



WORLD VISION INTERNATIONAL

TENDER NO. WVI/RFP009/FY20

**REQUEST FOR PROPOSAL
CLOUD BASED PAYROLL SOLUTION EAST AFRICA REGION**

Release Date: Day, **24 July 2020**

Last Date for Receipt of bids: Day, **7 August 2020 at 11:00am**

RFP DOCUMENT TO PROSPECTIVE BIDDERS

REQUEST FOR PROPOSAL

CLOUD BASED PAYROLL SOLUTION FOR EAST AFRICA REGION

This form serves as an acknowledgement of receipt of the tender and participation.

This page is to be **completed immediately on downloading/receiving the document** and a scan copy e-mailed to Earo_Procurement@wvi.org

Table 1: Registration of Interest to Participate

Item	Supplier Details
Name of Person:	
Organization Name:	
Postal Address:	
Physical Address:	
Tel No:	
Email Address: (this e-mail address should be clearly written as communication with bidders shall be through e-mail)	
Signature:	
Date:	
Company Stamp:	

Background

World Vision International (a non-profit making Christian Relief, Development and advocacy agency) invites bids from reputable suppliers for the supply, implementation, testing and commissioning of a Payroll Solution supplied to World Vision International East Africa Region.

The information in this document and its appendices and attachments is confidential and is subject to the provisions of our non-disclosure agreement and should not be disclosed to any external party without explicit prior written consent of World Vision International

WVI will enter into a contract with the successful bidder for this purpose.

Qualifications of the Service Provider

World Vision International seeks to contract a vendor for the supply, implementation, testing and commissioning of a Payroll Solution with previous experience and reputation with large organizations and has capacity to provide them at short notice.

The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements to WVI.

Clarification of Bidding Document

- a) All correspondence related to the contract shall be made in English.
- b) Should there be any doubt or uncertainty, the Bidder shall seek clarification in writing through e-mail to: Earo_Procurement@wvi.org
- c) Any clarification sought by the bidder in respect of the tender shall be addressed at least five (5) working days before the deadline for submission of bids
- d) It is the responsibility of the Bidder to obtain any further information required to complete this RFP.
- e) Any clarification requests and their associated response will be circulated to all Bidders.
- f) The last date for receipt of requests for clarifications from bidders is **31 July 2020 at 11:00 am**. The RFP clarification template is as follows

Clarification Template

<ul style="list-style-type: none">• Company Name:• Contact Person: (primary Supplier contact)• E-mail:• Phone:• Fax:• Document Number/Supplier:			
#	Date	Section / Paragraph	Question
1			
2			

The queries and replies thereto shall be circulated to all other prospective bidders (without divulging the name of the bidder raising the queries) in the form of an addendum, which shall be acknowledged to by email.

Enquiries for clarifications can be sent by e-mail Earo_Procurement@wvi.org

Mandatory Requirements

- Brief company Profile – describing the nature of business, organization chart(organogram), field of expertise and physical office location/s
- List of Company Branches/offices/subsidiaries
- Copy of Company or Firm’s Registration Certificate/Certificate of Incorporation
- Certified copy of tax registration, tax clearance certificate or similar documents
- Audited financial statements for the last two years, signed and stamped by a reputable audit firm
- List of at least three current clients. Please indicate description of contract scope, contract duration, contract value, and contact details (Name, email & Telephone number).
- CV of key staff for this task. Must have relevant degree/diploma in IT related field with demonstrable experience
- Copies of LPO’s, Letters of award/signed contracts/reference letters/completion certificates
- Letter(s) of agency or partnership where applicable

Tender Prices

Bidders must give a detailed breakdown of cost. The quotations must include all costs chargeable to WVI, with a separate line for VAT/taxes, where applicable. The currency for the tender prices is USD or any other freely convertible international currency. The vendor would be required to provide the applicable exchange rate as at the time of the tender.

