52ST.305

⚡PNG POWER Ltd

TENDER FORM

The Chairman – Tender Opening Committee
PNG Power Ltd
P. O. Box 1105
BOROKO 111 NCD
Papua New Guinea
Phone: (675) 324 3381
Fax: (675) 3250791
Email: supplyhelpdesk@pngpower.com.pg

We (full name of company)...

....

....

....

hereby tender for the undermentioned goods and services subject to the
conditions of tendering and at the prices quoted in the scheduled therein

TENDER No.   24/2018

CLOSING AT   4.00 PM FRIDAY 04TH JANUARY 2019

FOR   TO SOURCE A HR SYSTEM TO INCREASE
EFFICIENCY THROUGH AUTOMATION AND
ONLINE MANAGEMENT OF CURRENT MANUAL
PROCESS IN PEOPLE AND TRANSFORMATION
BUSINESS UNIT.

PNG POWER Ltd

Statement of requirements
for an
E-Human Resources Management System

Tender submissions due by 4.30pm on Friday 4 January 2019

Table of Contents

1 Introduction

This statement of requirements sets out the scope and requirements for a new Human Resources (HR) system that will be used by the PNG Power Limited .

2 The organisation

PNG Power Limited (PPL) is the power authority in that it is responsible for the generation, transmission, distribution and retailing of electricity throughout Papua New Guinea.

PPL services customers in almost all urban centres throughout the country encompassing industrial, commercial, government and domestic sectors. Where possible, the services extend to rural communities adjacent to these urban centres.

PPL is also presently undertaking a regulatory role on behalf of the Independence Consumer and Competition Commission (ICCC). These responsibilities include approving licenses for electrical contractors, providing certification for models of electrical equipment and appliances to be sold in PNG and providing safety advisory services and checks for major installations.

PNG Power Limited (Company No 1-44680), was incorporated under Section 3 (1) of the Electricity Commission (Privatization) Act 2002 as the successor company to the Papua New Guinea Electricity Commission (ELCOM). All of ELCOM's assets, liabilities, rights, titles and personnel were transferred to PPL.

The PNG Power Ltd workforce is currently made up of 2000 employees on Permanent or Contract time contracts. We also provide a number of work experience, student placements and apprenticeships each year.

The diversity of our workforce and our 24/7 operation means that we need to manage and monitor a wide range of different working patterns, terms and conditions and workforce information.`

All queries relating to this Invitation to Tender should be addressed to:

Josua Naisau
Email – jnaisau@pngpower.com.pg
MB : +675 71963016

All submissions to this Invitation to Tender should be addressed to:

E-HR TENDER
Managing Director
PNG Power Ltd
P.O.Box 1105
Boroko,
National Capital District

3   Scope of tender

3.1 Elements

The tender package comprises the following key elements:

- application software - the supplier will deliver a HR system solution which can be installed on a Physical and/or Virtual Hardware, have a server and client application (where the self service module is accessed via an internet browser)
- consultation – the supplier will provide a consultation service ("Business Process Mapping") that will allow the supplied HR software to be best configured to suit the requirements of the PNG Power Ltd
- software configuration - the supplier will be responsible for installing and configuring the chosen application software and working with PNG Power Ltd staff as necessary to ensure successful implementation
- data transfer, conversion & mapping - the supplier will be responsible for extracting data from the existing HR solution converting and/or mapping the data as per the PNG Power Ltd's requirements
- testing – the supplier will assist PNG Power Ltd staff with acceptance testing of the HR system/software and correct any components that fail to meet the agreed specifications
- training – the supplier will provide training in the new system to PNG Power Ltd staff
- commissioning – the supplier will be responsible for preparing the system for live use.

It is expected that the PNG Power Ltd will enter into a maintenance contract for any ongoing support. This will be a separate contract and negotiated with the successful supplier at a later date.

4   Tender responses

4.1 Tender submissions

Formal tender submissions must be received by 4.30pm on 4 January 2019.

Tender submissions may be made electronically to James Bokai (jbokai@pngpower.com.pg)
Cc : Kele Lua (klua@pngpower.com.pg)

Documents must be sent in PDF format.

Receipt of submissions will be acknowledged by email.

4.2 Supplier interviews

Tender responses will be evaluated and shortlisted companies will be invited to give a presentation on their proposals for the HR system. The presentations will be followed by questions from the client team.

