



Government of Democratic Socialist Republic of Sri Lanka

**MINISTRY OF FINANCE
EMPLOYEES' TRUST FUND BOARD**

INVITATION FOR BIDS (IFB)

FOR

Procurement of HR Information System for ETF Board

BIDS INVITED ON 11TH NOVEMBER 2021

INVITATION FOR BIDS

Procurement of HR Information System for ETF Board

1. The Chairman, Department Procurement Committee – Minor (DPC - minor), of the ETF Board on behalf of the Employees' Trust Fund Board, now invites **sealed** bids from pre-qualified Bidders for providing **HR Information System for ETF Board**.
2. Bidding will be conducted through National Competitive Bidding. Interested eligible bidders may obtain further information from Manager (Procurement), Procurement Section, 23rd Floor, "Mehewara Piyesa", Kirula Road, Narahenpita, Colombo 05 or through Telephone No. 011-7747236 / 011 2806198 from 9.00 a.m. to 3.00 p.m. during working days.
3. Qualifications requirements of bidders include;
 - a) The Bidder must be a reputed HR solutions provider in Sri Lanka
 - b) Bidder shall be a legally registered company in Sri Lanka and has been in operation for the last fifteen (15) years in the relevant field.
 - c) Bidders should have completed HR Information system solutions for over a hundred customers, and at least ten of those customers should have over a thousand employees prior to the submission of quotation.
 - d) The Bidder should have experience in handling similar HRIS Systems in the Government sector.
 - e) Organization strength to be more than 100 employees dedicated in providing local HR related implementation and support.
 - f) The Bidder should have a proven track record of supply, Customization, Deployment, Maintenance and Support of Cloud Based HRIS Solution for over a period of (05) Five years. Five references on the same is mandatory.
 - g) Bidder should be a profit making company after tax during the last 03 financial years, and having an annual turnover of over LKR 50 million; The Bidder should also submit audited financials in proof of the same.
 - h) Bidder should not have been black-listed by the Government of Sri Lanka
4. Sealed bids should be deposited in the Tender Box No. 07 kept at Supplies Section, 23rd Floor, "Mehewara Piyesa", Kirula Road, Narahenpita, Colombo 05 on or before 10.30 a.m. on 3rd December 2021. Late bids will be rejected. Bids will be opened in the presence of the Bid Opening Committee and bidders' representatives are allowed to participate in the opening.

SECTION I. INSTRUCTIONS TO BIDDERS (ITB)

A: General	
1. Scope of Bid	<p>1.1. The Purchaser named in the Data Sheet invites you to submit a quotation for the supply of Goods as specified in Section III Schedule of Requirements. Upon receipt of this invitation you are requested to acknowledge the receipt of this invitation and your intention to submit a quotation. The Purchaser may not consider you for inviting quotations in the future, if you failed to acknowledge the receipt of this invitation or not submitting a quotation after expressing the intention as above.</p>
B: Contents of Documents	
2. Contents of Documents	<p>2.1. The documents consist of the Sections indicated below.</p> <ul style="list-style-type: none">• Section I. Instructions to Bidders (ITB)• Section II. Data Sheet• Section III. Schedule of Requirements• Section IV. Technical Specifications and Compliance with Specifications• Section V. Quotation Submission Form(S) and Price Schedule• Section VI. Payment Schedule• Section VII. Credentials & Financial Statements
C: Preparation of Quotation	
3. Documents Comprising your Quotation	<p>3.1. The Quotation shall comprise the following:</p> <ul style="list-style-type: none">(a) Quotation Submission Form and the Price Schedule (Section v)(b) Compliance sheet & other relevant technical Documents(Section iv)(c) Other Credentials as required by the Purchaser (Section vii)

<p>4. Quotation Submission Form and Price Schedules</p>	<p>4.1. The Bidder shall submit the Quotation Submission Form using the form furnished in Section V. This form must be completed without any alterations to its format, and no substitutes shall be accepted. All blank spaces shall be filled in with the information requested.</p> <p>4.2. Alternative offers shall not be considered, The Bidders are advised not to quote different options for the same item but furnish the most competitive among the options available to the bidder.</p>
<p>5. Prices and Discounts</p>	<p>5.1. Unless specifically stated in Data Sheet, all items must be priced separately in the Price Schedules.</p> <p>5.2. The price to be quoted in the Quotation Submission Form shall be the total price of the Quotation, including any discounts offered.</p> <p>5.3. The applicable VAT shall be indicated separately.</p>
<p>6. Currency</p>	<p>6.1. The Bidders shall quote only in Sri Lanka Rupees.</p>
<p>7. Documents to Establish the Conformity of the Goods</p>	<p>7.1. The Bidder shall furnish as part of its quotation the documentary evidence that the Goods conform to the technical specifications and standards specified in Section IV, "Technical Specifications & Compliance with Specifications".</p> <p>7.2. The documentary evidence may be in the form of literature, drawings or data, and shall consist of a detailed item by item description of the essential technical and performance characteristics of the Goods, demonstrating substantial responsiveness of the Goods to the technical specifications, and if applicable, a statement of deviations and exceptions to the provisions of the Technical Specifications given.</p> <p>7.3. If stated in the Data Sheet the vendor shall submit a certificate from the manufacturer to demonstrate that it has been duly authorized by the manufacturer or producer of the Goods to supply these Goods in Sri Lanka.</p>
<p>8. Period of Validity of quotation</p>	<p>8.1. Quotations shall remain valid for the period of Sixty (60) days after the quotation submission deadline date.</p>
<p>9. Format and Signing of Quotation</p>	<p>9.1. The quotation shall be typed or written in indelible ink and shall be signed by a person duly authorized to sign on behalf of the Bidder.</p>
<p>D: Submission and Opening of Quotation</p>	

<p>10. Submission of Quotation</p>	<p>10.1. Bidders may submit their quotations by hand or Registered Post in sealed envelopes addressed to the Purchaser bear the specific identification of the contract number.</p> <p>10.2. If the quotation is not sealed and marked as required, the Purchaser will assume no responsibility for the misplacement or premature opening of the quotation and will not be accepted for evaluation</p>
<p>11. Deadline for Submission of Quotation</p>	<p>11.1. Quotation must be received by the Purchaser at the address set out in Section II, "Data Sheet", and no later than the date and time as specified in the Data Sheet.</p>
<p>12. Late Quotation</p>	<p>12.1. The Purchaser shall reject any quotation that arrives after the deadline for submission of quotations, in accordance with ITB Clause 11.1 above.</p>
<p>13. Opening of Quotations</p>	<p>13.1. The Purchaser shall conduct the opening of quotation in public at the address, date and time specified in the Data Sheet.</p> <p>13.2. A representative of the bidders may be present and mark its attendance.</p>
<p>E: Evaluation and Comparison of Quotation</p>	
<p>14. Clarifications</p>	<p>14.1. To assist in the examination, evaluation and comparison of the quotations, the Purchaser may, at its discretion, ask any Bidder for a clarification of its quotation. Any clarification submitted by a Bidder in respect to its quotation which is not in response to a request by the Purchaser shall not be considered.</p> <p>14.2. The Purchaser's request for clarification and the response shall be in writing.</p>
<p>15. Responsiveness of Quotations</p>	<p>15.1. The Purchaser will determine the responsiveness of the quotation to the documents based on the contents of the quotation received.</p> <p>15.2. If a quotation is evaluated as not substantially responsive to the documents issued, it may be rejected by the Purchaser.</p>

<p>16. Evaluation of quotation</p>	<p>16.1. The Purchaser shall evaluate each quotation that has been determined, to be substantially responsive.</p> <p>16.2. To evaluate a quotation, the Purchaser may consider the following:</p> <ul style="list-style-type: none"> (a) the Price as quoted; (b) price adjustment for correction of arithmetical errors; (c) price adjustment due to discounts offered. <p>16.3. The Purchaser's evaluation of a quotation may require the consideration of other factors, in addition to the Price quoted if stated in Section II, Data Sheet. These factors may be related to the characteristics, performance, and terms and conditions of purchase of the Goods/Services.</p>
<p>17. Purchaser's Right to Accept any Quotation, and to Reject any or all Quotations</p>	<p>17.1. The Purchaser reserves the right to accept or reject any quotation, and to annul the process and reject all quotations at any time prior to acceptance, without thereby incurring any liability to bidders.</p>
<p>F: Award of Contract</p>	
<p>18. Acceptance of the Quotation</p>	<p>18.1. The Purchaser will accept the quotation of the Bidder whose offer has been determined to be the lowest evaluated bid and is substantially responsive to the documents issued.</p>
<p>19. Notification of acceptance</p>	<p>19.1. Prior to the expiration of the period of validity of quotation, the Purchaser will notify the successful Bidder, in writing, that its quotation has been accepted. In the case of value of the contract value is exceeding Rs.500,000 a formal contract will be signed.</p>
<p>20. No Breach of Contract</p>	<p>20.1. The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event.</p> <p>20.2. (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and</p> <p>20.3.(b) has informed the other Party as soon as possible about the occurrence of such an event.</p>
<p>G: Site Inspection</p>	
<p>21. Site Inspection</p>	<p>21.1. Site inspection allowed to the bidders prior to submit the quotation</p>

SECTION II: DATA SHEET

ITB Clause	
1.1	<p>The client is : Chairman Employees' Trust Fund Board 19 - 23 Floors, "Mehewara Piyesa", Kirula Road, Narahenpita, Colombo 05</p>
5.1	<p>Bidder shall quote for all items specified in the section III (Schedule of Requirements) (Quotation Submission Form and Price Schedule)</p>
7.3	<p>Manufacture's Authorization and/or Authorized Dealer Authorization letter is required.</p>
11.1	<p>Address for submission of Quotations is: ETF Board Procurement Section, 23rd Floor, "Mehewara Piyesa", Kirula Road, Narahenpita, Colombo 05</p> <p>Deadline for submission of quotations; on or before 10.30 a.m. on 03.12.2021 (Friday) to the address given above.</p> <p>Envelope containing the quotation should be clearly marked as "Procurement of HR Information Systems for ETF Board – contract no. : ETF/PROC/A/2021/111</p>
13	<p>The quotations shall be opened at the following address: ETF Board Procurement Section, 23rd Floor, "Mehewara Piyesa", Kirula Road, Narahenpita, Colombo 05</p> <p>The quotations shall be opened at 10.30 a.m. on 03.12.2021 (Friday)</p>
	<p>Evaluation criteria; Discount factor 8% Net Present Value (NPV) for period of 05 years shall be considered</p>

