# Request for Proposals

**Software Development (Payroll & HRMS)**

## Overview of FINCA

FINCA Microfinance Bank Pakistan, part of a global FINCA network, is a forward looking bank that operates in more than 120 cities across Pakistan through a network of 135 branches. FINCA Microfinance Bank Ltd is a licensed deposit-taking microfinance bank regulated by the State Bank of Pakistan.

FINCA provides state-of-the-art financial services including micro-credit facilities aimed at improving livelihoods in the country and saving solutions for small and medium savers. FINCA is offering a range of products in current and saving modes of deposits for its customers covering individuals and companies/corporations. Under current digital financial services agenda, Bank is offering multiple digital services i.e. software processing payroll, utility bills, vendor payments, full fledge HRMS facility for SMEs and Corporates to manage their company’s finances and management system. The product has been designed for business & company owners that are looking for an optimal solution for their transactional needs and payroll management at minimal cost.

## Overview of required portal

FINCA intends to offer a bank led model of HRMS & Payroll processing services to its corporate clients for real-time disbursements by providing a flawless transactional process, in-depth analytics & insights, company management & a full fledge HRMS and ERP system. Salient features of payroll portal backed by digital banking account will be as following:

|  |  |
| --- | --- |
| **Eligibility Criteria** | **Description** |
| All software development companies | Companies who can efficiently develop the required software and take the ownership of swift maintenance. |
| Companies fulfilling the requirement of mentioned features in system. | **Banking Services:**   1. **Payroll Management**   **Summary** – A 24/7 real time funds disbursement management portal managing timely payroll for companies without any delay and hassle.   * 1. **Payroll management through HRM section** – For all employees managed by companies and their details uploaded in complete employee management system.   2. **Bulk Payroll management through file system** – The system should allow for uploading a complete payroll file as per system file format requirements.   3. **Auto mapping** – System should map all fields of uploaded payroll before processing.   4. **Historic Payroll processing** - The history payroll management will allow companies to repeat a payroll if there is no change on consequent months to speed up the process.   5. **Payroll History management** – History should be maintained for the previously uploaded payrolls.   6. **Payroll management through Inter funds bank transfer (IBFT)** – For employees having other bank accounts than company’s own bank corporate account.  1. **Vendor Payments** – Payments to vendors made by companies and files kept separated from its managed employee’s record.    1. **Individual & Bulk vendor upload** – System should allow individual vendor uploading as well as a complete vendor file as per system file format requirements. 2. **Quick Pay/Beneficiary Management –** System should allow to add & save the beneficiary option. 3. **Utility Payments** – Companies will be paying all bills through system.    1. **UBPs** – Electricity, Gas & Water/Sanitation bills.    2. **Other payments** – Education, airlines, insurance.etc 4. **Top ups** – All payments for mobile and landline companies should be made through system. 5. **Funds Management**– Companies to manage funds from their core bank account to master wallet through system.    1. **Transfer-In** – System should fetch in the amount from master wallet.    2. **Transfer-Out** – System should fetch out the amount from portal.    3. **Funds management history** – Companies should view their complete transaction history. 6. **Additional Banking Services**    1. **Staff loan request / Salary advance** – Companies can view the loan/advances details disbursed to managed employees.    2. **Insurances** – Companies can view group insurance at staff level according to hierarchy.    3. **Supply Chain payments** – Loans paid through system to retailers, franchises and business centers and details should be available for view by companies. 7. **HRM section** – Employee and Organization management according to hierarchy level. Includes attendance, leave management and employee payout details. 8. **People Management –** Individual & bulk employee profile update should be available in system. 9. **Individual & Bulk employee upload** - Individual and bulk employee details should be uploaded as per standard format by bank. 10. **Organization Management** – Departmental hierarchy should be uploaded maintaining all relevant information of managed employees. 11. **Attendance Management** – Should manage daily, weekly & monthly attendance of managed employees. 12. **Attendance History** - should maintain history of managed employees for their tenure. 13. **Leave Management** – should manage employee leave application and their status with authorities defines according to roles. 14. **Income Taxes/Other taxes** – high-level view of all deductions. 15. **Employee View** 16. profile 17. **Payroll history** – Pay slips should be available for view and downloading containing all necessary parameters defined by companies. 18. **Loans** – Employees should be able to view all loans given and paid off. 19. **Attendance** – Employees should be able to view their daily, weekly & monthly attendance along with the option to rectification.   **9. User roles**   1. **Transactional Maker** – Should be able to upload the payroll/vendor/bill files to send to next resource align for checking. 2. **Transactional Checker** – Should be able to approve/reject the file uploaded by maker. 3. Upon approval, file should be forwarded to transactional approver. 4. Upon rejection, file should be sent back to checker for necessary changes. 5. **Transactional Approver** – Should be able to approve/reject/hold the file uploaded by checker. 6. **Role Creation by HR** – should have the option to create the roles as per requirement. 7. **Role Management by HR** – Should have the option to approve/reject the changes made by employees. Also, the option to switch between transactional maker, checker & approver roles as per the need. 8. **Employee role** – should have the option to rectify, manage or edit the information provided by companies. 9. **Company Profile Management** – Companies should be able to manage their profile according to branches, departments, benefits, leaves & required man hours. etc.   **10. Reporting, Reconciliation & Multiple Dashboard View**   1. All types of report for company filing, audit & reporting. 2. All types of reports for bank audit, SBP audit, Finance & Business Intelligence Unit. 3. Dump data should be available for customization of internal reports. 4. Multiple dashboard view should be available according to roles defined by company. |
| Technical Requirements | 1. Database : Oracle 12c or 19c enterprise edition / MS SQL Servers latest enterprise edition 2. Coding standards : latest coding standards with Owasp top 10 3. PADSS compliant or at least PADSS-PCIDSS standards should be implemented 4. Proper Alert Mechanism 5. Performance Dash Board of Application 6. Real time requests monitoring/Application health 7. Application should be developed according to SBP guideline for financial applications 8. Application should support all types of APIs and integrations formats: e.g. Soap, Rest, ISO8583, Database etc. 9. Application should have proper interface for third parties integrations. 10. Application should support all types of Operating system with latest versions e.g. Linux , Windows 11. Application should developed on all latest versions of tools and technology stack. 12. Application should be compatible with latest antivirus and InfoSec tools. 13. Application should support High Availability(Loan balancer) and DR site |

