



**Ministry of Tourism and Environment**  
Republic of Maldives

## **TERMS OF REFERENCE**

**(IUL)88-IT/88/2025/653**

**Supply, Implementation, and Subscription (for 1 Year) of a Human Resource  
Management System**

**Requesting for proposal (RFP) – Single Envelope**

**Issued on:** 03<sup>rd</sup> December 2025

**Issued By:** Information Communication Technology Division

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## Section 1

### Tender Sheet

Reference No:	Tender Reference		
1	<b><u>Tender Name:</u></b> Supply, Implementation, and Subscription (for 1 Year) of a Human Resource Management System		
2	<b><u>Bid queries submission timeline and Address:</u></b> <b>Location:</b> Ministry of Tourism and Environment <b>Date:</b> 09/12/2025 (Tuesday) <b>Time:</b> 12:00pm <b>Email:</b> <a href="mailto:tenders@mote.gov.mv">tenders@mote.gov.mv</a> <b>CC:</b> <a href="mailto:ict@mote.gov.mv">ict@mote.gov.mv</a> <b>Telephone No:</b> 3018300		
2	<b><u>Bid Clarification Deadline and Address:</u></b> <b>Location:</b> Ministry of Tourism and Environment	<b>Date:</b> 10/12/2025 (Wednesday)	<b>Time:</b> -
6	<b><u>Proposal submission deadline:</u></b> <b>Location:</b> Ministry of Tourism and Environment - Reception	<b>Date:</b> 16/12/2025 (Tuesday)	<b>Time:</b> 09:00am
7	<b><u>Submission instruction</u></b> Proposals must be delivered in sealed envelopes titled  <b>“Do not Open Before 16<sup>th</sup> December 2025 at 0905hrs – Supply, Implementation, and Subscription (for 1 Year) of a Human Resource Management System – (IUL)88-IT/88/2025/653)” and the submitting party’s name and address</b>  Late proposals will be rejected.		
8	<b><u>Submission address</u></b> Procurement Division Ministry of Tourism and Environment Faashanaa Maalam, Dharubaaruge, Henveiru Male’, 20344, Republic of Maldives		

	Email: <a href="mailto:tenders@mote.gov.mv">tenders@mote.gov.mv</a> Website: <a href="http://www.environment.gov.mv">www.environment.gov.mv</a>	
7	<b><u>Bid Opening:</u></b> Proposals will be opened in the presence of the proponents’ representatives who choose to be present at the address below at the time of proposal opening.	<b>Time:</b> 09:05am <b>Date:</b> 16/12/2025 (Tuesday)
8	<b><u>Evaluation Criteria on Annex 09</u></b>	
9	<b><u>Bid Security amount: N/A</u></b>	
10	<b><u>Performance Guarantee amount: N/A</u></b>	
<b><u>Note:</u></b>		

## Section 2

### **Instruction for Bidders**

#### **A. General Information**

- |                             |     |   |
|-----------------------------|-----|---|
| 1. Introduction             | 1.1 | This bid is opened to parties who can provide the goods/services mentioned in the tender sheet. The requirements of the goods/services have been detailed in the information sheet.   |
| 2. Eligible Bidders         | 2.1 | This bid is opened to all the registered businesses.  |
|                             | 2.2 | If any other parties, except those mentioned in 2.1, are eligible to propose the bid, it shall be stated in the tender sheet.   |
| 3. Bid Document and signing | 3.1 | The bid must comply with Annex 1 and the materials included on the bidder's checklist as one document.  |
|                             | 3.2 | Bids must be typed in English or Dhivehi in an easy-to-read font. Or if written by hand, it should be legible. All pages of the tender shall bear the signature and stamp of the tenderer or his designee. Each page of the tender shall also be numbered to indicate the number of pages.  |
|                             | 3.3 | <div style="padding-left: 20px;">3.3.1 For companies, if a person other than the Managing Director signs the bid, a copy of the "Power of Attorney" stating that the person is authorized to sign the bid should be submitted.</div> <div style="padding-left: 20px;">3.3.2 For partnerships, if a person other than the managing partner of the partnerships signs the bid, a copy of the power of attorney stating that the person is authorized to sign the bid shall be submitted.</div> <div style="padding-left: 20px;">3.3.3 If any person other than the Chairman of the Cooperative Societies signs the bid, a copy of the Power of Attorney stating that the person is authorized to sign the bid shall be submitted.</div> |

4. Number of Bids submitted	4.1	Each bidder may submit 1 (one) bid. If any bidder submits more than one bid, all bids submitted by that bidder will be cancelled.
5. Cost of preparing Bid	5.1	All expenses incurred in preparing and submitting the bid shall be borne by the bidder. The ministry shall not be responsible for any expenses incurred in this regard.
6. Other principles	6.1	If the bidder is a close relative of an employee who works in the Ministry or any affiliated office under the Ministry the bidder must disclose it.

