

Consolidated Bidders' Queries Response – Procurement of Human Resource Management System (HRMS)

Sr.	Query	PSW Response
1.	Please confirm, if PSW using any HRMS system currently? If (yes), please confirm the name of the existing system in use?	PSW is not using any HRMS system.
2.	Please confirm the following: <input type="checkbox"/> No. of Current Employees <input type="checkbox"/> No. of Branches	<ul style="list-style-type: none"> • Currently the head count is around 70 which is expected to reach to about 250. • PSW has its head office in Islamabad and a regional office in Karachi.
3.	Please answer the following related to Payroll Processing. <input type="checkbox"/> Payroll processing frequency. Is it Monthly or Fortnightly? Please confirm. <input type="checkbox"/> Are there any daily wages involved for any employee? Please confirm. <input type="checkbox"/> Payroll processing will be done department wise? i.e. Finance, Sales & Marketing, HR department etc. Please confirm.	<ul style="list-style-type: none"> • Payroll processing is monthly. • There are no daily wage workers. • Payment processing is done as a whole for the entire company. Payment process is done as a whole but payroll is to be divided section wise, location wise and nature wise i.e. regular/contractual etc.
4.	Please confirm, if the payroll is Branch wise, Department wise, or Group wise?	Payment processing is done as a whole for the entire company. Payment process is done as a whole but payroll is to be divided section wise, location wise and nature wise i.e. regular/contractual etc.
5.	It is mentioned in the RFP that the quoted prices must be in Pakistani Rupees (PKR) inclusive of out of pocket expenses and all kind of taxes, duties, charges/levies applicable in Pakistan. Please confirm, can we quote / bid in US Dollars? If selected for procurement by PSW, the payment can be made in Pak Rupees at the time as per prevailing currency rates. Please confirm, will this be acceptable to PSW?	Bidders are required to quote their charges in PKR.

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6.	<p>It is mentioned Annexure I – “Scope of Work” under “Data Migration” that data migration will be required and migration of data in the new system is responsibility of Vendor. PSW along with Vendor will jointly decide on what data will be migrated and PSW will take the responsibility of collecting and making the data available in digitized form as per the format suggested by the Vendor.</p> <p>As per our standard practice, Our implementation teams will provide excel data templates to PSW team on which they have to provide the data to be migrated into our System. This is our standard approach; please confirm if it is acceptable to PSW?</p> <p>Also, please provide the list of integrations that will be required with the current systems that are in use by PSW?</p>	<p>PSW will provide the data in provided excel templates. Successful bidder shall be responsible to migrate the data in new system.</p> <p>The system will be required to be integrated with the bio-metric attendance system.</p>
7.	<p>It is mentioned Annexure I – “Scope of Work” under System Document and Manuals” in the RFP document that “Vendor shall provide user manuals and online help for use by PSW as part of the initial training (these are different from the training material for the trainings) and on-going operational support. Additionally, the Vendor is expected to provide technical documentation for user management, backups and system administration tasks.”</p> <p>Please note, we have all the detailed user as well as technical manual available and will provide detailed manuals and documentations related to the HRMS system as per the requirement at the time of implementation of the proposed solution. Please confirm, if it is suitable to PSW?</p>	<p>If successful bidder provides all the documents and manuals as per requirements of the RFP, it will be acceptable.</p>
8.	<p>It is mentioned in the RFP document that Training manuals will be required.</p>	<p>If successful bidder provides all the documents and manuals as per requirements of the RFP, it will be acceptable.</p>

