation:

The software/service will be evaluated as follows:

For the evaluation of the Technical/Functional Modular criteria, the Service Provider will be invited to present a presentation including a demonstration on how to use the software and how it meets the requirement of MCA-Nepal. If the bidder does not attend, MCA-Nepal reserves the right to reject the quotation.

<b>S. No</b>	<b>Module Category and requirements</b>	<b>Points</b>
1	Recruitment & Application Management Module	6
2	Employee Master Database Module	15
3	Confirmation & Contract Renewals Module	10
4.	Leave and Attendance Module	15
5	Time Registration	12
6	Payroll	10
7	Employee Self Services	10
8	Exit and Separation Management	10
9	HR Letters	6
10	Training & Development	6
Total score of Functional Modular criteria		100

Assessment of the Firm's (HRMIS Service Provider) administrative qualification/experience will be on pass failed basis. The Web based software Technical/Functional Modular evaluation

will be carried if the HRMIS Service Provider passes the administrative and qualification evaluation criteria. Web based software Technical/Functional Modular criteria will be assessed on the “point system”. The points for Web based software technical/Functional modular criteria will have a weightage of 90 % of total score;

The Financial Proposal/Quotation for the offers that determined substantially responsive to the technical specifications and assessment of the Service Provider’s qualifications/experience and ability will be evaluated for financial and Combined evaluation.

The formula for determining the financial scores is the following:

$S_f = 100 \times F_m / F$ , in which  $S_f$  is the financial score,  $F_m$  is the lowest price and  $F$  the price of the Proposal under consideration.

The weights given to Financial Proposals is 10 %.

Proposal will be ranked according to their combined technical ( $S_t$ ) and financial ( $S_f$ ) scores according to the formula  $\text{Total Score} = S_t (\text{Technical Score}) \times T\% (\text{Weightage of Technical Score}-90\%) + S_f (\text{Financial score}) \times P\% (\text{weightage of Financial Score}-10\%)$

Contract shall be awarded to the Service Provider attaining the highest combined (technical and financial) score.



**Annex 3**  
**Technical Proposal Submission Form:**

Request for Quotation No.: \_\_\_\_\_

Name of Contract: \_\_\_\_\_

To: MCA-Nepal

Ladies and Gentlemen:

We, the undersigned, declare and certify that:

We undertake, if our Proposal/Quotation is accepted, to commence work on the Software and Services and to achieve Installation and Operational Acceptance within the respective times stated in the Request for Quotation (RFQ).

We undertake, if our Proposal/Quotation is accepted, to commence work on the Software and Services and to achieve Installation and Operational Acceptance within the respective times stated in the RFQ

**We hereby certify that the Software offered in this Proposal/Quotation and to be supplied under the Contract (i) either is owned by us, or (ii) if not owned by us, is covered by a valid license from the proprietor of the Software.**

Our Proposal/Quotation shall be valid for a period of **60** days from the date fixed for the bid submission deadline in accordance with the RFQ, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We understand that you are not bound to accept the lowest or any Proposal/Quotation you may receive.

We have taken steps to ensure that no person acting for us or on our behalf will engage in bribery.

We are not engaged in, facilitating, or allowing any of the prohibited activities described in the MCC Counter-Trafficking in Persons Policy and will not engage in, facilitate, or allow any such prohibited activities for the duration of the Contract. Further, we hereby provide our assurance that the prohibited activities described in the MCC Counter-Trafficking in Persons Policy will not be tolerated on the part of our employees, any Subcontractor, or their respective employees. Finally, we acknowledge that engaging in such activities is cause for suspension or termination of employment or of the Contract.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

Signature \_\_\_\_\_ In the capacity of \_\_\_\_\_  
Duly authorized to sign Proposal/Quotation for and on behalf of \_\_\_\_\_

**[in block letters or typed]**

Address: \_\_\_\_\_

Witness: \_\_\_\_\_

Address: \_\_\_\_\_

Occupation: \_\_\_\_\_

**Annex 4:**  
**Submission Form of Service Provider's Proposed Software and Services**  
**(To be Completed by the Service Provider Accordingly)**