## **B. Documents relating to the bid**

7. Sections of the tender book	7.1	Documents related to bid are included in the list below and in amendments.
	7.1.1	Bid Sheet (Section-1)
	7.1.2	Instructions to Bidders (Section-2)
	7.1.3	General and Special Provisions of the Agreement (Section-3)
	7.1.4	Annex (Section 4)
	7.1.5	Works Related Information (Section-5)
8. Clarification of information regarding the bid	8.1	It is the responsibility of the Bidder to obtain any further information regarding the information contained in this Bid Book or in connection with this Bid.
	8.2	Amendments issued in accordance with Section 9.1 shall form part of the Bid.
9. Changes to the tender	9.1	If it is deemed necessary to make a change to the bid before the expiry of the bid opening period, an amendment (deduction/addition) can may be made.
10. Language used in the tender	10.1	The bidder shall prepare the bid in Dhivehi or English in accordance with the templet given with the TOR.

## **C. Preparation of bids**

- |                           |      |   |
|---------------------------|------|---|
| 11. Money used in the bid | 11.1 | The bidder shall submit the bid price in a Currency stated in the TOR.  |
| 12. Proposing the price   | 12.1 | If it is a GST registered entity, the price should be inclusive of GST. The amount paid for GST should be clearly stated.   |
| 13. Duration              | 13.1 | Unless otherwise agreed upon the deadline for work should be submitted in days including all the holidays.  |
|                           | 13.2 | The period offered for the work shall be reasonable for the performance of the work.  |
|                           | 13.3 | The expiry date of the bid shall be at least 120 (one twenty) days from the date of submission of the bid.  |
|                           | 13.4 | If the duration stated by the highest-ranking bidder exceeds the duration stated in the TOR, the ministry reserves the right to negotiate with the bidder in accordance with relevant laws and regulations. |

#### **D. Submission of bids**

- |                                     |      |  |
|-------------------------------------|------|--|
| 14. How to close the bid            | 14.1 | The name, address and telephone number of the bidder shall be written on the outside of the envelope.      |
|                                     | 14.2 | Bids should be submitted in a closed envelope addressed as per the bid sheet.                              |
| 15. Deadline for submission of bids | 15.1 | The Bid sheet shall state the deadline for bid submission (work or Services)                               |
| 16. Procedure for late bids         | 16.1 | Bids submitted after the deadline will not be accepted.  |
|                                     | 16.2 | Except otherwise, any law or regulation specifies, any bid submitted electronically shall not be accepted. |

#### **E. Bid opening and evaluation**

- |                 |      |   |
|-----------------|------|---|
| 17. Bid opening | 17.1 | If the date scheduled for opening of bids is fixed as a public holiday by the Government for any reason, the opening of |
|-----------------|------|---|



bids will be held on the deadline specified in the bid sheet of the next official day.

17.2 Any problem with the calculation of qualifying tenders will be corrected as follows.

- (i) If the amount in the bid differs from the amount stated in words, the correct amount shall be deemed to be the amount in words.
- (ii) If the amount in the bid differs from the amount stated in in proposal submission form the correct amount shall be deemed as the amount in the bid submission form.
- (iii) Arithmetic errors in the bid can be corrected in the evaluation process.

18. Bid Evaluation      18.1 The Ministry may reject the bids in accordance with public Finance Regulation as follows;

- (i) if the required information and documents are not submitted as stated in the TOR; or
  - (ii) if the prices offered are inadequate; or
- any other reason specified by the Ministry.

19. Determination of the bidder      19.1 The successful and unsuccessful bidders will be notified in writing. Following this notice, unsuccessful bidders shall be given 3 (three) days to submit a complaint relating to the bid. The reason for the unsuccessful bid shall be stated upon request by the complainant within this period.

19.2 The contract with the successful bidder shall be signed after considering the submissions and answering the questions raised by the unsuccessful bidders within the period specified in 19.1.

- |   |   |
|---|---|
| 20. Selection and notification of the successful bidder | 20.1 The agreement shall be signed after addressing the complaints and the questions raised by the unsuccessful bidders that have been submitted within the period specified in Article 19.1.   |
| 21. Signing the agreement                               | <p>21.1 If the work is abandoned after signing the agreement or if the work is not completed after signing the agreement, action will be taken as per Chapter 11 of the Public Finance Regulation.</p> <p>21.2 If the agreement is not signed within the stipulated time frame as stipulated in Chapter 11 of the Public Finance Regulation, the decision to award this work will be canceled and action will be taken as mentioned in Chapter 11 of the Public Finance Regulation.</p> <p>21.3 The amount stated in the bid sheet shall be submitted as performance guarantee.</p> |

#### **F. securities to be Submitted**

- |   |  |
|---|--|
| 22. Bid Security (Excluding consultancy services) | <p>22.1 The bid security of the unsuccessful bidders will be returned to them within 7 (seven) days from the date of notification to the successful bidder.</p> <p>22.2 If a bidder withdraws from the bid after the opening of the bid or if the successful bidder cancels the bid after receiving the certificate of success, the bid security submitted by the bidder will be forfeited to the State.</p> |
| 23. Advance and Advance payment guarantee         | <p>23.1 If an advance is requested, the advance may be issued in accordance with the Public Finance Regulation.</p> <p>23.2 Advance will be issued if the total value of the procurement exceeds MVR 250,000 (Two Hundred and Fifty Thousand Rufiyaa)</p>  |