16.3	<p>Bidder shall be;</p> <ul style="list-style-type: none"> • The Bidder must be a reputed HR solutions provider in Sri Lanka. • Bidder shall be a legally registered company in Sri Lanka and has been in operation for the last fifteen (15) years in the relevant field. • Bidders should have completed HR Information system solutions for over a hundred customers, and at least ten of those customers should have over a thousand employees prior to the submission of quotation. • The Bidder should have experience in handling similar HRIS Systems in the Government sector. • Organization strength to be more than 100 employees dedicated in providing local HR related implementation and support. • The Bidder Should have a Proven track record of supply, Customization, Deployment, Maintenance and Support of Cloud Based HRIS Solution for over a period of 05 Five years. Five references on the same are mandatory. • Bidder should be a profit making company after tax during the last 03 financial years, and having an annual turnover of over LKR 50 million; The Bidder should also submit audited financials in proof of the same. • Details of the project should be indicated in SECTION VII: CREDENTIALS AND FINANCIAL STATEMENTS.
17	Purchaser reserves the right to increase or decrease the quantity by 20% without any change in the unit price or other terms of the contract.
21	Not applicable

SECTION III: SCHEDULE OF REQUIREMENTS

DESCRIPTION OF SERVICE

1. Background

The Employees' Trust Fund Board (ETFBoard) of Sri Lanka was established in 1981 under the provisions of ETF Act No. 46 of 1980, in order to manage the large scale of operation of ETF Board. The Fund is administered by the Employees' Trust Fund Board and at present the ETF Board is functioning under the Ministry of Finance. Currently the active membership of the fund is approximately 2.6 Million and covered by 80,000 employers. ETFBoard's mandate is to collect ETF contributions from Employers operating in Sri Lanka, maintain and develop the ETF contribution fund with the purpose of providing social security to the working population of the nation.

In recent times, ETF has encountered several issues and limitations of the technologies used in their existing HR process resulting delays in service delivery. Thereby, ICTA in collaboration with the ETF, in advance conducted a Business Process Improvement (BPI) study and developing the ETF Core System.

2. Objectives

The objective of this project activity is to improve the operational efficiency and effectiveness of the HR Division of the ETFBoard through establishment of Digitalized HR Information System which is technically and operationally compatible with the ETFBoard Finance system (ACCPAC -SAGE 300 PREMIUM Version 6.7).

3. Scope of Service

- 3.1 The architecture of the HR Information System should be presented.
- 3.2 The solution should be a powerful analysis and reporting tools required. (Refer: 4. Technical Specification)
- 3.3 The proposed solution should be integrated via APIs to the ETFBoard Finance system vice versa.
- 3.4 The solution should be facilitated to the extensive customization options on data/forms/reports and etc.
- 3.5 It should be a completely cloud ready web based solution (specify type/ nature of the cloud).
- 3.6 Cross browser compatibilities – Website should be viewed in widely available web browsers like Google Chrome, Mozilla Firefox, Safari, IE etc.
- 3.7 The bidder should migrate the necessary HR system related data from the existing HR process of ETFBoard.
- 3.8 The bidder should provide the necessary trainings (Administrator and user) to the staff of the ETFBoard over the proposed HR solution including the comprehensive user guide.
- 3.9 The HR solution should be deployed in a Cloud.

- 3.10 The HR solution should be supported to latest Microsoft tools.
- 3.11 The HR Information system should support free version upgrades.
- 3.12 The bidder shall obtain the User Acceptance Testing (UAT) from the ETFB.
- 3.13 The bidder is required to sign a Non-Disclosure Agreement (NDA) with ETFB where applicable.
- 3.14 The bidder shall provide support and maintenance including license subscriptions to the HR solution.
- 3.15 The proposed solution should provide a Mobile App (Android and iOS) to Apply leave, Check leave balances, Cancellations, Approvals, Online check-in etc.
- 3.16 The proposed Mobile App should provide the facility to view the key employee portals in English and Sinhala.
- 3.17 Service providers should specify their back-up and disaster recovery plans for the proposed system.
- 3.18 Proposal shall support for modifications in case of legislation changes may arises.

4. Deliverable Schedule

No	Deliverables	Time Schedule
1	Design proposal including the custom reports	Date of Commencement + 2 weeks
2	Installation, configuration, data migration, customization and commissioning the system and User Manuals for all the modules	Date of Commencement + 5 weeks
3	3.1 UAT Report 3.2 Training Report	Date of Commencement + 8 weeks
4	UAT Report for API Integration	Integration with the ETFB Finance System + 4 weeks
5	Should support, maintenance and free version upgrades	24x7 Support – (Subscription model)

SCHEDULE OF REQUIREMENTS

Name of the Product: HR Information System

Item No	Description	Users*	Quantity
1	Employee Information Manager	1040	1
2	Time Attendance	1040	1
3	Performance Management	200	1
4	Employee Life Cycle	1040	1
5	Training and Development	1040	1
6	Mobile App	1040	1
7	Benefits Management	1040	1
8	Recruitment Management	10	1
9	Exist & Termination Management	50	1
10	Payroll Structure & Process	25	1
11	Support and Maintenance	-	-

*Number of Users

SECTION IV: Technical Specifications and Compliance with Specifications

Bidders are required to state their compliance to specifications/requirements of the HR Information System against each and every criterion of the specification sheets.

Incomplete specification sheets will strongly lead to disqualify the bidder without getting any clarifications.

Section 1

Module No	Module Name/ Requirement	Compliance to the specification (Complied / Not complied)	If “Not Complied” Bidder’s Offer (Please specify details)	Brief Description (if space not sufficient please use a separate page & refer page number)
1	Employee Information Manager			
2	Time Attendance			
3	Performance Management			
4	Employee Life Cycle			
5	Training and Development			
6	Mobile App			
7	Benefits Management (Medical, Loans etc.)			
8	Recruitment Management			
9	Exist & Termination Management			
10	Payroll Structure & Process			
11	Hosting and implementation of Total HRIS solution			
12	Automatic Backups daily, weekly and monthly should be taken			
13	Support and Maintenance			
14	Integration with the ETFB Finance System			
15	Free version updates			

Section 2

1. Employee Information Manager				
Item No	Minimum Specification	Compliance to the specification (Complied / Not complied)	If “Not Complied” Bidder’s Offer (Please specify details)	Brief Description (if space not sufficient please use a separate page & refer page number)
1.1	The system should have the option to be handle employee details for cash and noncash benefits, employee Qualifications, photograph, promotions & salary history, probation, confirmation record etc			
1.2	The system should be able to handle and maintain employee retirement information.			
1.3	Should be able to generate reports based on the working cadre in Location wise, Gender Wise, Age group Wise, Experience Wise, and Job Category wise.			
1.4	The system should have the ability to set various allowances and benefits to different employee categories and designations and should be linked with the payroll to automate the process based on dynamic eligibility criteria defined by the users.			
1.5	The system should have the ability to maintain multiple bank accounts for each employee if required.			
1.6	Maintain employee dependent and Nominee details and also capture the employees address during work days and permanent address			
1.7	Employee numbers can be generated according to the organization’s requirement			
1.8	System captured milestones on birthdays, passport/visa renewal, employee service and prior retirement etc. alerted to users.			
1.9	Reports can be generated based on the data captured through the module. (Age Analysis Report, Basic reconciliation of Payroll, OT analysis, Address, region, Birthday List, Employee Profile Report, Service Analysis Report and Consolidate Employee Summary etc.)			

2. Time Attendance				
Item No	Minimum Specification	Compliance to the specification (Complied / Not complied)	If "Not Complied" Bidder's Offer (Please specify details)	Brief Description (if space not sufficient please use a separate page & refer page number)
2.1	The system should have the ability to calculate OT, No-Pay & Other incentives based on the shifts defined and should be altered based on the operational need of the customer.			
2.2	The system should be able to add or amend shifts & roster categories according to the Departments requirements.			
2.3	The system should be able to set different leave accrual rates and maximum leave credits per employee based on their eligibility group.			
2.4	Should have the ability to be able to set up automatic leave deduction based on late arrival and early despatchers as per the company's leave policy. Such deduction to be notified to both employee and the supervisor.			
2.5	Should have the availability to download fingerprint data and synchronize automatically with the attendance system from multiple locations.			
2.6	OT controls to be dynamic based on the criteria defined by the user, and Requests can be made for extended work hours with approval by the employees.			
2.7	Manual In and Out (Attendance regularization), Shift adjustment capabilities to be enabled via the mobile application.			
2.8	Access all the payroll related information required, from standard pay rates to overtime and weekend rates			

3. Performance Management

Item No	Minimum Specification	Compliance to the specification (Complied / Not complied)	If "Not Complied" Bidder's Offer (Please specify details)	Brief Description (if space not sufficient please use a separate page & refer page number)
3.1	The system should have the capacity to track the performance and compare it against different departments, branches, and even employees to identify the best performers and the poor performers.			
3.2	Performance based incentives and bonus calculations are to be automated.			
3.3	Evaluations should be conducted on both Goals, KPI's and Competencies			
3.4	HR should be able to change the composition, weight ages, no of objectives, competencies etc.			
3.5	Link with Employee Self Service module to view last 5 years Performance Appraisal Ratings. Facility to view the ratings should be available to Reporting Officer, Reviewing Officer and HR			

4. Employee Life Cycle				
Item No	Minimum Specification	Compliance to the specification (Complied / Not complied)	If “Not Complied” Bidder’s Offer (Please specify details)	Brief Description (if space not sufficient please use a separate page & refer page number)
4.1	Special transfers, internal and interdepartmental transfers to be accommodated through the system and maintain records on all transfers.			
4.2	Validation criteria to be based on customer centric eligibility rules defined by the user.			
4.3	Promotion, Transfer, Confirmation letters to be System generated.			
4.4	Keep a clear track of transfers, promotions, demotions, increments and decrements of an employee.			
4.5	All users can view employment milestones using the timeline view			
4.6	Maintains a comprehensive intuitive and interactive timeline of each employee			
4.7	Employees are able to make requests which are identified as a movement application on Each request travels through cycle in which the defined criteria should be met to be completed.			
4.8	Define one or more approval levels which a particular application is required to reach for approval.			