Price or agency fees indicated on the Price Schedule shall include all costs including all customs duties, sales and other taxes already paid or payable.

Tender prices submitted shall remain fixed for the contract duration

Terms of Reference (ToR)

Request for Proposals (RFPs) for supply of a cloud-based Payroll Solution.

INTRODUCTION

The World Vision entities in Karen, Nairobi, comprising of World Vision East Africa Regional Office (WV- EARO), World Vision Kenya (WVK) and World Vision Somalia (WVS), which operate shared services for common business services are seeking for a reputable company to supply, implement, commission and train users on a new cloud-based payroll solution.

The rationale of this business model is to streamline processes, harmonize way of work across the three entities, improved and more efficient services to employees whilst reducing operational costs associated with payroll processing and ensure payroll confidentiality and security.

The payroll process is a monthly process that involves processing of staff salaries and benefits, statutory deductions (NSSF, NHIF, and PAYE etc.) and any miscellaneous deductions.

The current payroll system has no offline /remote capabilities. Any staff who needs to use the system must be physically present on campus. This is burdensome and causes delays in getting work done. The current system does not support the out-of-payroll staff (temporary staff, exiting staff, casuals etc.).

The goal is to improve on the processes by automating the payroll processing, include approval workflows and integrate with key existing systems to enable reporting to management for decision-making.

It is anticipated that a solution identified will be a fit for purpose cloud-based Payroll Solution (delivered as Software as a Service “SaaS” on a subscription model) for the above-mentioned offices based in Nairobi Kenya with potential to be replicated in other offices within the region.

Anticipated Outcomes and Justification

The sought after payroll solution should allow the following critical benefits:

- a) Building a “single source of truth” for payroll data thereby improving the quality of data that enables quick and accurate reporting.
- b) Complete automation of the payroll process:
 - (i) Input
 - Interface with upstream applications or sources of data to remove manual entry and shorten processing time (input of personnel data from “Our People” Human Resource Information System)
 - Automatically grant/revoke allowances, salaries and benefits based on employee records on company policy
 - (ii) Processing

- Automate payroll calculation, integrating all calculations performed outside the system (loans, pro ratio, miscellaneous deductions, final pay calculations ...)
 - Integrate with leave management, so that impact of the different types of leave on the payroll is automated
 - Offer online validation of the payroll, ensuring payments are performed based on approved payroll results
- (iii) Post Processing
- Payment file matching the bank's required format, no manual intervention.
 - Desired is to have the capability to integrate with mobile payment gateways (like Mpesa).
 - Returns in the format required for upload in the Authorities' website (including NHIF, NSSF e.t.c)
 - Salary journal ready for upload in Proprietary Systems
- c) Capability to automatically generate staff pay slips and P-9 forms for online tax returns and allow staff to access the documents on a self-serve module. Desired to have this capability being mobile functional.
- d) Ability to process payroll for Full Time Fixed Term employees, temporary employees , casuals, volunteers, consultants and contractors among other category of employees
- e) Remote access with ability to do payroll processing remotely from any location. Elimination of IT hardware required to implement the solution among the three entities with a potential to scale usage across all the World Vision Offices in the East Africa Region. The direct impact is reduction in cost of hardware, licensing and support of discrete solutions.
- f) Solution should maintain a traceable audit trail.

Integration Requirements

The solution should have API service capability and able to integrate with the following existing systems:

- a) SunSystems (Sun6) – a cloud-based ERP solution for financial management (vendor is infor.com)
- b) OurPeople – a cloud-based Human Resource Information System built (vendor is meta4.com)
- c) Messaging (both IBM Lotus Notes and Microsoft O365 – for email notifications)
- d) An identity provider (e.g. OneLogin) to handle authentication (for single sign on).

Pricing & Pricing Methodology

Supplier must provide cost effective model to World Vision. We require:

- a) License Fees - Per user licensing.
- b) Flexibility to transfer named user licenses from one individual to another when there are staffing changes.
- c) Ability to draw down on unused license excess dollars for professional services.