- 23.3 The party shall request for advance payment within 45 (forty-five) days of signing the contract.
- 23.4 If the advance is requested for, a security or guarantee issued by a government recognized bank or financial institution established in Maldives shall be submitted as advance payment guarantee.
- 23.5 The advance shall not exceed 15% (fifteen percent) of the total contract price. The advance payment will be retained from the bills submitted during work or service performance in proportion to the total value of the contract.
24. Performance guarantee (Excluding consultancy services)
- 24.1 If the bid price is exceeding MVR.500,000/-, the successful bidder shall submit as performance guarantee a security or guarantee issued by a Government recognized bank or financial institution established in Maldives, excluding consultancy service.
- 24.2 If the successful bidder fails to submit the performance guarantee within the timeframe specified, the decision to award the work will be reversed and the bid security submitted by the bidder will be forfeited to the State.
25. Case filing and case investigation
- 25.1 Pursuant to Public Finance Regulation 11.02 filing and investigating of complaints against irregularities in a tender shall be submitted under the finance regulation circular number 13-K/CIR/2018/01 annex 17 through form PR-14.
- 25.2 As mentioned in Rule 11.02 of the Public Finance Regulation, irregularities in a tender shall be submitted in PR-14 form "Bidder Complaint Form-First Stage" in annex 18 of Finance Circular No. 13-K/CIR/2018/01.
- 25.3 Upon submission of irregularities in a tender as per Rule 11.02 of the Public Finance Regulation, within 14 (fourteen) days from the date of filing of the complaint, the matter shall be decided and the decision shall be sent to the complainant in writing under circular number 13-K/CIR/2018/01 annex 19

reply shall be prepared and notified in the PR-14 form (Response of Procurement Officer to the Tender Issue).

26. Submitting for Independent Review Committee for reconsideration
- 26.1 In submitting to the Independent Review Committee for administrative review of a tender as mentioned in Chapter 11.02 of the Public Finance Regulation, the tender issue shall be referred to in annex 21 of Public Finance Circular No. 13-K/CIR/2018/01. The complaint may be submitted to the Independent Review Committee through Form PR-16 (Appeal stage).

### **Section 3**

#### **General and special provisions of the agreement**

#### **27. Definitions**

- 27.1 "Owner of the Work" means a place within the jurisdiction of the Ministry required to carry out the Work.
- 27.2 "Contractor" means the person submitting the tender for the performance of the work.
- 27.3 "Work" means the service or works described in the tender sheet.
- 27.4 "Work Price" means the amount paid to the Contractor upon completion of the Work in accordance with the Agreement.
- 27.5 "Agreement" means the agreement between the Employer and the Contractor regarding the work.

#### **28. Exchange of documents**

- 28.1 The parties to this Agreement shall give all notices to each other in connection with this Agreement, the notification shall be in writing and in the Dhivehi or English language.
- 28.2 Upon request by either party, documents sent from one party to the other party shall be submitted physically to a specified address or person or by registered post, or to the designated email address specified in the bid.

	28.3	If the parties to the agreement wish to change the address in this Agreement, either party must notify the other party in writing.
<b>29. Assignment of work to a third party</b>	29.1	No assignment under this Agreement may be assigned to another party.
<b>30. Taking over of goods and services</b>	30.1	The date and time of delivery of the materials to the Ministry shall be notified to the Contractor before the materials are delivered to the Ministry.
	30.2	Once the materials are brought to the Ministry, the contractor will take over the quantity of the materials.
	30.3	The owner of the work will check that the goods/services have been received as per the agreement after the Ministry takes over. If the work is completed in accordance with the specification after checking the quality, the goods/services will be deemed to have been received in accordance with the agreement. The service/goods provided in violation of the agreement will be returned.
<b>31.Contract Duration</b>	31.1	The goods/services shall be delivered within the period specified in the agreement.
	31.2	In the event of force majeure or manufacturing related matter or any other reason, either party shall notify in writing the other party the delays and the reason for the delay. The notification shall be initiated within the contract period.
	31.3	Any request for the contract extension shall be awarded in accordance with the public Finance Regulation.

- 32. Penalty and cancellation of agreement**
- 32.1 If the work or services (excluding consultancy) are not completed within the agreed period, liquidated damages will be deducted in accordance with Article 10.65 of the Financial Rules.
- 32.2 If the total value of the bid is below MVR.5,000,000/-, the deduction shall be equal to the total value multiplied by 0.005 multiplied by the number of days exceeding the period.  
Liquidated Damages =  $CP \times 0.005 \times LD$   
If the total value of the tender exceeds MVR. 5,000,000/-, the deduction shall be equal to the total value multiplied by 0.0025 multiplied by the number of days overdue.  
Liquidated Damages =  $CP \times 0.0025 \times LD$   
CP (Contact Price): Total contract value  
LD (Late Duration): days beyond the term of the contract
- 32.3 If the Contractor is required to pay for the period of delay, the bill submitted by the Contractor shall be paid for the remaining amount after deducting the amount specified in the bill.
- 32.4 The Ministry reserves the right to terminate the contract if the liquidated damages exceed 15% of the total cost of the work.
- 33. Termination of the Agreement**
- 33.1 The Ministry reserves the right to cancel the contract in whole or in part if it is found that the work is not being carried out as specified in the contract.
- 33.2 If the agreement terminates for whatever reason within 3 (three) working days, both parties must sign a statement detailing the completed and unfinished work. A list of all the contractor's items on the work site must be taken within 3 (three) days. The Ministry will not be held liable for any issues with any of these matters after this period.