Service Provider: \_\_\_\_\_

Date: \_\_\_\_\_

S. No	Module Category and requirements	MCA-Nepal's Requirement Features/specifications	Service Provider's Offer of Features/specifications
1	Recruitment & Application Management Module	<p>Functionality to manage the Recruitment process followed at MCA-Nepal for Staff Requisition including Short listing application, managing Interview details and Reference Check</p> <ul style="list-style-type: none"> <li>• <b>Staff Requisition:</b> Enable to raise manpower requisition specifying various criteria like qualification details, skill sets and responsibility details, experience, gender and age group requirements among other requirements.</li> <li>• <b>Resume Management:</b> Enable to capture all important information about a candidate who have applied through various channels like online website, job portal etc. The information captured would include the resume details, skills details, job applied for, contact details, addresses, DOB, all past experience details, qualification details, photograph and Reference details.</li> <li>• <b>Short listing of Candidates:</b> Able to do short listing of candidates based on various filtering criteria like qualification, age group, city, gender, experience, skills etc.</li> <li>• <b>Interview:</b> Manage interviewer details, schedule interviews, and capture the interview results.</li> <li>• <b>On Hold and Rejected Candidate Database:</b> Able to mark the recruitment status of candidate as in process, on hold, rejected etc. Maintain database of On Hold and Rejected Candidates. These can be purged as per our requirements.</li> </ul>	

		<ul style="list-style-type: none"> <li>• <b>Reference Check:</b> Enable to create a database of questions that need to be asked during Reference Check and capture the Reference Check results.</li> </ul>	
2	Employee Master Database Module	<p>Functionality to capture and maintain all the required information about an Employee. This information will be part of the Employee Database the backbone of the software.</p> <ul style="list-style-type: none"> <li>• <b>Employee General Information:</b> Maintain all basic information about an Employee such as -Name, Employee Code, Spouse's name, Qualification, Experience, all Contact Addresses, E-mail Addresses, Mobile Numbers, Blood Group, Photo, Department, Role, UID, Designation, DOJ, DOB, Location etc.</li> <li>• <b>Employee Salary Structure:</b> Capture Employee Salary Structure details covering all Earning and Deduction heads and Benefits</li> <li>• <b>Employee Dependents' Details:</b> All information about Employee Dependents that is required for Payroll, PF, Insurance and Reimbursement perspectives</li> <li>• <b>Employee Payroll Information:</b> Important information like Bank Details, Account Number, PF, PAN Number, etc.</li> <li>• <b>Past Employment Details:</b> Important information of past employment including Employer Name, Salary Structure and Positions held</li> <li>• <b>Past Training Details:</b> All information on Trainings attended by the employee.</li> <li>• <b>Attachments:</b> Facility to attach Resume, Increment Letter, any other letter. Facility to scan photograph or</li> </ul>	

		signature and attach the same to the HR software.	
3	Confirmation & Contract Renewals Module	<p>Functionality to manage the confirmation, contract renewal of the employees.</p> <ul style="list-style-type: none"> <li>• <b>Confirmation:</b> Facility to confirm Employees and capture related details. Notifications for delays, list of due employees.</li> <li>• <b>Probation Extension:</b> Facility to extend Probation of an Employee. Alert and Notifications for delays, list of due employees.</li> <li>• <b>Contract Renewal:</b> Automate Contract Renewal of Employee. Bulk process should be possible. Alert and Notifications for due employees.</li> </ul>	
4.	Leave and Attendance Module	<p>Functionality to capture the leave details and link to attendance record.</p> <ul style="list-style-type: none"> <li>• <b>Leave Management:</b> Employee should be able to view leave balance, apply for leave and cancel leave if required. Workflow should be in place for leave approval. Manager and HR should be able to do bulk activities for set of employees.</li> <li>• <b>Linking with biometric Attendance data:</b> An inbuilt import module which should help for importing attendance data from biometric attendance machine with manual overwrite function for employee (while filling time registration, and for HR for verification).</li> <li>• HR Should be able to extract the monthly time sheet report</li> <li>• <b>Functionality to plan the field visit:</b> Employee should be able to mark the manual attendance, upload travel authorization and advance requests as an attachment.</li> </ul>	
5	Time Registration	<p>Functionality to capture the time registration and link to attendance record.</p> <ul style="list-style-type: none"> <li>• <b>Time Registration:</b> Employee should be able to fill in their monthly timesheet (hours worked</li> </ul>	