It is expected that supplier presentations/interviews will take place on 24 January 2019. Specific times will be arranged directly for each shortlisted supplier.

4.3 Structure of tender submissions

Tender submissions must include all of the information in the following list:

- A brief summary of your response
- A summary of your experience of implementing HR system solutions for institutions of a similar size and complexity
- A suitable single point of contact for all correspondence relating to the tender
  - this should include email address, postal address and telephone number(s)
- A description of the methodology that will be used:
  - suppliers should provide an outline description of the proposed approach that will be adopted to deliver all aspects of the project
  - suppliers should also provide details of the project team along with roles & responsibilities of team members
- An outline of the proposed solution
  - software (and licensing arrangements)
  - hardware requirements and technical architecture including a rationale for technologies used to build the product
  - methodology for product development
  - methodology for updates, testing and deployment
  - future product strategy
  - installation and configuration
  - data conversion
  - testing
  - training
  - commissioning
  - data security
- Clarification that the proposed software solution meets the PNG Power Ltd's requirements as set out in section 6 of this document
  - suppliers should refer to all points in section 6 (system requirements) stating whether the requirement is met through an existing version of the software
  - suppliers should identify if any functionality required will need to be met by bespoke programming or a future version of the software package
- Details of any added value or additional functionality in the solution which you consider may be relevant to our needs
- A fixed price proposal:
  - this should be an itemized breakdown of costs rather than a single lump sum figure
  - software licenses
  - data conversion
  - project management and configuration
  - testing
  - training
  - annual maintenance and support
  - costs should be quoted ex-TAX
- Details of day rates
  - these will be used to assess costs for additional services
- Details of any licensing arrangements and/or terms & conditions associated with the overall solution
- A description of support and assistance services available along with associated costs.
  - specific reference must be made to support hours, methodology, response times (Service Level Agreement - SLA) and escalation procedures
- A description of any warranties associated with the solution

- An indicative project delivery plan showing key milestones and deliverables for installing, configuring and commissioning the solution
- Names of three referees for whom you have delivered similar solutions who may be contacted following the shortlisting process
- A client list
- A draft contract / terms of business.

4.4 Selection criteria

- The tender responses will be evaluated against the following selection criteria:
    - price
    - ability to meet system requirements
    - user customisation of products
    - ongoing support costs – level / cost of service – track record
    - modular functionality which enables phased introduction if required
    - added value / additional services

4.5 Contract award

Contract award will be on the basis of meeting all the tender requirements in particular the System Key Requirements at an economical cost.

5   Project implementation

5.1 Project organisation

It is expected that the successful supplier will appoint a project manager to work with the client during the installation, configuration and testing stages of the project.

5.2 Project timetable

We wish to commence implementation of the new HR system as soon as possible.

The contractor will work with the PNG Power Ltd to establish a project delivery plan ideally with 3months.

6   System requirements

6.1 Key requirements

The PNG Power Ltd require a new HR management system to support the following key functionality:

1.   Administration Management

For configuration and customization in setting up the applications according to specific needs of the PNG Power.

The system must:
- support different levels of access and permissions – view only, authority to input or amend specific data, ability to generate reports (this functionality should be customisable allowing addition of user defined access levels)

- be capable of interacting with existing ICT systems at the PNG Power Ltd including but not limited to Microsoft Active Directory, and the PNG Power Ltd intranet
- be capable of integrating with PNG Power Finance System
- facilitate capture and management of data so that the legal requirements of data protection are met and best practice is facilitated
- permit data fields to be added or removed without the need for additional system development
- have application programming interface (API) to allow third party access.
- System administration reporting.

2. Employee Information Management

To capture and store all employee information which will be used in other modules. To also serve as employee E-Personal Files. Customisable reporting for decision-making.

3. Time & Attendance Management

To capture all employee attendance required for payroll with ability to integrate with any biometric system. Customisable reporting for decision-making.

4. Absence & Leave Management

To facilitate & capture all employee absence, leave requests and approvals. Customisable reporting for decision-making.

5. Payroll Management

To manage any complex payroll when processing employee salaries and payments. Customisable reporting for decision-making.

6. Benefits Management

To capture and manage all staff benefits administration. Customisable reporting for decision-making.