<b>34. Other things</b>	34.1	If, after signing the Agreement, the parties become aware that any law or regulation of the Government conflicts with this Agreement or if such law or regulation is enacted, such a provision becomes incorporated into this Agreement, both parties agree to maintain this Agreement without termination, albeit by amending such provision.
<b>35. Taxes and other fees</b>	35.1	Taxes, customs duties, import license fees and any other fees payable in connection with this work shall be paid by the contractor.
<b>36. Modification of the agreement (Amendments)</b>	36.1	Any provision of this Agreement may be modified only by agreement signed between the parties.
<b>37. The law applicable to the agreement</b>	37.1	This Agreement shall be governed by, and enforced in accordance with, the laws and regulations of the Republic of Maldives.
<b>38. Dispute</b>	38.1	If any dispute arising out of this Agreement cannot be resolved by negotiation between the parties, the matter shall be submitted to a court of law in Maldives.
	38.2	Any deficiencies in this Agreement shall be resolved by negotiation between the parties. If not resolved, the case shall be referred to a court of law in Maldives.
	38.3	In case of dispute between TOR and PFR (Public Finance Regulation) the PFR will prevail.

## Section 4

### Annex 1

#### **Documents and checklist to be submitted by the bidder**

The following related documents shall be submitted for the bids to be considered sufficiently responsive.

Applicants should submit their proposals containing the following documents and applicable Technical Proposal – Standard Forms and Financial Proposal – Standard Forms under ANNEX 1.

#	Documents to be submitted	✓/ ×	Page No:
<b>Technical Proposal</b>			
<b>1</b>	Proposal submission form - (Annex 2) <b>(signed by the owner of the entity or person with power of attorney to sign)</b>		
<b>2</b>	Cooperative Profile Sheet issued by the Ministry of Economic Development <b>Profile taken from website: <a href="http://www.business.egov.mv">www.business.egov.mv</a></b>		
<b>3</b>	Tax Clearance Report		
<b>4</b>	Experience Letters		
<b>5</b>	Documentation of conflict or non-conflict of interest – (Annex 8)		
<b>Financial Proposal</b>			
<b>6</b>	Financial Breakdown Form – (Annex 3 - Form FIN – 1)		
	<ul style="list-style-type: none"> <li>Details of Financial Situation - (Annex 4 - FIN FORM - 2)</li> <li>Average Annual Turnover – (Annex 5 - FIN FORM – 3)</li> <li>Line of Credit Letter – (Annex 6 - FIN FORM - 4)</li> <li>Business entities that have not completed one year (from the date of business registration to date of bid announcement) are required to submit the bank statement of the business's bank account. (Bank statement should be from the date of account opening to date of bid announcement)</li> </ul>		
	<b><u>Supporting Documents</u></b> <ul style="list-style-type: none"> <li>Financial statements of the business for the year 2024, 2023 &amp; 2022</li> </ul>		
<b>7</b>	Current Contract Commitments / Work in Progress (Annex 7 - Fin Form 5)		
<b>8</b>	Completed Compliance Checklist (Section 5)		

**Note 01:**

- Cooperative profile sheet, tax clearance report and conflict of interest document may be obtained during the evaluation process if not submitted with the bid.**



- **In case of price conflict in Proposal submission form - Annex 2 - Tech Form 1 and Financial Breakdown Form – Annex 3 - Form FIN – 1, the correct price shall be deemed to be the price in the Proposal submission form - Annex 2.**

## Annex 2

<b>Proposal Submission Form</b>			
<b>1. Bidder Information</b>			
1.1	Name:		
1.2	Address:		
<b>2. Project Information</b>			
2.1	Project Name:	Supply, Implementation, and Subscription (for 1 Year) of a Human Resource Management System	
2.1	Tender No:	(IUL)88-IT/88/2025/653	
<b>3. Minimum quantity, price and duration of the goods/services offered</b>			
Detail		Price	GST (8%)
Supply, Implementation, and Subscription (for 1 Year) of a Human Resource Management System			
Duration:			
Warranty:			
Guarantee:			
<b>4. Declaration:</b>			
4.1	After due consideration of the information given for the provision of the above-mentioned works/services and the provisions of the Agreement, I / We hereby tender for the provision of these works or services at the above-mentioned price.		
4.2	I / We agree to accept and comply with this tender for 120 days from the date of submission. If the owner requests to sign the agreement within this period, I agree to sign the agreement and work in accordance with the agreement.		
<b>5. On Behalf</b>			
Name:		<b>Signature</b>	<b>Stamp</b>
Designation			
Date			

**Annex 3**

**FIN FORM 1**

**Financial Breakdown Form**

**Date:**

**Reference No:** (generated by the proponent)

<b>No.</b>	<b>Description</b>	<b>Price/Unit (MVR)</b>	<b>Total</b>
1	Supply, Implementation, and Subscription (for 1 Year) of a Human Resource Management System		
<b>Total:</b>			
<b>GST 8%</b>			
<b>Total with GST</b>			

**The quotation is valid for 120 days from the date of bid opening.**

Indicate the total cost with detail cost to be paid in **Maldivian Rufiyaa (MVR)**.