5. Training and Development				
Item No	Minimum Specification	Compliance to the specification (Complied / Not complied)	If “Not Complied” Bidder’s Offer (Please specify details)	Brief Description (if space not sufficient please use a separate page & refer page number)
5.1	The system should be able to maintain and prepare training budgets			
5.2	Update and maintain Trainers details for the training activities planned			
5.3	Training calendars should be maintained in the system			
5.4	Surveys should be able to be conducted to evaluate the training programs effectiveness			
5.5	Employee profiles to be automatically updated once they successfully complete a training.			
5.6	If Required Employees should have the ability to request for trainings through the system			

6. Mobile App				
Item No	Minimum Specification	Compliance to the specification (Complied / Not complied)	If “Not Complied” Bidder’s Offer (Please specify details)	Brief Description (if space not sufficient please use a separate page & refer page number)
6.1	The mobile app should be a representation of the system interface where users get to do their day-to-day system related activities. (Check in , Check out, Check No pay, OT, Late Hours, Geo Location tagin when checking in and check in out) Supervisory Options to check staff availability and do the necessary approvals and Notification to be popped up to avoid missing any pending approvals			
6.2	The mobile app should be enabled in Sinhala and English.			
6.3	The mobile app should support to Android and iOS			

7. Benefits Management				
Item No	Minimum Specification	Compliance to the specification (Complied / Not complied)	If “Not Complied” Bidder’s Offer (Please specify details)	Brief Description (if space not sufficient please use a separate page & refer page number)
7.1	Capacity to maintain multiple benefit types to be assigned to employees based on the eligibility criteria defined by the user. (Medical scheme, various loan schemes etc.)			
7.2	Ability to request for benefits such as medical bill reimbursements, phone/data bill reimbursements and set the Maximum and the minimum allocated budget against each benefit type against each employee depending on the eligibility criteria			

8. Recruitment Management				
Item No	Minimum Specification	Compliance to the specification (Complied / Not complied)	If “Not Complied” Bidder’s Offer (Please specify details)	Brief Description (if space not sufficient please use a separate page & refer page number)
8.1	Schemes of Recruitment (SoR)and Cadre position information.			
8.2	The system should have the ability to maintain an external candidate portal, which allows candidates to access and update their profiles.			
8.3	The system should have the capacity to shortlist and longlist the CVs received against a vacancy based on the selection criteria predefined.			
8.4	Interviewing panels should be maintained against each vacancy			
8.5	Interviewing stages should be tracked			
8.6	Offer letters should be system generated			

8. Recruitment Management				
Item No	Minimum Specification	Compliance to the specification (Complied / Not complied)	If "Not Complied" Bidder's Offer (Please specify details)	Brief Description (if space not sufficient please use a separate page & refer page number)
8.7	Employee Information must be directly transferred to the Employee Information Manager when an employee is selected.			
8.8	Facility to compare candidates before final selection.			
8.9	Vacancy announcement/ calling online applications			
8.10	Orientation.			

9. Payroll Structure & Process				
Item No	Minimum Specification	Compliance to the specification (Complied / Not complied)	If "Not Complied" Bidder's Offer (Please specify details)	Brief Description (if space not sufficient please use a separate page & refer page number)
9.1	Payroll processing: Salary / allowances / OT			
9.2	OT approval process			
9.3	Incentive			
9.4	Bonus			
9.5	Manage Salary Process including bank links			

9. Payroll Structure & Process				
Item No	Minimum Specification	Compliance to the specification (Complied / Not complied)	If "Not Complied" Bidder's Offer (Please specify details)	Brief Description (if space not sufficient please use a separate page & refer page number)
9.6	Pay slips to E-mail and manual printing			

10. Exist & Termination Management				
Item No	Minimum Specification	Compliance to the specification (Complied / Not complied)	If "Not Complied" Bidder's Offer (Please specify details)	Brief Description (if space not sufficient please use a separate page & refer page number)
10.1	Ability to maintain checklists on returned office property, and assign benefits clearance heads			
10.2	Raise Notifications to the benefits clearance heads when the exit process is finalized			
10.3	Track the off-boarding process			
10.4	Triger Notifications when employees are at the retirement age.			
10.5	Maintain Service letter templates in the System.			
10.6	Gratuity calculation			
10.7	EPF/ ETF documentation process			
10.8	Ability to conduct settlements to all pending payments.			

SECTION V: QUOTATION SUBMISSION FORM AND PRICE SCHEDULE

QUOTATION SUBMISSION FORM

[The Bidder shall fill in this Form in accordance with the instructions indicated No Alterations to its format shall be permitted and no substitutions will be accepted.]

Date:

To: Chairman/CEO, Employees' Trust Fund Board
We, the undersigned, declare that:

Society

- (a) We have examined and have no reservations to the document issued;
- (b) We offer to supply in conformity with the documents issued and in accordance with the Delivery Schedules specified in the Schedule of Requirements the following **Procurement of HR Information System for ETF Board – ETF/PROC/A/2021/116**
- (c) The total price of our quotation including any discounts offered is: *[insert the total quoted price in words and figure];*

<i># Section</i>	<i>Price (LKR)</i>
Total initial price for Section 1:	
Total price for Annually subscription:	
Total Bid Price; Excluding VAT (LKR)	
<i>Quoted Bid Price in words:</i>	

- (d) Our quotation shall be valid for the period of time specified in ITB Sub-Clause 8.1, from the date fixed for the quotation submission deadline in accordance with ITB Sub-Clause 11.1, and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
- (e) We understand that this quotation, together with your written acceptance thereof included in your notification of award, shall constitute a binding contract between us.
- (f) We understand that you are not bound to accept the lowest evaluated quotation or any other quotation that you may receive.

Signed: *[insert signature of person whose name and capacity are shown]*

Name: *[insert complete name of person signing the Bid Submission Form]*

Company Seal: *[company/owner's seal to be stamped]*

Dated:

PRICE SCHEDULE

Vendors shall provide prices for both section 01 and 02 of the price schedule and they will be considered for the evaluation. Bids which do not provide prices for both sections will be treated as a major deviation and such quotations will be rejected.

Section 01 –HR Information System

Item No (1)	Description (2)	Quantity/ Units* (3)	Unit price Excluding VAT LKR (4)	Total Price Excluding VAT LKR (3) x (4) = (5)	VAT LKR (6)	Total Price Including VAT LKR (5) +(6) = (7)
1	Employee Information Manager	1040				
2	Time Attendance	1040				
3	Performance Management	200				
4	Employee Life Cycle	1040				
5	Training and Development	1040				
6	Mobile App	1040				
7	Benefits Management	1040				
8	Recruitment Management	10				
9	Exist & Termination Management	50				
10	Payroll Structure & Process	25				
11	Hosting and implementation of Total HRIS solution	-				
12	Automatic Backups daily, weekly and monthly should be taken	-				
13	Support and Maintenance	-				
14	User Training	-				
15	Integration with the ETFB Finance System	-				
Total Bid Price						

***Number of Users**

Signature of authorized officer of the bidder:.....

Name of authorized officer of the bidder :.....

Bidder's/Company's name :.....

Address :

Contact details: Tel

email:

Date:

Section 02 - Maintenance Service and Total cost of ownership for HR Information System

Item No (1)	Description (2)	Cost of ownership Excluding VAT LKR (3)	Support & Maintenance Excluding VAT LKR (4)	Total Price Excluding VAT LKR (3) + (4) = (5)	VAT LKR (6)	Total Price Including VAT LKR (5) +(6) = (7)
1	Maintenance service and Total cost of ownership for 2 nd year					
2	Maintenance service and Total cost of ownership for 3 rd year					
3	Maintenance service and Total cost of ownership for 4 th year					
4	Maintenance service and Total cost of ownership for 5 th year					

Signature of authorized officer of the bidder :.....

Name of authorized officer of the bidder :.....

Bidder's/Company's name :.....

Address :

Contact details: Tel

Email:

Date:

SECTION VI: SCHEDULE OF PAYMENTS

No	Deliverables	Time Schedule	Payment%
1	Design proposal including the custom reports	Date of Commencement + 2 weeks	90% of the total contract value other than service & Maintenance and upon acceptance of the client
2	Installation, configuration, data migration, customization and commissioning the system and User Manuals for all the modules	Date of Commencement + 5 weeks	
3	3.1 UAT Report 3.2 Training Report	Date of Commencement + 8 weeks	
4	UAT Report for API Integration	Integration with the ETFB Finance system + 4 weeks*	10% of the total contract value other than service & Maintenance and upon acceptance of the client
5	Support and Maintenance	Completion of above	Service and Maintenance cost will be paid upon acceptance of the client

Manufacturer's Authorization

*[If requested under **ITV clause 7.3**, the Bidder shall require the Manufacturer to fill in this Form in accordance with the instructions indicated.]*

Date:

WHEREAS

We *[insert complete name of Manufacturer]*, who are official manufacturers of *[insert type of goods manufactured]*, having factories at *[insert full address of Manufacturer's factories]*, do hereby authorize *[insert complete name of Bidder]* to submit a quotation the purpose of which is to provide the following Goods, manufactured by us *[insert name and or brief description of the Goods]*, and to subsequently negotiate and supply the goods.