		<p>per day – leave/holidays) and submit to supervisor.</p> <ul style="list-style-type: none"> <li>• <b>Time Approvals:</b> Once employee submits time registration, system should alert supervisor (through dashboard and email) and time registration approval of supervisor.</li> <li>• <b>Credit Hour:</b> System needs to have a function wherein staff can ask for working overtime and then exercise the leave in lieu therein</li> <li>• <b>Payroll linkage:</b> HRMIS should bar HR from processing payroll where immediately preceding months’ time has not been approved by supervisor.</li> <li>• Overtime work for level A staff needs to be linked to the payroll</li> <li>• <b>Consultations:</b> Employee should be able to review their available time off, expenses reports, leave and similar</li> </ul>	
6	Payroll	<p>Functionality to generate separate payroll for tax exempt (international staff), employees and consultants/interns.</p> <ul style="list-style-type: none"> <li>• <b>Generating payroll:</b> System should generate monthly payroll information including all deductions (tax, P.F., CIT, SST, special deductions) for HR to process.</li> <li>• <b>Upload signed payroll and employee information:</b> Once HR team uploads physically signed payroll and payment is processed (confirmed by HR team) system should alert all employees through sending monthly pay-stub via email.</li> <li>• <b>Annual tax calculations/adjustments:</b> HRMIS should allow HR to make adjustments in provisional taxes at the end of Fiscal year.</li> <li>• <b>Projection/budgeting:</b> HRMIS should be able to specified period payroll projection for budgeting purpose.</li> </ul>	

		<ul style="list-style-type: none"> <li>• <b>Overtime:</b> HRMIS should be able to request for overtime, approve overtime (max 40 hrs a month) and include this in payroll processing.</li> </ul>	
7	Employee Self Services	<ul style="list-style-type: none"> <li>• <b>Self Service:</b> Employee Login, Profile management, dashboard, tour management, Salary history, leave management, appraisals, notifications or notices etc.</li> <li>• <b>Information update:</b> All immediate supervisors and HR should have ability to update the dashboard of selected (of all) employees to keep them informed of new developments and HR updates.</li> <li>• <b>Role base:</b> The application access, functional and views available should be decided based on role of employee such that it eases the core HR related functions the employee needs to perform in their role.</li> </ul>	•
8	Exit and Separation Management	<ul style="list-style-type: none"> <li>• <b>Separation Details:</b> Record separation related information - date of resignation, type of separation, notice period details, reason, etc.</li> <li>• <b>Exit Interview:</b> Document the exit interview.</li> </ul>	•
9	HR Letters	System to generate all important letters through our software like Offer letters, Appointment Letters, Increment Letters, Award Letters, Transfer Letters, Final Settlement letters. Required letters can be provided in advance after contracting.	
10	Training & Development	<p>Functionality to manage the employee skill development training, induction</p> <ul style="list-style-type: none"> <li>• <b>Training Masters:</b> Masters driven software and enable us to define various masters like Training Needs Identification Sources, Training Types and also define as per our needs fields that shall come when we collect Employee feedback.</li> <li>• <b>Trainers Details:</b> Define as many Trainers as possible, categorize them and collect as much information about them as required</li> </ul>	

		<ul style="list-style-type: none"> <li>• <b>Training Budget:</b> Define Training Budget in terms of money value and hours</li> <li>• <b>Training Calendar:</b> Provision to prepare and publish a Training Calendar.</li> <li>• <b>Training Record:</b> Facility to record details of Training Attended by Employees. These details should reflect on Employee profile</li> <li>• <b>Training Feedback:</b> Facility to record Feedback given by Employees.</li> <li>• <b>Central repository:</b> all employees can upload contents of trainings they have participated and the content should be visible (via dashboard) to all employees.</li> </ul>	
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**Annex 5**  
**Financial Proposal/Quotation Submission Form**

**Procurement of Human Resource Management and Information System (HRMIS) software and Service**

**Bidder/Service Provider:** \_\_\_\_\_

**Date:** \_\_\_\_\_

Item #	Description of Software and Services	Quantity	Cost of Software and Service in Nepali Rupees (NPR)
(1)	(2)		(3)
A	<b>Base Period</b>		
A1	Supply of Software, customization, Encryption, including all the services required as per Terms of Reference	LS	
A2	Providing Training Support as per Terms of Reference	LS	
A3	Annual maintenance for the first year and other services required as per Terms of Reference.	LS	
B	<b>Option Period:</b> Cost of Annual Maintenance as per the terms of reference		
B.1	Year 1	LS	
B.2	Year 2	LS	
B.3	Year 3	LS	
B.4	Year 4	LS	
B.5	Year 5	LS	
	<b>Total Excluding VAT</b>		
	<b>Value of VAT</b>		
	<b>Grand Total</b>		