Note: The total contract price should be quoted inclusive of Goods and Services Tax (GST) or any applicable axes as per the Tax Legislation and must be shown in the breakdown.

Authorized Signature and Stamp

**Annex 4**  
**FIN FORM 2**

**Details of Financial Situation**

If the business has been registered for more than a year bidder must fill in this form

Financial Data for Previous 3 Years [MVR Equivalent]			
	Year 2024	Year 2023	Year 2022

Information from Balance Sheet

Total Assets			
Total Liabilities			
Net Worth			
Current Assets			
Current Liabilities			
Working Capital			

Information from Income Statement

Total Revenues			
Profits Before Taxes			
Profits After Taxes			

☐ Attached are copies of financial statements (balance sheets including all related notes, and income statements) for the last three years, as indicated above, complying with the following conditions.

- All such documents reflect the financial situation of the Bidder.
- Historic financial statements must be complete, including all notes to the financial statements.
- Historic financial statements must correspond to accounting periods

**Annex 5**  
**FIN FORM 3**  
**Average Annual Turnover**

Each Bidder must fill in this form

Annual Turnover Data for the Last 3 Years		
Year	Amount Currency	MVR Equivalent
2024		
2023		
2022		
<b>Average Annual Turnover</b>		

The information supplied should be the Annual Turnover of the Bidder in terms of the amounts billed to clients for each year for contracts in progress or completed at the end of the period reported.

**Annex 6**  
**FIN FORM 4**

**Line of Credit Letter**

*[letterhead of the Bank/Financing Institution]*

*[date]*

**To:***[Name and address of the Contractor]*

Dear,

You have requested {name of the bank/financing institution) to establish a line of credit for the purpose of executing {insert Name and identification of Project}.

We hereby undertake to establish a line of credit for the aforementioned purpose, in the amount of {insert amount}, effective upon receipt of evidence that you have been selected as successful bidder.

This line of credit will be valid through the duration of the contract awarded to you.

Authorized Signature: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Name of Agency: \_\_\_\_\_

**Annex 7**  
**FIN FORM 5**

**Current Contract Commitments/Works in Progress**

Tenderers and each partner to a JV should provide information on their current commitments on all contracts that have been awarded, or for which a letter of intent or acceptance has been received, or for contracts approaching completion, but for which an unqualified, full completion certificate has yet to be issued.

<b>No</b>	<b>Name of contract</b>	<b>Employer, contact address/tel/fax</b>	<b>Value of outstanding work (current MVR equiv)</b>	<b>Estimated completion date</b>	<b>Average monthly invoicing over last six months (MVR/month)</b>
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					

**Annex 8**  
**DISCLAIMER FOR CONFLICT OF INTEREST**  
Each Applicant must fill in this form

<b>Tender Name:</b>	Click here to enter text.		
<b>Advertisement No:</b>	Click here to enter text.		
<b>Advertisement Date:</b>	Click here to enter text.		

*I/We, the undersigned as the bidder, submitting the tender in respect of call for captioned tender, confirm:*

- that should I/We have any “close relative” or “close associate” working at Ministry of Tourism and Environment, I/We will disclose that information with this form. In this instance “close relative” and “close associate” represents the meaning stated in Section 19 of Regulation Number: 2023/R-158 (Public Finance Regulation);*
- that I/We will disclose any conflict of interest in connection to the contract with this form. A conflict of interest may arise in particular as a result of economic interests, political or national affinities, or any other relevant connection or shared interest;*
- that I/We will inform the at Ministry of Tourism and Environment, without delay, of any situation constituting a conflict of interest or could give rise to a conflict of interest;*
- that I/We have not made, and will not to make, any offer of any type whatsoever from which an advantage can be derived under the contract;*
- that I/We have not granted, sought, attempted to obtain or accepted and will not grant, seek, attempt to obtain, or accept any advantage, financial or in kind, to or from any party whatsoever, constituting an illegal or corrupt practice, either directly or indirectly, as an incentive or reward relating to the award of the contract;*
- that I/We understand that the at Ministry of Tourism and Environment reserves the right to verify this information and that I am/We are aware of the consequences which may derive from any false declaration in respect of the information required by the awarding body as a condition of participation in the contract procedure.*

☐ **YES**, I/We have **“close relative” or “close associate”** please find the Details below.

Name of the Staff(s):

NID Card No.:

Relationship with the Staff:

☐ **NO**, I/We do not have **“close relative” or “close associate”**

<b>Details of the Bidder</b>			
Name of the Bidder:		Stamp of the Bidding Company	
Signature of the Bidder:		Date:	



**Annex 9**  
**Criteria to be used for evaluation of bids**

<b>Areas</b>	<b>Details</b>	<b>Points</b>
<b>Price</b>	Lowest Offered Price/ Offered Price ×60 (The lower the price, the more points.)	<b>60</b>
<b>Experience</b>	<p>Points will be awarded based on the document of completion of the works given by the contractor in respect of these types of works done during the last 3 years (2024,2023 &amp; 2022) for more than MVR 90,000. Work-related documents shall be deemed to be the supply and implementation of Human Resource Management Systems. Submitted documents should state the cost of the work, the level of completion and the date of award and completion.</p> <p>2 points will be awarded for each submission. The maximum score for this section is 20 points.</p>	<b>20</b>
<b>Duration</b>	Lowest submission period / Submission period ×20 (The shorter the period, the more points.)	<b>20</b>