We hereby extend our full guarantee and warranty, with respect to the Goods offered by the above firm.

Signed: *[insert signature(s) of authorized representative(s) of the Manufacturer]*

Name: *[insert complete name(s) of authorized representative(s) of the Manufacturer]*

Title: *[insert title]*

Duly authorized to sign this Authorization on behalf of: *[insert complete name of Bidder]*

Dated on _____ day of _____, _____ *[insert date of signing]*

SECTION VII: CREDENTIALS AND FINANCIAL STATEMENTS

- The Bidder must be a reputed HR solutions provider in Sri Lanka
- Bidder shall be a legally registered company in Sri Lanka and has been in operation for the last fifteen **(15)** years in the relevant field
- Bidders should have completed HR Information system solutions for over a hundred customers, and at least ten of those customers should have over a thousand employees prior to the submission of quotation.
- The Bidder should have experience in handling similar HRIS Systems in the Government sector
- Organization strength to be more than 100 employees dedicated in providing local HR related implementation and support.
- The Bidder Should have a Proven track record of supply, Customization, Deployment, Maintenance and Support of Cloud Based Human Capital Management System Solution for over a period of 05 Five years. Five references on the same are mandatory.
- Bidder should be a profit making company after tax during the last 03 financial years, and having an annual turnover of over LKR 50 million; The Bidder should also submit audited financials in proof of the same.

Project Name	Client/Contact Details	Description of Services	Contract/ Value	Start & Completion Dates

Annex 1

Procurement Reference

Date

Bidder's name & Address

Sample Letter of Acceptance

I wish to notify you that your proposal dated on (Bid submission date), arithmetic corrections made and agreed on and extension of the validity of the proposal up to made on to **Procurement of HR Information System for ETF Board - Contract Number** for a total price of Sri Lankan Rupees **Amount** in numbers (Rupees amount in words only) is hereby accepted.

You are hereby instructed to proceed with the execution of the said assignment in accordance with the given Bid and *agreement reached at the negotiation*.

The Start Date of the Works shall be **14 Days** from the date of this Letter of Acceptance. Stipulated deadline or the actual date of commencement which falls earlier will be reckoned as the start date of the service. The duration of the assignment shall be **as per the Time Schedule – (Figure 1)** starting from the Start Date.

You may contact **XXXXXXXXXXXXXXXXXX** of the Procurement Division - ETFB to make further arrangements to start the activities in order to commence the Assignment.

Deliverables and Payment Schedule:

No	Deliverables	Time Schedule	Payment%
1	Design proposal including the custom reports	Date of Commencement + 2 weeks	90% of the total contract value other than service & Maintenance and upon acceptance of the client
2	Installation, configuration, data migration, customization and commissioning the system and User Manuals for all the modules	Date of Commencement + 5 weeks	
3	3.1 UAT Report 3.2 Training Report	Date of Commencement + 8 weeks	
4	UAT Report for API Integration	Integration with the ETF Core System + 4 weeks*	10% of the total contract value other than service & Maintenance and upon acceptance of the client
5	Support and Maintenance	Completion of above	Service and Maintenance cost will be paid upon acceptance of the client



**CONTRACT AGREEMENT
FOR**

**PROCUREMENT OF HR INFORMATION SYSTEM FOR ETF
BOARD -**

BETWEEN

EMPLOYEES' TRUST FUND BOARD (ETFB)

AND

VENDOR

DECEMBER 2021

Contract Agreement

This Agreement is made and entered in to at Colombo on this ___ day of _____ Two Thousand and Twenty One by and between **Employees' Trust Fund Board** established under the provisions of the Employees' Trust Fund Act No. 46 of 1980 and having its principal office at 19th - 23rd floors, 'MehewaraPiyesa', P.O Box 807, Narahenpita, Colombo 05 in the Democratic Socialist Republic of Sri Lanka(hereinafter called the '**Employer**' which term or expression shall where the context so requires or admits mean and include the said **Employees' Trust Fund Board** its successors and permitted assigns) of the **ONE PART**

And

Vendor, a company duly incorporated in Sri Lanka under the Companies Act No. 07 of 2007 under Company Registration No. and having its registered office at Address in the said Republic of Sri Lanka (hereinafter called the "**Service Provider**" which term or expression shall where the context so requires or admits mean and include the said **Vendor** its successors and permitted assigns) of the **OTHER PART**.

WHEREAS'

- (a) the Employer has requested the Service Provider to provide certain Services as defined in the General Conditions of Contract attached to this Contract (hereinafter called the "Services");
- (b) the Service Provider, having represented to the Employer that they have the required professional skills, and personnel and technical resources, have agreed to provide the Services on the terms and conditions set forth in this Contract at a contract price of Sri Lankan Rupees **Amount** only (LKR **xx.xx**) excluding VAT (hereinafter called "the Contract Price").
- (d) the Employer has received the financial allocation from the Government of Democratic Socialist Republic of Sri Lanka (hereinafter called as "GOSL") to make eligible payments under this Contract.

NOW THEREFORE the parties hereto hereby agree as follows:

1. The following documents shall be deemed to form and be read and construed as part of this Agreement, and the priority of the documents shall be as follows:

- (a) the Special Conditions of Contract
- (b) the General Conditions of Contract
- (c) the Specifications -

- (d) the Priced Activity Schedule and the following Appendices
 - Appendix A: Description of the Services
 - Appendix B: Schedule of Payments
 - Appendix C: Key Personnel (Not Applicable)
 - Appendix D: Breakdown of Contract Price in Local Currency
 - Appendix E: Services and Facilities Provided by the Employer (Not Applicable)
- (e) the Letter of Award;
- (f) the Service Provider's Quotation

2. The mutual rights and obligations of the Employer and the Service Provider shall be as set forth in the Contract, in particular:
- (a) the Service Provider shall carry out the Services in accordance with the provisions of the Contract; and
 - (b) the Employer shall make payments to the Service Provider in accordance with the provisions of the Contract and with the concurrence and authorization of the Employer.

IN WITNESS whereof the said "**Employer**", the **Employees' Trust Fund Board**, has affixed its common seal hereto in the presence of, **the Chairman/Chief Executive Officer** of the **Employees' Trust Fund Board** and the **Director** of the **Employees' Trust Fund Board** and **the said " Service Provider"**, the **Vendor**, has affixed its common seal hereto in the presence of, **the Managing Director/Chief Executive Officer** of the **Vendor**, have hereunto and to one another of the same tenor and date as these presents set their respective hands **at Colombo** in the Democratic Socialist Republic of Sri Lanka on this on this ___day of Two Thousand and Twenty One (2021).

For and on behalf of Employees' Trust Fund Board (ETFB)

Mr. Sriyan de Silva Wijeyeratne
Chairman / CEO

<<Name of the Director>>
Director

For and on behalf of Vendor

Name
Position

(a) Special Conditions of Contract

<p>Number of GC Clause</p>	<p>Amendments of, and Supplements to, Clauses in the General Conditions of Contract</p> <p>[The General Conditions of Contract shall be read in conjunction with the Special Conditions of contract as set out herein. In the event of an inconsistency or contradiction between the General Conditions of Contract and these Special Terms of Contract, the relevant condition as set out in the Special Conditions of Contract shall be deemed to prevail</p>
<p>1.1(a)</p>	<p>The contract name is; Procurement of HR Information System for ETF Board</p> <p>The contract number; xxxxxx</p>
<p>1.1(h)</p>	<p>The Employer is; Employees' Trust Fund Board (ETFB)</p>
<p>1.1(i) and 1.1(r)</p>	<p>The Service Provider shall not be entitled to sub-contract any part of the Services, unless the prior express written permission of the Employer is obtained therefor.</p>
<p>1.1(j)</p>	<p>The Service Provider is; Vendor,</p>
<p>1.1(m)</p>	<p>Specifications mean the specifications of the Services [including detailed description and specifications of the HR information system solution to be provided by the Service Provider pursuant to the Services, which is hereinafter sometimes referred to as the 'Solution'] included in the bidding documents submitted by the Service Provider to the Employer and set out in Document (c) to this Contract</p>
<p>1.1(o)</p>	<p>Activity Schedule is the priced and completed list of items comprising the Services to be performed by the Service Provider forming part of his bid and included under the description of the Services as set out in Appendix A to this Contract</p>
<p>1.3</p>	<p>The language of the Contract is English. In the event a document in a language other than English needs be submitted in connection with or in relation to this Contract, an official English translation of such document shall be submitted along with the document, and the said English translation of document shall be recognized and considered for all purposes in connection with this Contract.</p>
<p>1.4</p>	<p>Notices shall be given to the Authorized Representative stated in SCC 1.6 at the following addresses:</p> <p>Employer – Name: Designation: Address: E-mail: Fax:</p> <p>Service Provider – Name: Designation: Address: E-mail: Fax:</p>

Number of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract [The General Conditions of Contract shall be read in conjunction with the Special Conditions of contract as set out herein. In the event of an inconsistency or contradiction between the General Conditions of Contract and these Special Terms of Contract, the relevant condition as set out in the Special Conditions of Contract shall be deemed to prevail
1.5	The Services shall be performed at such location intimated by the Employer in writing.
1.6	The Authorized Representatives at the commencement of this contract are: For the Employer: Chairman / CEO, Employees' Trust Fund Board For the Service Provider: The name or designation of an Authorized Representative of a Party may be changed by giving prior written notice thereof to the other Party
2.1	The Contract shall come into effect ['Effective Date'] on the date on __ of _____ 2021 which it is the date of the Contract
2.2.1	The Service Provider shall submit to the Employer its design proposal including custom reports as per the Deliverable Schedule set out at Item No. 4 of Appendix A [Description of Services] and in accordance with the Specifications and description set out in Appendix A. Upon approval of the design proposal by the Employer through its Authorized Representative, the Services shall be provided and carried out in accordance with such design proposal and the Specifications, and description and deliverable schedule set out in Appendix A. For the avoidance of doubt, the design proposal shall not be inconsistent with the Specifications, and the description, deliverables, timelines for delivery and any other matter set out in Appendix A [Description of the Services]
2.2.2	The Services Provider shall commence carrying out the Services on the Effective Date of the Contract. For the purposes of this Contract and for avoidance of doubt it is agreed that the Effective Date of the Contract shall also be the Commencement Date for all purposes in connection with this Contract
2.3	Intended Completion Date : (a) The Intended Completion Date for submitting design proposal, implementation of the Solution including installation, configuration, data migration, customization commissioning the system, training and Application Programme Integration [API] with the Finance system of the Employer per the Specifications, and the description and deliverables schedule set out in Appendix A [excluding support and maintenance] shall be 3 months from Commencement Date, i.e. ... month 2021, which shall be the Intended Completion Date for the purposes computing liquidated damages in terms of Clause 3.8 of the GCC as amended by these SCC. (b) For the avoidance of doubt it is agreed that the Services per (a) above shall not be deemed completed until successful completion of all UATs required in terms of Appendix A and certification of completion being issued by the Employer.