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	Please note, we have all the training plans available of the HRMS system and will provide the training documentations / manuals / plans at the time of implementation. Please confirm, if it is suitable to PSW?	
9.	<p>It is mentioned in “Annexure IV – Bid Requirements & Evaluation Criteria” of the RFP document that the solution provider must have infrastructure secured by renowned and proven firewall/data security systems/infrastructure.</p> <p>Please confirm, does PSW require the bidder to provide hosting / cloud or will that be procured by PSW? If the bidder is required to arrange for cloud / hosting then please confirm will PSW prefer a shared hosting or independent hosting? (shared hosting is not recommended as it may have security concerns).</p>	<p>PSW require the successful bidder to provide the hosting/cloud services.</p> <p>Shared hosting is also acceptable to PSW.</p>
10.	<p>It is mentioned in “Annexure IV – Bid Requirements & Evaluation Criteria” of the RFP document that the proposed solution must have a Mobile application (android and iOS) having all the required functionalities)</p> <p>Please note, our mobile application is under development phase and the following features are readily available in the system :</p> <ol style="list-style-type: none"> 1. Registration 2. Dashboard 3. Attendance Marking 4. Attendance editing request initiation 5. Attendance editing request approval 6. Leave request 7. Leave Approval 8. Leave Calendar 9. Member Overview and; 	<p>The mobile application should have all the major functionalities as per the scope mentioned in the RFP.</p>

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	<p>10. Employee Search Please confirm, what are the required functionality that will be needed in the mobile application of HR to PSW ? or the above mentioned functionality would be sufficient in order to meet the existing need of PSW?</p>	
<p>11.</p>	<p>It is mentioned in “Annexure IV – Bid Requirements & Evaluation Criteria” of the RFP document that the Bidder must have minimum seven (07) clients to its credit for provision of specific / similar jobs in Pakistan in last five (05) years.</p> <p>Please elaborate the requirement further, should the bidder have minimum seven clients or should the bidder have implemented solution in seven clients within last 5 years?</p>	<p>The bidders are required to have at least seven clients in the last five years to whom they have provided similar solutions.</p>
<p>12.</p>	<p>It is mentioned in “Annexure IV – Bid Requirements & Evaluation Criteria” of the RFP document that the offered solution must be ISO 27001 Certified/Compliant.</p> <p>Please note, we are an ISO certified company and are ISO 27001 & ISO 9001 certified. We will provide both certificated with the responses to this RFP. Will this be sufficient to PSW? Please confirm.</p>	<p>If the provided HRMS solution is ISO 27001 Certified/Compliant, it will be acceptable.</p>
<p>13.</p>	<p>It is mentioned in the RFP document and Annexure III – “Form of Bid” that one soft copy on USB drive in PDF as well as native MS Word/Excel formats.</p> <p>Please note, as a standard practice, we usually submit PDF’s of the technical and financial proposal to the clients but not the MS Word /Excel. Please confirm, if this suitable to PSW?</p>	<p>Bids should be submitted as per the requirements mentioned in the RFP.</p>

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14.	<p>It is mentioned in Annexure I – Scope of Services, under “Payroll Management” that “Online Final Settlement” feature and functionality will be required in the new system.</p> <p>Please explain the complete workflow for online final settlement that is required in the new HRMS system?</p>	<p>These requirements shall be discussed and finalized with the successful bidder during requirement gathering phase of the implementation.</p>
15.	<p>It is mentioned in Annexure I – Scope of Services, under “Expense Management” that “End of Services Benefits” feature and functionality will be required in the new system.</p> <p>Please note, our HRM system has the complete functionality of all end of services benefits like last month salary, PF, GF, etc. Please confirm, is our understanding correct and the same end of services features are required in the new system by PSW?</p>	<p>These requirements shall be discussed and finalized with the successful bidder during requirement gathering phase of the implementation.</p>
16.	<p>It is mentioned in Annexure I – Scope of Services, under “Talent Acquisition” that “Integration with current job board (desirable)” will be required.</p> <p>Please explain the current job board that is in use by PSW. Please confirm, the system details with which integration is required?</p>	<p>Integration with LinkedIn is desired. Integration with other job boards will be an added advantage.</p>
17.	<p>It is mentioned in Annexure I – Scope of Services, under “Calibration (desirable)” feature and functionality is required in the new HRMS System.</p> <p>Please explain the desired calibration functionality that is currently required in the new proposed solution?</p>	<p>These requirements shall be discussed and finalized with the successful bidder during requirement gathering phase of the implementation.</p>