**\*Note: Bidders who fail to submit any qualified experience as per criteria given above shall be subject to disqualification, and the Ministry reserves the right to exclude such bids from further review**

## FINANCIAL SITUATION EVALUATION

To be eligible the financial statements of the bidding party must show, minimum annual turnover of **MVR 100,000** for the year 2024, 2023 and 2022. **(Form FIN-3 Annual Turnover)**

**(or)**

To be eligible the financial statements of the bidding party must show, Minimum value of **MVR 100,000**, for liquid asset, for the year 2024, 2023 and 2022. – **(Form FIN -2: Financial Situation)**

**(or)**

Business entities that have not completed one year (from the date of business registration to date of bid announcement) are required to submit the bank statement of the business's bank account. (bank statement should be from the date of account opening to date of bid announcement). To be eligible the business's bank statement must show a credit balance of minimum **MVR 100,000**.

**(or)**

If bidding party is unable to meet any of the above requirement they shall submit 'Line of Credit Letter' As per the template in fin form 4. Credit limit shall be no less than **MVR 100,000**– **(Form Fin -4: Line of Credit Letter)**

## PRIORITY TO MSME'S

### **Below MVR 2,500,000**

Among bidders who pass the technical and financial evaluation, Micro, Small and Medium Enterprises (MSME's) will be assessed accordingly: The bidder with the highest ranking with a proposed price that doesn't exceed 15% of the price of the bidder with the overall highest ranking will be awarded.

Among bidders who pass the technical and financial evaluation if there is no bidder as described in (a), bidders who belong to the same island as the project is carried out will be assessed accordingly: The bidder with the highest ranking with a proposed price that doesn't exceed 10% of the price of the bidder with the overall highest ranking will be awarded.

Among bidders who pass the technical and financial evaluation if there is no bidder as described in (a) and (b), bidders who belong to the same atoll as the project is being carried out is checked and assessed accordingly: The bidder with the highest ranking with a proposed price that doesn't exceed 5% of the price of the bidder with the overall highest ranking will be awarded.

Among bidders who pass the technical and financial evaluation if there is no bidder as described in (a), (b) and (c), all Maldivian bidders will be checked and assessed accordingly. The bidder with the highest ranking with the lowest proposed price will be awarded

Among bidders who pass the technical and financial evaluation if there is no bidder as described in (a), (b), (c) and (d) all bidders will be assessed accordingly. The bidder with the highest ranking with the lowest proposed price will be awarded

### **Above MVR 2,500,000 – MVR 5,000,000**

(a) Among bidders who pass the technical and financial evaluation, those bidders who belong to the same island as the project is carried out will be assessed accordingly: The bidder with the highest ranking with a proposed price that doesn't exceed 10% of the price of the bidder with the overall highest ranking will be awarded

(b) Among bidders who pass the technical and financial evaluation if there is no bidder as described in (a), bidders who belong to the same atoll as the project is being carried out is checked and assessed accordingly: The bidder with the highest ranking with a proposed price that doesn't exceed 5% of the price of the bidder with the overall highest ranking will be awarded.

(c) Among bidders who pass the technical and financial evaluation if there is no bidder as described in (a) and (b), all Maldivian bidders will be checked and assessed accordingly. The bidder with the highest ranking with the lowest proposed price will be awarded.

(d) Among bidders who pass the technical and financial evaluation if there is no bidder as described in (a), (b) and (c), all bidders will be assessed accordingly. The bidder with the highest ranking with the lowest proposed price will be awarded.

### **CRITERIA ON CLASSIFYING REGIONAL BASED BUSINESS**

- a) Check the bidders permanent address, if the bidder is a sole proprietorship
  - b) Check the island to which the business is registered, if the bidder is not a sole proprietorship
  - c) The bidder will be considered as a business working in one certain area, as per (a) and (b) accordingly:
    - If the bidder is a sole proprietorship, the bidder's registered permanent address as of 1st January of the year the invitation for bid was issued will be considered OR
    - If the business had been registered before the year in which the invitation for bid was issued, the island to which the business was registered as of 1st January of the year the invitation for bid was issued will be considered
- OR
- If the business had been registered within the year in which the invitation for bid was issued, the island to which the business was first registered will be considered.

### **ADDITIONAL INFORMATION**

Ministry of Tourism and Environment has overall responsibility for the management of the contract and contractual reporting obligations.

Documents and data provided by the government for the purpose of this assessment, which is not of public nature shall be considered confidential and should not be disclosed to any other party.

All outputs and materials produced as part of this TOR shall be handed over to the project at the end of the contract and will become the sole property of Ministry of Tourism and Environment.

## Section 5

### Details of services/materials/work required

## 1. Introduction and Background

The Ministry of Tourism and Environment (MOTE) is seeking to procure a modern, cloud-based Human Resource Management System (HRMS). The Ministry currently operates with a dedicated workforce of 325 employees, a number expected to grow over time. To manage this expansion and support the Ministry's mandate, there is an urgent need to transition from the current system to a more advanced, reliable, and comprehensive automated HR solution. This new system will streamline HR processes and improve overall employee management.

## 2. Objective

The primary objective of this document is to define the requirements and scope for the procurement of a modern, cloud-based Human Resource Management System (HRMS) for the Ministry of Tourism and Environment (MOTE).