The vendor should provide a financial proposal that indicates the total cost of implementation and a run rate for a 3-year total cost of ownership (initial implementation – including training, system integration costs, licensing costs and annual support costs) per entity as per table below. The table below is indicative of the projected user base for the implementation across the East Africa Region. However World Vision East Africa Regional Office is not obliged to implement the solution in ALL the countries listed.

The estimated number of staff may change as at the time of contracting. Vendors should indicate per unit licensing costs that allow for scale/growth in the user base.

Entity, HQ Location	Estimate # of Staff
(Somalia, Kenya, EARO) Karen, Nairobi	1,200
Uganda, Kampala	1,110
Burundi, Bujumbura	210
South Sudan, Juba	350
Rwanda, Kigali	340
Ethiopia, Addis Ababa	1,420
Tanzania, Arusha	540
Sudan, Khartoum	360

Support to be provided by World Vision

When the contract has been awarded, World Vision shall provide the appointed vendor with the following:

- a briefing on World Vision’s requirements in respect of the payroll requirements (detailed requirements analysis);
- Documentation of the current system setup;

World Vision will also facilitate the implementation by:

- Providing access to current payroll system including access to the other systems the proposed solution will integrate with;
- Introductions to the relevant end users of the payroll solution
- Providing sample payroll data to enable vendor prepare for a demo;

Selection criteria

World Vision will evaluate proposals and select a Supplier, at its discretion considering among others;

- a) Thoroughness of proposal preparation.
- b) Quality, reputation and performance of providing in a global environment. World Vision requires an opportunity to evaluate models/samples for testing.
- c) Demonstrated excellence in service, support and extended warranties on a global basis.
- d) Competitive pricing with the capacity to provide advance and locked global pricing to enable planning and budgeting for offices wishing to implement at a later date.
- e) Ability to deliver the requested solution demonstrated by a detailed project implementation plan with clear milestones and deliverables at each milestone. The project plan should also highlight the project team, their competence in relation to the project and the project escalation matrix.
- f) Capability of Supplier to identify all elements leading to understanding of the actual landed costs by country and establish lead-time and fulfilment objectives.
- g) Demonstrated ability to provide International account coordination and consolidated purchase reporting for World Vision management while enabling use of local accounts, support and services in our global areas of operation. The vendor should provide for a proposal that allows for billing and invoicing at the country of implementation.
- h) Substantial experience in the delivery of **cloud-based payroll solutions** for multi branched, multi-currency institutions of the size of World Vision. The proposed solution should be a native-cloud, subscription based, that will not require any investment in IT infrastructure (hardware and software) to implement. The vendor should provide an architecture of the solution.
- i) Vendor to show case the product life-cycle – how often the product is updated/upgraded; how releases are managed and the associated change management plan when changes are made to the solution.
- j) Provide a demo of the proposed solution using the data that would be provided by World Vision. This demo should include articulation of how integration will be handled during solution implementation
- k) Clear demonstration of support provided during the hyper-care period (at least 90 days post go-live) and prior to signing the annual maintenance contract.
- l) Financial evaluation of solution based on the implementation costs, solution integration costs, license costs and support (SLA or annual maintenance contract) costs.
- m) Compliance with Information Security minimum security baselines listed in appendix A attached.

The vendor must address above criteria in their proposal. The criteria are not detailed in any particular order and are not necessarily exhaustive or to be given equal weight.

