**Instructions for an international two-stage open tendering with a PoC**

**(Proof of Concept) for the implementation of Payroll System and Human Resource Management System supply, implementation and technical support**

This tender involves 2 lots.

1. Lot 1 - Supply, implementation, and technical support of the payroll system
2. Lot 2 - Supply, implementation, and technical support of an HR Management System.

Bidders may submit a package of documents for one or both lots. Bid evaluation and selection will be done separately for each lot.

Software Vendors, Partners, Subcontractors, as well as Joint Ventures consisting of Vendors + Vendor Partners can participate in this tender to share responsibilities and obligations in the tender procedure, as well as to confirm the qualifications of Potential Suppliers.

Only Vendors, Official Partners of Software Vendors, with whom contracts between Vendors/Partners/Vendors + Partners have been concluded, can pass (confirm) for qualification for compliance with the tender qualification requirements.

The experience and reference of subcontractors will not be taken into account to pass the qualification requirements.

1. **Tender Stages**

The tender consists of the following stages:

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| **No.** | **Task** | **Dates** | **Responsible** | **Note** |
| **Stage 1** |
| 1 | Submission of commercial offers. | 10.02.2022 – 03.03.2022 | Potential Supplier | All the necessary documents must be provided.  |
| 2 | Questions from potential suppliers/KGC answers | 10.02.2022 – 03.03.2022 | Potential Vendor,KGC | Questions related to the tender and terms of reference must be sent in writing to HRPayrollSolution@kumtor.kg |
| 3 | * Analysis and clarification of Commercial Offers
* Product scope demo
* Human resource qualification interviewing for implementation and technical support
 | 03.03.2022 – 31.03.2022(19 working days) | KGC |  |
| 4 | Selection of Potential Suppliers for Stage 2 (Short List) | 01.04.2022 – 08.04.2022 | KGC |  |
| **Stage 2** |
| 5 | * Conducting PoC (Proof of Concept)
* Analysis of PoC results and updating of commercial offers, taking into account the clarification of requirements
 | 11.04.2022 – 30.04.2022 | Potential shortlisted suppliers | Documents: 4. Tasks of PoC\_HR.doc, 8. Tasks of PoC\_Payroll.doc |
| 6 | Selection of the successful bidder  | 02.05.2022 –06.05.2022 | KGC |  |

1. **List of documents required**

Listed below are the documents required for the stage 1 of the tender to be submitted until 12.00 a.m. (UTC +6) on March 3, 2022. Companies that submit an incomplete or late submission will not be invited to take part in stage 2.

The costs of preparing the tender documents are borne entirely by the participating company.

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| **No.** | **Requirement** | **Documents for confirmation** | **Note** |
| 1 | Description of the proposed solution | Description of the proposed software according to the Terms of Reference | A full description of the software must be provided: functional description and basic technical specifications. |
| 2 | The company must be a legal entity and have no tax liabilities. | Scanned copies of constituent documents of a legal entity; Asset statement;Certificate/confirmation of being a taxpayer and absence of tax debts (at the beginning of the tender procedure)  | Required Documents |
| 3 | Authorisation to sell and implement a payroll and/or human resource management system in the Kyrgyz Republic | Confirmation letter from the manufacturer/author on granting the sub-licensable rights to use the software and provide design, implementation and technical support services in the Kyrgyz Republic. | Required Document |
| 4 | Confirmation of position in the partnership from the Vendor, if the bidder is a partner | Confirmation letter (or certificate) from the software manufacturer (author) on the status of the partnership. | Mandatory document if there is a partnership |
| 5 | A scanned copy of the collaborative partnership agreement, signed by the parties, if Joint Venture applies for the tender | A scanned copy of a Joint Venture Agreement (Joint Venture) | Mandatory document for Joint Venture |
| 6 | Nondisclosure Agreement (NDA) | Nondisclosure Agreement signed and sealed. A seal is required. (A form is provided by Kumtor). | Required Document |
| 7 | Experience and competence in ERP servicing  | Presentation on previous experiences, examples. At least 3 reference letters from Customers (companies using the software) shall be also provided | Required Document |
| 8 | Service Level (SLA). | Service Level Agreement (service availability, response time, consultation, ensuring fault tolerance, etc.)  | Required Document |
| 9 | Composition of the expertise center - availability of specialists in the field of implementation and maintenance of the proposed system with experience in the ERP implementation and technical support.  | List of the expertise center specialists, scanned copies of certificates and CVs. The list should include the number of implementation specialists separately.* Project manager,
* Solution architect,
* Analysts
* Developers,
* Testers
 | Required Document |

1. **Requirements for the commercial offers (CO)**

The commercial offer must be submitted along with the documents. Please carefully review and provide all the information below.

* 1. Total cost of the product for 5 years:
		1. Cost of licenses - the cost of licence for one user/employee and for all users/employees, cost of the product for the On-Prem option.
		2. Hardware sizing in terms of contours (dev, test, preprod, prod):
		3. The cost of implementation services by modules and cumulatively
		4. The cost of technical support per year and for 5 years.
		5. The cost of project and system documentation.
		6. The cost of business trips per one person per day and in total.
		7. The cost of integrations in terms of modules, time, and specialists.
		8. The cost of training users and local expertise center.
	2. Solution architecture (application logical structure, broken down into modules; functional architecture; application integration scenarios; system deployment scheme in a fault-tolerant architecture, broken down into environments - development, test, preprod, prod).
	3. Implementation plan:
		1. Implementation schedule
		2. Dates and resources by stages
	4. Implementation human resources required by the Client (Kumtor)
1. **Technical requirement**

The requirements are provided in the following files:

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| **No.** | **Description** | **File** |
| 1 | Functional requirements for a human resource (HR) management system | 1. Функциональные требования\_HR.doc |
| 2 | Non-functional requirements for the HR system | 2. Нефункциональные требования\_HR.doc |
| 3 | List of integrations to be implemented as part of the HR system project | 3. Список интеграций\_HR.doc |
| 4 | Proof of Concept tasks for HR system | 1. Задачи PoC\_HR.doc
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| 5 | Functional requirements for the Payroll system (Payroll) | 5. Функциональные требования\_Payroll.doc |
| 6 | Non-functional requirements for the Payroll system | 6. Нефункциональные требования\_Payroll.doc |
| 7 | List of integrations to be implemented as part of the Payroll system project | 7. Список интеграций\_Payroll.doc |
| 8 | Proof of Concept tasks for the Payroll system | 8. Задачи PoC\_Payroll.doc |