7. Self Service

To provide access to users to access their information, make requests and receive alerts etc.

8. Learning & Development

To capture all learning and development activities. Also a platform to access learning and development opportunities through E-Learning. Customisable reporting for decision-making.

9. Performance management

To capture KPI setting, reviewing/evaluating and rewarding. Customisable reporting for decision-making.

10. Recruitment & Talent Management

To facilitate manpower planning, online recruitment, Talent management and succession planning. Customisable reporting for decision-making.

11. Staff Engagement Management

Platform to conduct staff engagement or integrate with staff engagement providers and capture results and its progressive management. Customisable reporting for decision-making.

12. HR Analytics & Infor Centre

Platform to access and develop customized reports and analysis of reports.

13. Dashboard

Platform to allow staff discussions and interactions similar to a social media.

14. Resource Centre

Communication Platform company information for staff. (Policy, PD etc)

15. Task Management

Platform to assign and monitor daily tasks for subordinates and collegues. Customisable reporting for decision-making.

16. HSW Management

Platform to capture all HSW requirements of the company. Customisable reporting for decision-making.

17. Unacceptable Behavior Management

Platform to capture Unacceptable behavior management, trends and remedial action to root or minimize such incidents. Customisable reporting for decision-making.

18. Incident Reporting Management

Platform to capture all types of incidents, trends in the business and manage remedial actions. Customisable reporting for decision-making.

19. Travel Management

Platform to capture all staff travel in the business, facilitate request, approvals. Customisable reporting for decision-making.

20. Work Flow Management & Triggering

Module to capture any future workflow requirements with flexibility to the PNG Power Ltd to configure, create and launch. Ability to alerts and notifications of key events in the employee life cycle. Customisable reporting for decision-making.

7 ICT requirements

7.1 Operating requirements

The system will be required to work in the following environment:
- minimum client specs to not less than Windows 7 (Win XP has reached end of life)
- self service module should be accessed via Internet Explorer 8 and above
- Minimum server requirements: Windows 2008 Server R2 Standard Edition. Preferably Windows Server 2012 R2.
- the server side of the application should be able to run on a Virtual or/and Physical Hardware environment
- if the supplier knows of any issues with the application when it is hosted on Virtual Hardware environment this needs to be disclosed.

The supplied HR system will be required to do the following:
- integrate with Microsoft Active Directory service
- ability to push staff data into relevant fields in Active Directory
- store data in a SQL database and grant the PNG Power Ltd access to this data if required
- the application will be required to have an Application Programming Interface (API) to allow 3rd Party or other PNG Power Ltd Applications to interact with the HR System.

User Authentication to supplied HR system:
- user authentication must be carried out by the PNG Power Ltd Microsoft Active Directory Server
- Users at the PNG Power Ltd cannot have user credentials specific to the HR system, unless it is for administrative users.

8 Other services

8.1 Data conversion

The PNG Power Ltd will need to convert existing mailing lists/groups to the new system.

Sample data will be provided at the earliest opportunity to enable data mapping and conversion to take place.

The supplier will be responsible for extracting data from the existing HR solution (with the help of the PNG Power Ltd) converting and/or mapping the data as per the PNG Power Ltd's requirements.

8.2 System configuration and testing

The supplier should expect to be involved in the system configuration and testing stages.

The supplier will provide a (functional) consultation service ("Business Process Mapping") that will allow the supplied HR software to be best configured to suit the requirements of the PNG Power Ltd.

Suppliers are invited to propose a methodology/process for planning the system configuration and solving all system installation issues.

The supplier will be responsible for installing and configuring the chosen application software and working with PNG Power Ltd staff as necessary to ensure successful implementation.

The supplier will assist PNG Power Ltd staff with a range of acceptance testing of the HR system/software and correct any components that fail to meet the agreed specifications.

8.3 System training

The supplier will be required to undertake system and user training prior to live operations.

Training will be to a small team of users.

Additional training will need to be given to the nominated system administrator.

8.4 System commissioning

The supplier will be responsible for preparing the system for live use.

8.5 Upgrades

Minor upgrades to be done by system administrators
Supplier to support administrator's staff on system upgrades on email

8.6 Backups

Standard Backups and disaster recovery procedures will have to be considered for deployment

8.7 E- HR System Environment

1. Production, 2) Development, 3) Test/Training, 4) EOY Processing