Appendix I: Information Security Supplier Qualification Check

A. General Information

General Information	Answer	Comments
1. Which country is the supplier headquartered?		
2. Which country (s) does the supplier process or store data (including disaster recovery sites)?		
3. Will the supplier agree to give World Vision the right to audit or perform security evaluation?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
4. Will the supplier agree to give copies of their most current valid audit reports?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
5. Does the confidentiality, availability, continuity, privacy, and incident management provisions in the Service Level Agreement meets World Vision's requirements?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
6. Will the supplier agree to destroy World Vision data and provide data destruction attestation at the end of the contract or agreement?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
What data type will be processed by the supplier	Answer	Describe the data fields
1. Employee Personal Data	<input type="checkbox"/> Yes <input type="checkbox"/> No	
2. Child Personal Data	<input type="checkbox"/> Yes <input type="checkbox"/> No	
3. Donor/Sponsor Personal Data	<input type="checkbox"/> Yes <input type="checkbox"/> No	
4. Payment Card Data	<input type="checkbox"/> Yes <input type="checkbox"/> No	

B. World Vision Information Security Requirements

Does the supplier organization have documented policies?	Answers	Describe and attach the policy document provided
1. Information Security Policy or Cybersecurity Policy	<input type="checkbox"/> Yes <input type="checkbox"/> No	
2. Data Protection and Privacy Policy	<input type="checkbox"/> Yes <input type="checkbox"/> No	

What security capabilities does the supplier have?	Answers	Describe the security capability provided
1. Data Encryption	<input type="checkbox"/> Yes <input type="checkbox"/> No	
2. e-Discovery and Digital Forensics	<input type="checkbox"/> Yes <input type="checkbox"/> No	
3. Privacy By Design	<input type="checkbox"/> Yes <input type="checkbox"/> No	
4. SAML/SSO	<input type="checkbox"/> Yes <input type="checkbox"/> No	
5. Threat Intelligence	<input type="checkbox"/> Yes <input type="checkbox"/> No	
6. Disaster Recovery	<input type="checkbox"/> Yes <input type="checkbox"/> No	
7. Cybersecurity Incident Response	<input type="checkbox"/> Yes <input type="checkbox"/> No	
8. Privacy Data Breach Response	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Is the supplier audited or certified? If so, which one of the following?	Answers	Attach the report or reference provided
1. Statement on Standards for Attestation Engagements (SSAE) No. 16	<input type="checkbox"/> Yes <input type="checkbox"/> No	
2. Privacy Shield	<input type="checkbox"/> Yes <input type="checkbox"/> No	
3. Payment Card Industry - Data Security Standard (PCI – DSS)	<input type="checkbox"/> Yes <input type="checkbox"/> No	
4. Others, please specify:	<input type="checkbox"/> Yes <input type="checkbox"/> No	

Appendix II – Other Non-Functional Requirements.

Describe the available technologies used to integrate the application with customer IT environment.
Describe available API or web service capabilities of supplier application, both common API service catalog and connectors to specific 3rd party tools.
Supplier application is API capable, with services that can be called via https protocol.
Supplier application API/Web services follow the Representational State Transfer (REST) style of web service.
Supplier application API/Web service payloads are formatted (parsed) in XML or JSON.
Supplier application provides an API/Web service catalog listing all services that can be called securely by other entities in the customer system to access its application data, either to read or update.
Supplier application has capability to export/import application data.
For applications providing API service offerings, describe notification process to customers regarding changes in service payload (eg. syntax, reference data including country codes changes, adds or deletions) and amount of lead time.

Terms of Payment

Minimum Credit Period: - 30 Days after submission of invoice

Bid Submission

Completed Tender documents in plain sealed envelopes clearly showing the **Tender No.(WVI/RFP009/FY20)** and **Description (Request for Proposal Cloud-based Payroll Solution East Africa Region)** should be addressed to:

**The Secretary
Regional Procurement Committee
World Vision International
Karen Road - Off, Ngong Road
P O Box 50816-00200
Nairobi.**

and delivered to email Earo_Procurement@wvi.org to be received on or before **7 August 2020** at 11:00am. Submission shall be by email only. Late bids will be returned

Tender prices must remain valid for **90 days** from the date of tender closing.

“World Vision International reserves the right to accept or reject any proposal and is not bound to give reasons for its decision”.