**Note:** Year 5 price will be divided by 12 and shall be paid on monthly basis for the remaining duration of the services required (expected until June 2025)

Our Proposal/Quotation shall be valid for a period of 60 days from the date fixed for the bid submission deadline in accordance with the RFQ, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We are attaching herewith the documentary proof in support as authorization for the person signing the quotation (Attach Letter of Authorization Accordingly).

Name of the Person Authorized to Sign the Quotation: \_\_\_\_\_

Position of the signatory in Organization: \_\_\_\_\_

Signature of the Authorized Person: \_\_\_\_\_

Date: \_\_\_\_\_

Physical Address: \_\_\_\_\_

Email id: \_\_\_\_\_

**Annex 6**  
**Sample Contract**

## Contract Agreement

This CONTRACT AGREEMENT (this “Contract”) is made as of the **[day]** of **[month]**, **[year]**, between **Millennium Challenge Account Nepal** (the “Purchaser”), on the one part, and **[full legal name of Service Provider]** (the “Service Provider”), on the other part.

*[Note: If the Service Provider consists of more than one entity, the following should be used]*

This CONTRACT AGREEMENT (this “Contract”) made as of the **[day]** of **[month]**, **[year]**, between **Millennium Challenge Account Nepal** (the “Purchaser”), on the one part, and **[full legal name of lead Service Provider]** (the “Service Provider”) in **[joint venture / consortium / association]** with **[list names of each joint venture entity]**, on the other part, each of which will be jointly and severally liable to the Purchaser for all of the Service Provider’s obligations under this Contract and is deemed to be included in any reference to the term “Service Provider.”

### RECITALS

WHEREAS,

- (a) The Millennium Challenge Corporation (“MCC”) and the Government of **Nepal** (the “Government”) have entered into a Millennium Challenge Compact for Millennium Challenge Account assistance to help facilitate poverty reduction through economic growth in Nepal on 14 September 2017 (the “Compact”) in the amount of approximately US\$500 million (“MCC Funding”). The Government, acting through the Purchaser, intends to apply a portion of the proceeds of MCC Funding to eligible payments under this Contract. Payments made under this Contract will be subject, in all respects, to the terms and conditions of the Compact and related documents, including restrictions on the use, and conditions to disbursement, of MCC Funding. No party other than the Government and the Purchaser shall derive any rights from the Compact or have any claim to the proceeds of MCC Funding; and
- (b) The Purchaser invited bids for the provision of certain non-consulting services identified in this Contract and has accepted a bid by the Service Provider for the supply of those services on the terms and conditions set forth in this Contract.

NOW THEREFORE, the parties hereto agree as follows:

- (a) In consideration of the payments to be made by the Purchaser to the Service Provider as set forth in this Contract, the Service Provider hereby covenants with the Purchaser to provide the Services and to remedy defects therein in conformity in all respects with the provisions of this Contract.
- (b) Subject to the terms of this Contract, the Purchaser hereby covenants to pay the Service Provider in consideration of the provision of the Services and the remedying of defects therein, the Contract Price (as defined below) or such other sum as may become payable under the provisions of this Contract at the times and in the manner prescribed by this Contract.

IN WITNESS whereof the parties hereto have caused this Contract to be executed in accordance with the laws of **Nepal** on the day, month and year first indicated above.



## Annex A: General terms and Conditions of this Request for Quotation Document.

**1) Detail of HRMIS Service:** You are required to provide Full Details (Comprehensive) HRMIS Service as detailed below:

MCA-N/PM/SH/031		Date:		
Purchaser: Millennium Challenge Account Nepal (MCA-Nepal)		Procurement of Human Resource Management and Information System (HRMIS) software and Services		
Service Provider/Service Provider:				
Address: Email Address: Contact Name:		Tel: Cell No:	Fax:	VAT No:
<b>ORDER</b>				
Item #	Description	Quantity/ Unit	Total price (NPR)	
A	<b>Base Period</b>			
A1	Supply of Software, customization, Encryption, including all the services required as per Terms of Reference	LS		
A2	Providing Training Support as per Terms of Reference	LS		
A3	Annual maintenance for the first year and other services required as per Terms of Reference.	LS		
B	<b>Option Period:</b> Cost of Annual Maintenance as per the terms of reference			
B.1	Year 1	LS		
B.2	Year 2			
B.3	Year 3			
B.4	Year 4			
B.5	Year 5			
<b>TOTAL AMOUNT EXCLUDING VAT</b>				
<b>VAT</b>				
<b>TOTAL AMOUNT WITH VAT</b>				
<b>STAMP PRICE</b>				
<b>GRAND TOTAL</b>				

2) **Contract Sum:** NPR XXXXXX (YYYYYYYYYYYYYYYYYYYYYYYY) including local taxes and VAT.

3) **Tax:** Except as may be exempt pursuant to the Compact, MCA-Nepal and all Providers, Covered Providers, Project Partners, contractors (prime contractors and subcontractors), consultants, and other entities and individuals that receive MCC funding directly or indirectly in furtherance of the Compact are exempt from Taxes or will be refunded equal amount of Taxes paid in respect of the MCC funding in accordance with Section 2.8 of the Compact available at: <https://assets.mcc.gov/content/uploads/compact-nepal.pdf>.

4) **Effective Date HRMIS Service:** Immediately after dual signature of the contract (Purchase Order)

23. **Contract term:** The HRMIS service will be valid for initially one year which can be renewed annually (for Annual Maintenance only) for next 5 years (or more at description of MCA-Nepal) from the date of the signing of this contract. However, MCA-Nepal has the rights to terminate the contract at any time base on the funding resources available, performance of the service and its maintenance. The Service Provide shall roll out the implementation of all the modules after customization within 45 days after signing of the Contract/Purchase Order.

5) **Level of Service of HRMIS:** As stated in the Terms of Reference.

6) **Contract Manager:** For the purpose of management of the contract/purchase order from the purchaser's side, the Contract Manager is:

**Human Resources Specialist**

Millennium Challenge Account Nepal (MCA-Nepal)  
Yak and Yeti Hotel Convention Center,  
Durbar Marg,  
Kathmandu, Nepal.  
Email: xxx

MCA-Nepal may delegate any of the duties of Contract Manager and responsibilities to other people, after notifying the Contractor, and may cancel any delegation after notifying the Contractor. Also, MCA-Nepal may, by written notice to the Service Provider and without amending this contract, replace the MCA-Nepal Contract Manager. After signing this Purchase Order, the Service Provider shall have all communications related to contract implementation through the Contract Manager.

Contact person of Service Provider **(Need to be provided during Quotation Submission):**

Name:

Designation:  
Email:  
Contact (mobile):  
Phone:

**7) Payment Conditions:**

Upon submission of a valid invoice payment will be made as per payment schedule stated in Terms of Reference.

The following documentation must be supplied for payments to be made:

- i). Original Performa Invoice acceptable to MCA-Nepal (Submitted invoice should include PAN number of MCA-Nepal);
- ii). After the payment is done, the HRMIS Service Provider will provide Original VAT invoice.
- iii). The Service Provider shall comply with any other payment instructions as may be reasonably given by MCA-Nepal.

The invoice should include the VAT registration number and the name of the account holder, the account number (IBAN), bank name, bank branch and SWIFT code. The Invoice (s) must be submitted to the following address:

Millennium Challenge Account Nepal (MCA-Nepal)  
Yak and Yeti Hotel Convention Center, Durbar Marg  
Kathmandu, Nepal.  
Attn: Executive Director  
Email: [XXXX](#)

**8) Bank Details of Service Provider (Need to be provided during Quotation Submission):**

Name of the Bank:  
Branch Address:  
Name of the Account:  
Account No:  
SWIFT Code:  
IBAN: (if applicable)

- 9) Failure to Perform:** The Purchaser may cancel, at any time, this Purchase Order if the Service Provider fails to deliver the Services in strict accordance with the above terms and conditions. Failure to perform in this contract may be the reason for rejection of the quotation/bids in future bidding process.



## **Annex B: Terms of Reference/ Terms of Services**

## **Annex C: Services offered by the Service Provider**

**Annex D: Quotation submitted by [Service Provider Name] on [date of submission]**