<p>Number of GC Clause</p>	<p>Amendments of, and Supplements to, Clauses in the General Conditions of Contract</p> <p>[The General Conditions of Contract shall be read in conjunction with the Special Conditions of contract as set out herein. In the event of an inconsistency or contradiction between the General Conditions of Contract and these Special Terms of Contract, the relevant condition as set out in the Special Conditions of Contract shall be deemed to prevail</p>
	<p>(c) After certificate of completion has been issued by the Employer in terms of Clause (b) above, the Service Provider shall provide Support and Maintenance services per Appendix A – for a period of xx [XX] year from the date of issue of certificate of completion.</p>
<p>2.4</p>	<p>Prior to the modification of any of the terms and conditions of this Contract in accordance with clause 2.4 of the GCC, that Parties shall ensure that due process for obtaining approval for such modification per the applicable policies, rules and regulations of the GOSL have has been duly followed.</p>
<p>3.1</p>	<p>In addition to the general obligations of the Service Provider as set out in Clause 3.1 of the GCC, the Service Provider agrees as follows:</p> <ul style="list-style-type: none"> (a) The Service Provider shall, within a period of [*] weeks from the Commencement Date, submit an Advance Payment Guarantee from a recognized commercial bank in Sri Lanka in a sum equivalent to the Advance Payment to be made in accordance with Clause 6.4 of the GCC as amended by these SCC. (b) Upon receipt of the Advance Payment Guarantee in terms of Clause (a) above, the Employer shall release the Advance Payment to the Service Provider. (c) Immediately upon receipt of the Advance Payment, the Service Provider shall procure for the Employer in the Employer’s name, the Original Software cloud service licenses required in respect of the Solution– for the purposes of this Contract, the Original Software service shall mean the original modules listed under the Schedule of Requirements [in the mentioned quantities] set out in Appendix A to this Contract granted by the legal owners of the relevant software/application and necessary for the implementation and use of the Solution. It is agreed that if the Service Provider is unable for any reason whatsoever to procure the Original Software Cloud Service licenses, the Service Provider shall have deemed to have failed to perform its obligations under this Clause entitling the Employer to act in terms of Clause 2.6.1(a) of the GCC (d) Pending the Service Provider acquiring for the Employer the Original Software cloud service licenses, the Service Provider shall provide a facility for the transfer to the Employer’s existing system/platform [or any other system/platform as may be agreed upon] of the test database [comprising of test data entered in the Solution] until such time that the Solution goes live pursuant to the obtaining of the requisite Original Software cloud service Licenses. (e) Notwithstanding the completion of the relevant UATs in respect of the Services, the Service Provider shall facilitate the implementation of the Solution, and provide all necessary assistance and support to the Employer to ensure successful implementation

Number of GC Clause	<p>Amendments of, and Supplements to, Clauses in the General Conditions of Contract</p> <p>[The General Conditions of Contract shall be read in conjunction with the Special Conditions of contract as set out herein. In the event of an inconsistency or contradiction between the General Conditions of Contract and these Special Terms of Contract, the relevant condition as set out in the Special Conditions of Contract shall be deemed to prevail</p>
	<p>of the Solution and achievement of the objectives of the Employer.</p> <p>(f) The Service Provider warrants and undertakes that in designing, developing and implementing the Solution and carrying out/providing the Services, no third party intellectual property rights have been or will be violated and that the Solution and any part, component or portion thereof and the documentation relating thereto does not and shall not infringe upon any third party intellectual property rights. The Service Provider shall indemnify and keep indemnified the Employer against any loss, damage, claim, suit, action, demand, cost, fine or expense incurred as a result of a breach of this warranty.</p> <p>(g) The Service Provider warrants that it shall take all necessary precautions to ensure that there shall be no loss or corruption of data when migrating the relevant data from the Employer’s existing system to the Solution and/or when integrating the Solution with the Employer’s finance system, including implementing the necessary back-up processes as per standard industry practices. The Service Provider shall indemnify and hold indemnified the Employer against any loss, damage, claim, suit, action, demand, cost, fine or expense incurred as a result of a breach of this warranty.</p>
3.3	In addition to the general confidentiality obligations contained in Clause 3.3 of the GCC, the Service Provider shall enter into a Confidentiality and Non-Disclosure Agreement in a format acceptable to the Employer.
3.4	<p>Insurance cover to be obtained –</p> <p>Risks to be covered – Data breach, data loss, cyberattack and [*]</p> <p>Amount of cover – LKR [*]</p>
3.8.1	<p>Liquidated Damages – LKR [*] per day for every day that completion of the Services is delayed beyond the Intended Completion Date</p> <p>Maximum Liquidated Damages – LKR [*]</p>
3.8.3	The penalty for lack of performance shall be [*]% of the cost of having a Defect corrected, as assessed in terms of Clause 7.2 of the GCC
5.1 and 5.3	Clauses 5.1 and 5.3 of the GCC shall not be applicable to this Contract
6.2	Contract price in Sri Lankan Rupees; xxxx only (LKR xxxx.xx) excluding VAT Payment will be made to the account of the Service provider and according to the payment schedule given below [clause 6.4 of the GCC as supplemented amended by these SCC]. Payment shall be made after the conditions listed below for such payment have been met, and the Service

Number of GC Clause	<p>Amendments of, and Supplements to, Clauses in the General Conditions of Contract</p> <p>[The General Conditions of Contract shall be read in conjunction with the Special Conditions of contract as set out herein. In the event of an inconsistency or contradiction between the General Conditions of Contract and these Special Terms of Contract, the relevant condition as set out in the Special Conditions of Contract shall be deemed to prevail</p>
	<p>Provider has submitted an invoice to the Employer specifying the amount due.</p> <p>Service Provider's Account Details</p> <p>Account name:</p> <p>Account no:</p> <p>Bank</p> <p>Branch</p> <p>Bank Address</p> <p>Swift No</p> <p>All payments shall only will be released in respect of each deliverable upon successful completion of the UATs as specified in Appendix A andand upon the acceptance by the Committee appointed by the Employer.</p>
6.3.B	Not applicable
6.4	<p>Subject to this Clause, payments for the Services shall be made according to the schedule given in Appendix B – Schedule of Payments.</p> <p>Advance Payment – The Employer shall release the Service Provider a sum of LKR xxxx/- as advance against the Advance Payment Guarantee to be provided by the Service Provider. The Advance Payment Guarantee shall be for a value equal to the Advance Payment and shall be valid for a period of [*]. The Advance payment shall be recovered by the Employer against the first payment to be made to the Service Provider in terms of the Schedule of Payments set out in Appendix B.</p>
6.6	Not Applicable
7.1	<p>The principle and modalities of inspection of the Services by the Employer shall be as provided for in Appendix A – Description of Services</p> <p>Defects Liability Period – One [01] year from Completion Date in respect of Services per Clause 2.3(a) of these SCC</p>
7.2	<p>Without prejudice to the remedies of the Employer in terms of Clause 7.2 of the GCC and otherwise in terms of this Contract, the Employer shall have the right to encash the performance security provided by the Service Provider in the event of the Service Provider failing to perform/fulfil its obligations under this Contract</p>

(b) General Conditions of Contract

1. General Provisions

1.1 Definitions

- 1.1 The following words and expressions shall have the meanings hereby assigned to them:
- (a) “Contract” means the Contract Agreement signed by the Parties, together with the Contract Documents referred to therein, including all attachments, appendices, and all documents incorporated by reference therein.
 - (b) “Contract Documents” means the documents listed in the Contract Agreement, including any amendments thereto.
 - (c) “Contract Price” means the price payable to the Supplier as specified in the Contract Agreement, subject to such additions and adjustments thereto or deductions there from, as may be made pursuant to the Contract.
 - (d) “Day” means calendar day.
 - (e) “Completion Date” means the date of completion of the Services by the Service Provider as certified by the Employer
 - (f) “GCC” mean the General Conditions of Contract.
 - (g) “Services” means the work to be performed by the Service Provider pursuant to this Contract, as described in Appendix A; and in the Specifications and Schedule of Activities included in the Service Provider’s Bid.
 - (h) “Employer” means the entity who employs the Service Provider
 - (i) “Subcontractor” means any natural person, private or government entity, or a combination of the above, to whom any part of the Services is subcontracted by the Supplier.
 - (j) “Service Provider” means the natural person, private or government entity, or a combination of the above, whose bid to provide the Services has been accepted by the Employer and is named as such in the Contract Agreement.
 - (k) “Service Provider’s Bid” means the completed bidding document submitted by the Service Provider to the Employer
 - (l) “SCC” means the Special Conditions of Contract by which the GCC may be amended or supplemented;
 - (m) “Specifications” means the specifications of the service included in the bidding document submitted by the Service Provider to the Employer
 - (n) “The Project Site,” where applicable, means the place named in the

SCC.