## 3. Scope of Work & Functional Requirements

The selected vendor shall provide a solution that covers the following functional modules and capabilities:

### 1. HR Policy

**1.1 Holiday Management:** The system must allow the definition and management of public holidays, government non-working days, and exceptional working days.

**1.2 Overtime (OT) Configuration:** Configure specific OT rates, calculation rules, and policies applicable to different staff grades.

**1.3 Benefits & Deductions:** Define and manage employee benefits packages, mandatory deductions, and internal loan schemes.

**1.4 Leave Management:** Define various leave types (annual, sick, emergency) and manage accruals, balances, and carry-overs.

**1.5 Duty Rostering:** Create and manage standard shift rosters as well as special duty rosters for events or specific departments.

**1.6 Attendance Rules:** Set parameters for minimum working hours and configure automatic penalties for lateness or unauthorized absence.

**1.7 Disciplinary Records:** Maintain a confidential digital record of employee disciplinary actions, warnings, and resolutions.

**1.8 Performance & Training:** Define workflows for staff training programs and the performance appraisal cycle.

**1.9 Policy Repository:** Store and update HR policies and Standard Operating Procedures (SOPs) for easy reference.

**1.10 Flexible Timings:** The system must support flexible working hour configurations (flexi-time), allowing administrators to define core hours and variable entry/exit times while ensuring daily/weekly work hour requirements are met.

## **2. HR Operations - HR Manager**

**2.1 Organizational Structure:** Configure and visualize the Ministry's hierarchy, including departments, sections, and reporting lines.

**2.2 Recruitment & Onboarding:** Manage the full recruitment lifecycle and store all required employment documentation digitally.

**2.3 Lifecycle Management:** Handle employee status changes, including transfers, resignations, terminations, and retirements.

**2.4 Job Announcements:** Create and publish internal and external job vacancy announcements and staff notifications.

**2.5 Employee Registration:** detailed profile creation for new hires, capturing personal, educational, and professional data.

**2.6 Payroll Automation:** Automate calculations for payroll, pensions, and salary slips in strict compliance with Ministry of Finance (MoF) standards.

**2.7 Digital Filing:** Maintain comprehensive digital files for every employee, reducing reliance on physical paperwork.

**2.8 Team Assignment:** Assign staff to specific working groups or teams and designate supervisors for each.

**2.9 Loan Administration:** Manage and track monthly deductions for staff loans directly through payroll.

**2.10 Promotion Management:** Process promotions and job title changes, including the generation of necessary official letters.

**2.11 Reporting & Analytics:** Generate detailed reports on attendance, leave utilization, training completion, and performance metrics.

**2.12 Approval Management:** Centralized dashboard to approve or reject leave, overtime, benefits, and appraisal submissions.

**2.13 Corporate Communication:** Post ministry-wide announcements and news to the employee portal.

**2.14 Attendance Reporting:** Generate granular attendance and leave reports filtered by unit, specific dates, or fiscal periods.

**2.15 Dashboard & Exports:** Provide visual dashboards for key HR metrics and allow data export to Excel and PDF formats.

**2.16 Contract & Expatriate Management:** Manage contract renewals with automated alerts. Specifically monitor expatriate compliance, sending alerts for workpermit, visa, passport, and quota expirations.

**2.17 Custom Allowance Rules:** The payroll engine must allow for custom calculation rules to be defined at the individual staff level, enabling administrators to override standard formulas and apply specific logic or fixed values for allowances as needed.

**2.18 Income Tax Automation:** Automatically identify eligible employees based on salary thresholds and calculate/deduct the correct income tax amount in compliance with MIRA regulations.

**2.19 Letter Generation:** Generate official employee reference letters and certificates (e.g., employment verification, reference letters for banks) using customizable templates with flexible formatting options to suit various official purposes.

### 3. HR Operations - Supervisors

**3.1 Task Delegation:** Assign specific tasks or projects to staff members within their designated group.

**3.2 Performance Appraisal:** Conduct staff appraisals, including setting targets, conducting reviews, and assigning performance scores.

**3.3 Request Approvals:** Review and approve/reject overtime claims and leave requests from direct reports.

**3.4 Group Monitoring:** View real-time attendance status and leave reports for their specific team or department.

### 4. HR Operations - Staff (Self-Service)

**4.1 Information Access:** View assigned duty rosters, personal digital files, SOPs, and ministry announcements.

**4.2 Records Viewer:** Access and download monthly pay slips and view personal attendance history.

**4.3 Leave Submission:** Submit leave requests digitally and view real-time available leave balances.

**4.4 Special Requests:** Request specific leave categories such as Sick Leave or Family Responsibility Leave (FRL).

**4.5 Document Access:** Access and download approved leave chits or official letters.

**4.6 Real-Time Remuneration Dashboard:** Users must be able to view a real-time calculation of their current month's remuneration, explicitly showing live deductions from attendance allowances and late fines to ensure transparency.

### 5. Training & Staff Development

**5.1 Training Announcements:** Broadcast available training opportunities to relevant staff via email or system notifications.