- (o) “Activity Schedule” is the priced and completed list of items of Services to be performed by the Service Provider forming part of his Bid;
- (p) “Member,” in case the Service Provider consist of a joint venture of more than one entity, means any of these entities; “Members” means all these entities, and “Member in Charge” means the entity specified in the SSC to act on their behalf in exercising all the Service Provider’ rights and obligations towards the Employer under this Contract;
- (q) “Party” means the Employer or the Service Provider, as the case may be, and “Parties” means both of them;
- (r) “Personnel” means persons hired by the Service Provider or by any Subcontractor as employees and assigned to the performance of the Services or any part thereof;

- 1.2 Applicable Law** The law governing the contract shall be the laws of the Democratic Socialist Republic of Sri Lanka.
- 1.3 Language** This Contract has been executed in the language **specified in the SCC**, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.
- 1.4 Notices**
 - 1.4.1 Any notice, request, or consent made pursuant to this Contract shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered mail, email or facsimile to such Party at the address specified in the SCC.
 - 1.4.2 A notice shall be effective when delivered or on the notice’s effective date, whichever is later.
- 1.5 Location** The Services shall be performed at such locations as are specified in Appendix A, in the specifications and, where the location of a particular task is not so specified, at such locations, whether in the Government’s country or elsewhere, as the Employer may approve.
- 1.6 Authorized Representatives** Any action required or permitted to be taken, and any document required or permitted to be executed, under this Contract by the Employer or the Service Provider may be taken or executed by the officials **specified in the SCC**.
- 1.7 Inspection and Audit by the GOSL** The Service Provider shall permit the GOSL to inspect its accounts and records relating to the performance of the Services under this contract and to have them audited by auditors appointed by the GOSL, if so required by the GOSL.
- 1.8 Taxes and Duties** The Service Provider and its Personnel shall pay such taxes, duties, fees, and other impositions as may be levied under the Applicable Law, the

amount of which is deemed to have been included in the Contract Price.

2. Commencement, Completion, Modification, and Termination of Contract

- 2.1 Effectiveness of Contract** This Contract shall come into effect on the date the Contract is signed by both parties or such other date as may be **stated in the SCC**.
- 2.2 Commencement of Services**
- 2.2.1 Program** Before commencement of the Services, the Service Provider shall submit to the Employer for approval a Program showing the general methods, arrangements, order and timing for all activities. The Services shall be carried out in accordance with the approved Program as updated, notified amongst the authorized representatives.
- 2.2.2 Starting Date** The Service Provider shall start carrying out the Services thirty (30) days after the date the Contract becomes effective, or at such other date as may be **specified in the SCC**.
- 2.3 Intended Completion Date** Unless terminated earlier pursuant to Sub-Clause 2.6, the Service Provider shall complete the activities by the Intended Completion Date, as is **specified in the SCC**. If the Service Provider does not complete the activities by the Intended Completion Date, it shall be liable to pay liquidated damage as per Sub-Clause 3.8. In this case, the Completion Date will be the date of completion of all activities.
- 2.4 Modification** Modification of the terms and conditions of this Contract, including any modification of the scope of the Services or of the Contract Price, may only be made by written agreement between the Parties.
- 2.5 Force Majeure**
- 2.5.1 Definition** For the purposes of this Contract, “Force Majeure” means an event which could not be anticipated or is beyond the reasonable control of a Party and which makes a Party’s performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.
- 2.5.2 No Breach of Contract** The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.
- 2.5.3 Extension of Time** Any period within which a Party shall, pursuant to clause 2.4 of this Contract, complete any action or task, shall be extended for a period equal

to the time during which such Party was unable to perform such action as a result of Force Majeure, provided that such period does not exceed 30 days

2.6 Termination

2.6.1 By the Employer

The Employer may terminate this Contract, by not less than fifteen (15) days' written notice of termination to the Service Provider, to be given after the occurrence of any of the events specified in paragraphs (a) through (d) of this Sub-Clause 2.6.1:

- (a) if the Service Provider does not remedy a failure in the performance of its obligations under the Contract, within fifteen (15) days after being notified or within any further period as the Employer may have subsequently approved in writing;
- (b) if the Service Provider becomes insolvent or bankrupt;
- (c) if, as the result of Force Majeure, the Service Provider is unable to perform a material portion of the Services for a period of not less than thirty (30) days; or
- (d) if the Service Provider, in the judgment of the Employer has engaged in corrupt practices, collusive practices, coercive practices, obstructive practices or fraudulent practices in competing for or in executing the Contract.

For the purposes of this Sub-Clause:

- (i) "corrupt practice" is the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
- (ii) "fraudulent practice" is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;
- (iii) "collusive practice" is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
- (iv) "coercive practice" is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
- (v) "obstructive practice" is
 - (a) deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede a GOSL investigation into

allegations of a corrupt, fraudulent, coercive or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation, or

- (b) acts intended to materially impede the exercise of the GOSL's inspection and audit rights

2.6.2 By the Service Provider

The Service Provider may terminate this Contract, by not less than thirty (30) days' written notice to the Employer, such notice to be given after the occurrence of any of the events specified in paragraphs (a) and (b) of this Sub-Clause 2.6.2:

- (a) if the Employer fails to pay any monies due to the Service Provider pursuant to this Contract and not subject to dispute pursuant to Clause 8 within forty-five (45) days after receiving written notice from the Service Provider that such payment is overdue; or
- (b) if, as the result of Force Majeure, the Service Provider is unable to perform a material portion of the Services for a period of not less than thirty (30) days.

2.6.3 Suspension of funds

In the event that the GOSL suspends the funds to the Employer, from which part of the payments to the Service Provider are being made:

- (a) The Employer is obligated to notify the Service Provider of such suspension within 7 days of having received the GOSL's suspension notice.
- (b) If the Service Provider has not received sums due to by the due date stated in the SCC in accordance with Sub-Clause 6.5 the Service Provider may immediately issue a 14 day termination notice.

2.6.4 Payment upon Termination

Upon termination of this Contract pursuant to Sub-Clauses 2.6.1 or 2.6.2, the Employer shall make the following payments to the Service Provider:

- (a) remuneration pursuant to Clause 6 for Services satisfactorily performed prior to the effective date of termination;
- (b) except in the case of termination pursuant to paragraphs (a), (b), (d) of Sub-Clause 2.6.1, reimbursement of any reasonable cost incident to the prompt and orderly termination of the Contract, including the cost of the return travel of the Personnel.

3. Obligations of the Service Provider

3.1 General

The Service Provider shall perform the Services in accordance with the Specifications and the Activity Schedule, and carry out its obligations

with all due diligence, efficiency, and economy, in accordance with generally accepted professional techniques and practices, and shall observe sound management practices, and employ appropriate advanced technology and safe methods. The Service Provider shall always act, in respect of any matter relating to this Contract or to the Services, as faithful adviser to the Employer, and shall at all times support and safeguard the Employer's legitimate interests in any dealings with third parties.

3.2 Conflict of Interests

3.2.1 Service Provider Not to Benefit from Commissions and Discounts.

The remuneration of the Service Provider pursuant to Clause 6 shall constitute the Service Provider's sole remuneration in connection with this Contract or the Services, and the Service Provider shall not accept for their own benefit any trade commission, discount, or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations under the Contract, and the Service Provider shall use their best efforts to ensure that the Personnel and its agents similarly shall not receive any such additional remuneration.

3.2.2 Prohibition of Conflicting Activities

Neither the Service Provider nor its Personnel shall engage, either directly or indirectly, in any of the following activities:

- (a) during the term of this Contract, any business or professional activities which would conflict with the activities assigned to them under this Contract;
- (b) after the termination of this Contract, such other activities as may be **specified in the SCC**.

3.3 Confidentiality

The Service Provider, and its Personnel 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 the Employer.

3.4 Insurance to be taken Out by the Service Provider

The Service Provider (a) shall take out and maintain, at its own cost but on terms and conditions approved by the Employer, insurance against the risks, and for the coverage, as shall be **specified in the SCC**; and (b) at the Employer's request, shall provide evidence to the Employer showing that such insurance has been taken out and maintained and that the current premiums have been paid.

3.5 Service Provider's Actions Requiring Employer's Prior Approval

The Service Provider shall obtain the Employer's prior approval in writing before taking any of the following actions:

- (a) appointing such members of the Personnel not listed by name in Appendix C ("**Key Personnel**"),
- (b) changing the Program of activities; and
- (c) any other action that may be **specified in the SCC**.

- 3.6 Reporting Obligations** The Service Provider shall submit to the Employer the reports and documents specified in Description of Services in the form, in the numbers, and within the periods set forth in the said Appendix.
- 3.7 Documents Prepared by the Service Provider to Be the Property of the Employer** All plans, drawings, specifications, designs, reports, and other documents and software submitted by the Service Provider in accordance with Sub-Clause 3.6 shall become and remain the property of the Employer, and the Service Provider shall, not later than upon termination or expiration of this Contract, deliver all such documents and software to the Employer, together with a detailed inventory thereof. The Service Provider shall not retain copies of such documents, software, licenses, data and any other form of intellectual property.
- 3.8 Liquidated Damages**
- 3.8.1 Payments of Liquidated Damages** The Service Provider shall pay liquidated damages to the Employer at the rate per day **stated in the SCC** for each day that the Completion Date is later than the Intended Completion Date. The total amount of liquidated damages shall not exceed the amount **defined in the SCC**. The Employer may deduct liquidated damages from payments due to the Service Provider. Payment of liquidated damages shall not affect the Service Provider’s liabilities.
- 3.8.2 Correction for Overpayment** If the Intended Completion Date is extended after liquidated damages have been paid, the Employer shall correct any overpayment of liquidated damages by the Service Provider. The Service Provider shall be paid interest on the overpayment, calculated from the date of payment to the date of repayment, at the rates specified in **Sub-Clause 6.5**.
- 3.8.3 Lack of performance penalty** If the Service Provider has not corrected a Defect within the time specified in the Employer’s notice, a penalty for Lack of performance will be paid by the Service Provider. The amount to be paid will be calculated as a percentage of the cost of having the Defect corrected, assessed as described in Sub-Clause 7.2 and **specified in the SCC**.
- 3.9 Performance Security** The Service Provider shall provide the Performance Security to the Employer in the format of the **performance Bank Guarantee** given in the bidding document no later than the date specified in the Letter of acceptance. The Performance Security shall be issued in an amount and form and by a bank acceptable to the Employer, and denominated in the types and proportions of the currencies in which the Contract Price is payable. The performance Security shall be valid until a date 28 days from the Completion Date of the Contract in case of a bank guarantee.

4. Service Provider’s Personnel

- 4.1 Description of Personnel** The titles, agreed job descriptions, minimum qualifications, and estimated periods of engagement in the carrying out of the Services of the Service Provider’s Key Personnel are described in Appendix C. **The Key Personnel listed by title as well as by name in Appendix C are hereby**

approved by the Employer.

4.2 Removal and/or Replacement of Personnel

- (a) Except as the Employer may otherwise agree, no changes shall be made in the Key Personnel. If, for any reason beyond the reasonable control of the Service Provider, it becomes necessary to replace any of the Key Personnel, the Service Provider shall provide as a replacement a person of equivalent or better qualifications and skills.
- (b) If the Employer finds that any of the Personnel have (i) committed serious misconduct or have been charged with having committed a criminal action, or (ii) have reasonable cause to be dissatisfied with the performance of any of the Personnel, then the Service Provider shall, at the Employer's written request specifying the grounds thereof, provide as a replacement a person with qualifications and experience acceptable to the Employer.
- (c) The Service Provider shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of Personnel.

5. Obligations of the Employer

- 5.1 Assistance and Exemptions** The Employer shall use its best efforts to ensure that the Government shall provide the Service Provider such assistance as **specified in the SCC.**
- 5.2 Change in the Applicable Law** If, after the date of this Contract, there is any change in the Applicable Law with respect to taxes and duties which increases or decreases the cost of the Services rendered by the Service Provider, then the remuneration and reimbursable expenses otherwise payable to the Service Provider under this Contract shall be increased or decreased accordingly by agreement between the Parties, and corresponding adjustments shall be made.
- 5.3 Services and Facilities** The Employer shall make available to the Service Provider the Services and Facilities listed under Appendix F.

6. Payments to the Service Provider

- 6.1 Lump-Sum Remuneration** The Service Provider's remuneration shall not exceed the Contract Price and shall be a fixed lump-sum and all other costs incurred by the Service Provider in carrying out the Services described in Appendix A. Except as provided in Sub-Clause 5.2, the Contract Price may only be increased above the amounts stated in Sub-Clause 6.2 if the Parties have agreed to additional payments in accordance with Sub-Clauses 2.4 and 6.3.
- 6.2 Contract Price** The price is payable in Respective currencies as stated in the SCC.
- 6.3 Payment for Additional Services, and Performance Incentive Compensation**
- A) For the purpose of determining the remuneration due for additional Services as may be agreed under Sub-Clause 2.4, a breakdown of the lump-sum price is provided in Appendices D and E.

 - B) **If the SCC so specify,** the service provider shall be paid performance incentive compensation as set out in the Performance Incentive Compensation appendix.

6.6 Day works

- 6.6.1 If applicable, the Day work rates in the Service Provider's Bid shall be used for small additional amounts of Services only when the Employer has given written instructions in advance for additional services to be paid in that way.
- 6.6.2 All work to be paid for as Day works shall be recorded by the Service Provider on forms approved by the Employer. Each completed form shall be verified and signed by the Employer representative as indicated in Sub-Clause 1.6 within two days of the Services being performed.
- 6.6.3 The Service Provider shall be paid for Day works subject to obtaining signed Day works forms as indicated in Sub-Clause 6.6.2

7. Quality Control

7.1 Identifying Defects The principle and modalities of Inspection of the Services by the Employer shall be as **indicated in the SCC**. The Employer shall check the Service Provider's performance and notify him of any Defects that are found. Such checking shall not affect the Service Provider's responsibilities. The Employer may instruct the Service Provider to search for a Defect and to uncover and test any service that the Employer considers may have a Defect. Defect Liability Period is as **defined in the SCC**.

7.2 Correction of Defects, and Lack of Performance Penalty

- (a) The Employer shall give notice to the Service Provider of any Defects before the end of the Contract. The Defects liability period shall be extended for as long as Defects remain to be corrected.
- (b) Every time notice of a Defect is given, the Service Provider shall correct the notified Defect within the length of time specified by the Employer's notice
- (c) If the Service Provider has not corrected a Defect within the time specified in the Employer's notice, the Employer will assess the cost of having the Defect corrected, the Service Provider shall pay this amount.

8. Settlement of Disputes

8.1 Amicable Settlement

The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.

8.2 Dispute Settlement

8.2.1 A dispute which cannot be resolved amicably shall be settled in the following manner, if the Service Provider is local:-

Any party may declare a 'Dispute' by notifying the other party of such matter setting forth the specifics of the matter in controversy or the claim being made. Within 10 days of receipt of such notice, a senior representative of each party not involved with the day-to-day operation shall confer and attempt to resolve the Dispute.

In the event the parties are unable to resolve the Dispute within 10 days, either party may submit the Dispute for Commercial Mediation to an expert mediator nominated by the Ceylon Chamber of Commerce in terms of the Commercial Mediation Centre of Sri Lanka, Act No. 44 of 2000. In the event the parties are unable to resolve the Dispute through mediation or if a certificate of non-settlement is entered in terms of Section 3 F of the said Act, either party may refer the dispute to a court of competent jurisdiction.

(c) Specifications

SECTION IV: Technical Specifications and Compliance with Specifications

Bidders are required to state their compliance to specifications/requirements of the HR Information System against each and every criterion of the specification sheets.

Incomplete specification sheets will strongly lead to disqualify the bidder without getting any clarifications.

Section 1

Module No	Module Name/ Requirement	Compliance to the specification (Complied / Not complied)	If “Not Complied” Bidder’s Offer (Please specify details)	Brief Description (if space not sufficient please use a separate page & refer page number)
1	Employee Information Manager			
2	Time Attendance			
3	Performance Management			
4	Employee Life Cycle			
5	Training and Development			
6	Mobile App			
7	Benefits Management			
8	Recruitment Management			
9	Exist & Termination Management			
10	Payroll Structure & Process			
11	Hosting and implementation of Total HRIS solution			
12	Automatic Backups daily, weekly and monthly should be taken			
13	Support and Maintenance			
14	Integration with the ETFB Finance System			
15	Free version updates			

Section 2

1. Employee Information Manager				
Item No	Minimum Specification	Compliance to the specification (Complied / Not complied)	If “Not Complied” Bidder’s Offer (Please specify details)	Brief Description (if space not sufficient please use a separate page & refer page number)
1.1	The system should have the option to be handle employee details for cash and noncash benefits, employee Qualifications, photograph, promotions & salary history, probation, confirmation record etc			
1.2	The system should be able to handle and maintain employee retirement information.			
1.3	Should be able to generate reports based on the working cadre in Location wise, Gender Wise, Age group Wise, Experience Wise, and Job Category wise.			
1.4	The system should have the ability to set various allowances and benefits to different employee categories and designations and should be linked with the payroll to automate the process based on dynamic eligibility criteria defined by the users.			
1.5	The system should have the ability to maintain multiple bank accounts for each employees if required.			
1.6	Maintain employee dependent and Nominee details and also capture the employees address during work days and permanent address			
1.7	Employee numbers can be generated according to the organization’s requirement			
1.8	System captured milestones on birthdays, passport/visa renewal, employee service and prior retirement etc. alerted to users.			
1.9	Reports can be generated based on the data captured through the module. (Age Analysis Report, Basic reconciliation of Payroll, OT analysis, Address, region, Birthday List, Employee Profile Report, Service Analysis Report and Consolidate Employee Summary etc.)			

2. Time Attendance

Item No	Minimum Specification	Compliance to the specification (Complied / Not complied)	If “Not Complied” Bidder’s Offer (Please specify details)	Brief Description (if space not sufficient please use a separate page & refer page number)
2.1	The system should have the ability to calculate OT, No-Pay & Other incentives based on the shifts defined and should be altered based on the operational need of the customer.			
2.2	The system should be able to add or amend shifts & roster categories according to the Departments requirements.			
2.3	The system should be able to set different leave accrual rates and maximum leave credits per employee based on their eligibility group.			
2.4	Should have the ability to be able to set up automatic leave deduction based on late arrival and early despatchers as per the company’s leave policy. Such deduction to be notified to both employee and the supervisor.			
2.5	Should have the availability to download fingerprint data and synchronize automatically with the attendance system from multiple locations.			
2.6	OT controls to be dynamic based on the criteria defined by the user, and Requests can be made for extended work hours with approval by the employees.			
2.7	Manual In and Out (Attendance regularization), Shift adjustment capabilities to be enabled via the mobile application.			
2.8	Access all the payroll related information required, from standard pay rates to overtime and weekend rates			

3. Performance Management				
Item No	Minimum Specification	Compliance to the specification (Complied / Not complied)	If “Not Complied” Bidder’s Offer (Please specify details)	Brief Description (if space not sufficient please use a separate page & refer page number)
3.1	The system should have the capacity to track the performance and compare it against deferent departments, branches, and even employees to identify the best performers and the poor performers.			
3.2	Performance based incentives and bonus calculations are to be automated.			
3.3	Evaluations should be conducted on both Goals, KPI’s and Competencies			
3.4	HR should be able to change the composition, weightages, no of objectives, competencies etc.			
3.5	Link with Employee Self Service module to view last 5 years Performance Appraisal Ratings. Facility to view the ratings should be available to Reporting Officer, Reviewing Officer and HR			

4. Employee Life Cycle

Item No	Minimum Specification	Compliance to the specification (Complied / Not complied)	If “Not Complied” Bidder’s Offer (Please specify details)	Brief Description (if space not sufficient please use a separate page & refer page number)
4.1	Special transfers, internal and interdepartmental transfers to be accommodated through the system and maintain records on all transfers.			
4.2	Validation criteria to be based on customer centric eligibility rules defined by the user.			
4.3	Promotion, Transfer, Confirmation letters to be System generated.			
4.4	Keep a clear track of transfers, promotions, demotions, increments and decrements of an employee.			
4.5	All users can view employment milestones using the timeline view			
4.6	Maintains a comprehensive intuitive and interactive timeline of each employee			
4.7	Employees are able to make requests which are identified as a movement application on Each request travels through cycle in which the defined criteria should be met to be completed.			
4.8	Define one or more approval levels which a particular application is required to reach for approval.			