**5.2 Training Tracking:** Monitor staff registration, attendance, and completion status for all training programs.

**5.3 Resource Library:** Upload and host training materials (presentations, videos, forms) for staff access.

**5.4 Session Reminders:** Automated notifications sending reminders to staff regarding upcoming training sessions.

## 6. Mobile Application Functions

- 6.1 Universal Access:** Full mobile app functionality available for all staff levels and HR admins.
- 6.2 Secure Login:** Support secure authentication methods including Biometrics (FaceID/Fingerprint) or PIN.
- 6.3 Push Notifications:** Real-time alerts for announcements, approval requests, and training schedules.
- 6.4 Mobile Requests:** Staff can submit leave requests and supervisors can approve them directly via the app.
- 6.5 Personal Information:** View live duty rosters, pay slips, and personal profile details on the go.
- 6.6 Training Feedback:** Submit training evaluations and feedback forms directly through the mobile interface.
- 6.7 Bilingual Support:** The application must support a bilingual interface in both Dhivehi and English.

## 7. Geo-Location Features

- 7.1 GPS Attendance:** Enable geo-tagging for attendance clock-ins to verify staff location.
- 7.2 Remote Verification:** Allow check-in/out from designated remote work sites with geo-verification to ensure presence.
- 7.3 Location Mapping:** Display locations for training sessions and official events on an integrated map.

## 8. Automatic Features

- 8.1 Device Synchronization:** Automatically sync attendance data from biometric devices and office access cards.
- 8.2 Automated Calculations:** Perform one-click payroll and leave balance calculations based on pre-defined policy rules.
- 8.3 System Alerts:** Trigger automated alerts for pending approvals and flag any policy violations immediately.

## 9. Vendor Responsibilities

- 9.1 Customization:** Tailor the software solution to meet the specific requirements of the Ministry.
- 9.2 Data Migration:** Safely migrate all existing historical staff data into the new platform.
- 9.3 Bilingual Interface:** Ensure the entire software interface and documentation are available in English and Dhivehi.
- 9.4 Hosting & Maintenance:** Provide hosting services (if applicable) and ensure regular system maintenance.
- 9.5 Operational Support:** Assist the HR team with troubleshooting and provide regular software updates.



**9.6 Document Automation:** Configure the system to automatically generate required standard HR documents and reports.

**9.7 Warranty Period:** Provide one (1) year of free maintenance and technical support following the go-live date.

## **10. Hosting Requirements**

**10.1 Deployment Model:** The solution shall be deployable either on the Ministry's on-premise servers or the vendor's cloud, subject to agreement.

**10.2 Technical Collaboration:** Vendor must work with the Ministry's ICT team to ensure proper configuration and security compliance.

**10.3 Data Sovereignty:** The Ministry retains full ownership of data, which must be managed according to national data protection and confidentiality regulations.

**10.4 Backup & Recovery:** The system must provide robust data backup capabilities, including automated daily backups and the ability to perform manual backups, ensuring data can be fully restored in the event of a system failure.

## **11. Deliverables and Payment Schedule**

**11.1 Software Deployment:** Fully functional Human Resource Management System installed and configured as per requirements.

**11.2 Data Migration:** Successful transfer of legacy data to the new system.

**11.3 User Training:** Comprehensive training sessions/materials provided for HR admins, supervisors, and general staff.

**11.4 Documentation:** Delivery of complete user manuals, technical documentation, and admin guides.

**11.5 Payment:** Full payment will be provided upon the completion of supply and successful implementation of the Human Resources Management System.

## Compliance Checklist

**Note:**

*All vendors must submit the completed compliance checklist for their proposed system.*

Feature	Details	Compliance Yes/No
<b>1. HR Policy</b>		
1.1 Holiday Management	The system must allow the definition and management of public holidays, government non-working days, and exceptional working days.	
1.2 Overtime (OT) Configuration	Configure specific OT rates, calculation rules, and policies applicable to different staff grades.	
1.3 Benefits & Deductions	Define and manage employee benefits packages, mandatory deductions, and internal loan schemes.	
1.4 Leave Management	Define various leave types (annual, sick, emergency) and manage accruals, balances, and carry-overs.	
1.5 Duty Rostering	Create and manage standard shift rosters as well as special duty rosters for events or specific departments.	
1.6 Attendance Rules	Set parameters for minimum working hours and configure automatic penalties for lateness or unauthorized absence.	
1.7 Disciplinary Records	Maintain a confidential digital record of employee disciplinary actions, warnings, and resolutions.	
1.8 Performance & Training	Define workflows for staff training programs and the performance appraisal cycle.	
1.9 Policy Repository	Store and update HR policies and Standard Operating Procedures (SOPs) for easy reference.	
1.10 Flexible Timings	The system must support flexible working hour configurations (flexi-time), allowing administrators to define core hours and variable entry/exit times while ensuring daily/weekly work hour requirements are met.	
<b>2. HR Operations - HR Manager</b>		
2.1 Organizational Structure	Configure and visualize the Ministry's hierarchy, including departments, sections, and reporting lines.	
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2.6 Payroll Automation	Automate calculations for payroll, pensions, and salary slips in strict compliance with Ministry of Finance (MoF) standards.	
2.7 Digital Filing	Maintain comprehensive digital files for every employee, reducing reliance on physical paperwork.	
2.8 Team Assignment	Assign staff to specific working groups or teams and designate supervisors for each.	
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