5. Training and Development				
Item No	Minimum Specification	Compliance to the specification (Complied / Not complied)	If “Not Complied” Bidder’s Offer (Please specify details)	Brief Description (if space not sufficient please use a separate page & refer page number)
5.1	The system should be able to maintain and prepare training budgets			
5.2	Update and maintain Trainers details for the training activities planned			
5.3	Training calendars should be maintained in the system			
5.4	Surveys should be able to be conducted to evaluate the training programs effectiveness			
5.5	Employee profiles to be automatically updated once they successfully complete a training.			
5.6	If Required Employees should have the ability to request for trainings through the system			

6. Mobile App				
Item No	Minimum Specification	Compliance to the specification (Complied / Not complied)	If “Not Complied” Bidder’s Offer (Please specify details)	Brief Description (if space not sufficient please use a separate page & refer page number)
6.1	The mobile app should be a representation of the system interface where users get to do their day-to-day system related activities. (Check in , Check out, Check No pay, OT, Late Hours, Geo Location tagin when checking in and check in out) Supervisory Options to check staff availability and do the necessary approvals and Notification to be popped up to avoid missing any pending approvals			
6.2	The mobile app should be enabled in Sinhala and English.			
6.3	The mobile app should support to Android and iOS			

7. Benefits Management				
Item No	Minimum Specification	Compliance to the specification (Complied / Not complied)	If “Not Complied” Bidder’s Offer (Please specify details)	Brief Description (if space not sufficient please use a separate page & refer page number)
7.1	Capacity to maintain multiple benefit types to be assigned to employees based on the eligibility criteria defined by the user. (Medical scheme, various loan schemes etc.)			
7.2	Ability to request for benefits such as medical bill reimbursements, phone/data bill reimbursements and set the Maximum and the minimum allocated budget against each benefit type against each employee depending on the eligibility criteria			

8. Recruitment Management				
Item No	Minimum Specification	Compliance to the specification (Complied / Not complied)	If “Not Complied” Bidder’s Offer (Please specify details)	Brief Description (if space not sufficient please use a separate page & refer page number)
8.1	Schemes of Recruitment (SoR) and Cadre position information.			
8.2	The system should have the ability to maintain an external candidate portal, which allows candidates to access and update their profiles.			
8.3	The system should have the capacity to shortlist and long list the CVs received against a vacancy based on the selection criteria predefined.			
8.4	Interviewing panels should be maintained against each vacancy			
8.5	Interviewing stages should be tracked			
8.6	Offer letters should be system generated			
8.7	Employee Information must be directly transferred to the Employee Information Manager when an employee is selected.			
8.8	Facility to compare candidates before final selection.			

8. Recruitment Management				
Item No	Minimum Specification	Compliance to the specification (Complied / Not complied)	If “Not Complied” Bidder’s Offer (Please specify details)	Brief Description (if space not sufficient please use a separate page & refer page number)
8.9	Vacancy announcement/ calling online applications			
8.10	Orientation.			

9. Payroll Structure & Process				
Item No	Minimum Specification	Compliance to the specification (Complied / Not complied)	If “Not Complied” Bidder’s Offer (Please specify details)	Brief Description (if space not sufficient please use a separate page & refer page number)
9.1	Payroll processing: Salary / allowances / OT			
9.2	OT approval process			
9.3	Incentive			
9.4	Bonus			
9.5	Manage Salary Process including bank links			
9.6	Pay slips to E-mail and manual printing			

10. Exist & Termination Management

Item No	Minimum Specification	Compliance to the specification (Complied / Not complied)	If “Not Complied” Bidder’s Offer (Please specify details)	Brief Description (if space not sufficient please use a separate page & refer page number)
10.1	Ability to maintain checklists on returned office property, and assign benefits clearance heads			
10.2	Raise Notifications to the benefits clearance heads when the exit process is finalized			
10.3	Track the off-boarding process			
10.4	Triger Notifications when employees are at the retirement age.			
10.5	Maintain Service letter templates in the System.			
10.6	Gratuity calculation			
10.7	EPF/ ETF documentation process			
10.8	Ability to conduct settlements to all pending payments.			

(d) Priced Activity Schedule

Appendix A: Description of the Services

DESCRIPTION OF SERVICE

1. Background

The Employees' Trust Fund Board (ETFB) of Sri Lanka was established in 1981 under the provisions of ETF Act No. 46 of 1980, in order to manage the large scale of operation of ETF Board. The Fund is administrated by the Employees' Trust Fund Board and at present the ETF Board is functioning under the Ministry of Finance. Currently the active membership of the fund is approximately 2.6 Million and covered by 80,000 employers. ETFB's mandate is to collect ETF contributions from Employers operating in Sri Lanka, maintain and develop the ETF contribution fund with the purpose of providing social security to the working population of the nation.

In recent times, ETF has encountered several issues and limitations of the technologies used in their existing HR process resulting delays in service delivery. Thereby, ICTA in collaboration with the ETF, in advance conducted a Business Process Improvement (BPI) study and developing the ETF Core System.

2. Objectives

The objective of this project activity is to improve the operational efficiency and effectiveness of the HR Division of the ETFB through establishment of Digitalized HR Information System which is technically and operationally compatible with the ETFB Finance system (ACCPAC -SAGE 300 PREMIUM Version 6.7).

3. Scope of Service

- 3.1 The architecture of the HR Information System should be presented.
- 3.2 The solution should be a powerful analysis and reporting tools required. (Refer: 4. Technical Specification)
- 3.3 The proposed solution should be integrated via APIs to the ETFB Finance system vice versa.
- 3.4 The solution should be facilitated to the extensive customization options on data/forms/reports and etc.
- 3.5 It should be a completely cloud ready web based solution (specify type/ nature of the cloud).
- 3.6 Cross browser compatibilities – Website should be viewed in widely available web browsers like Google Chrome, Mozilla Firefox, Safari, IE etc.

- 3.7 The bidder should migrate the necessary HR system related data from the existing HR process of ETFB.
- 3.8 The bidder should provide the necessary trainings (Administrator and user) to the staff of the ETFB over the proposed HR solution including the comprehensive user guide.
- 3.9 The HR solution should be deployed in a Cloud.
- 3.10 The HR solution should be supported to latest Microsoft tools.
- 3.11 The HR Information system should support free version upgrades.
- 3.12 The bidder shall obtain the User Acceptance Testing (UAT) from the ETFB.
- 3.13 The bidder is required to sign a Non-Disclosure Agreement (NDA) with ETFB where applicable.
- 3.14 The bidder shall provide support and maintenance including license subscriptions to the HR solution.
- 3.15 The proposed solution should provide a Mobile App (Android and iOS) to Apply leave, Check leave balances, Cancellations, Approvals, Online check-in etc.
- 3.16 The proposed Mobile App should provide the facility to view the key employee portals in English and Sinhala.
- 3.17 Service provider should specify their back-up and disaster recovery plans for the proposed system.
- 3.18 Proposal shall support for modifications in case of legislation changes may arises.

4 Deliverable Schedule

No	Deliverables	Time Schedule
1	Design proposal including the custom reports	Date of Commencement + 2 weeks
2	Installation, configuration, data migration, customization and commissioning the system and User Manuals for all the modules	Date of Commencement + 5 weeks
3	3.1 UAT Report 3.2 Training Report	Date of Commencement + 8 weeks
4	UAT Report for API Integration	Integration with the ETFB Finance System + 4 weeks
5	Should support, maintenance and free version upgrades	24x7 Support – (Subscription model)

SCHEDULE OF REQUIREMENTS

Name of the Product: HR Information System

Item No	Description	Users*	Quantity
1	Employee Information Manager	1040	1
2	Time Attendance	1040	1
3	Performance Management	200	1
4	Employee Life Cycle	1040	1
5	Training and Development	1040	1
6	Mobile App	1040	1
7	Benefits Management	1040	1
8	Recruitment Management	10	1
9	Exist & Termination Management	50	1
10	Payroll Structure & Process	-	1
12	Support and Maintenance	-	-

*Number of Users

Appendix B: Schedule of Payment

No	Deliverables	Time Schedule	Payment%
1	Design proposal including the custom reports	Date of Commencement + 2 weeks	90% of the total contract value other than service & Maintenance and upon acceptance of the client
2	Installation, configuration, data migration, customization and commissioning the system and User Manuals for all the modules	Date of Commencement + 5 weeks	
3	3.1 UAT Report 3.2 Training Report	Date of Commencement + 8 weeks	
4	UAT Report for API Integration	Integration with the ETFB Finance system + 4 weeks*	10% of the total contract value other than service & Maintenance and upon acceptance of the client
5	Support and Maintenance	Completion of above	Service and Maintenance cost will be paid upon acceptance of the client

Appendix C: Key Personnel (Not Applicable)

Appendix D: Breakdown of Contract Price

Appendix E: Services and Facilities Provided by the Employer

Not Applicable

(e) Letter of Awarding

(f) Service Provider's Quotation