To this end, we wish to invite Proposals from leading Software Development companies having requisite expertise in providing life Software Development cover.

## Preparation of the Proposals

* Proposals must be submitted as per the standard format of Technical & Financial Proposals.
* All documents relating to the Proposals shall be written in the English language.

## Availability of information

* The information required for preparation of Proposals like features of HRMS & Payroll processing portal etc., shall be provided to those software development companies/Start-ups who assure their participation in the vendor selection process.
* The above information shall be requested through email or written request, made to Manager Procurement.

## Rejection of Bids:

The Bank shall be under no obligation to accept any offer received in response to this RFP and shall be entitled to reject any or all offers without assigning any reason whatsoever. The Bank may abort the entire process at any stage without thereby incurring any liability to the affected Bidder(s) or any obligation to inform the affected Bidder(s) of the grounds for Bank's action.

## Decision

Decision taken by the Bank as detailed above will be based on the evaluation of the bids .The bank’s decision will be final and binding on all the bidders and the Bank reserves its right to reject one or all of the bids without assigning any reason whatsoever.

## Documents to be submitted by the Bidders

Following mandatory documents are also required to be submitted by the Software Company.

1. One hard copy of Technical and Financial Proposals to be submitted in sealed envelope.
2. Latest audited financial statements.
3. Copy of Certification of Registration/incorporation
4. Copies of NTN

## Submission of Proposals

* The company shall bear all costs associated with the preparation and submission of its Proposals. FINCA shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
* All companies interested in submitting Proposals and required any kind of information shall contact FINCA Microfinance Bank in writing at the following address;

Manager Procurement: [Mohsin.Jamil@finca.org.pk](mailto:Mohsin.Jamil@finca.org.pk)

Manager: [saba.afzal@finca.org.pk](mailto:saba.afzal@finca.org.pk)

* At any time prior to submission of bids, FINCA may amend the RFP by issuing an addendum. Any addendum issued shall be part of RFP and shall be communicated in writing by email.

## How and Where to Apply?

The interested companies who wish to apply against the subject request for Proposals may send the sealed Proposals to the address given here under **by close of business Friday, April 3rd, 2020**.

Manager Procurement FINCA Microfinance Bank 36 B, Commercial Zone Khayaban-e- Iqbal XX DHA Phase III

Lahore

**Annex-A**

**Technical Proposals**

1. **Snapshot:**

|  |  |
| --- | --- |
| Name of the Software Development Company (Applicant) |  |
| Date of Commencement of Business |  |
| Complete Address of HO |  |
| Credit Rating and Rating Agency |  |
| Reinsurers for Proposed Product |  |
| Rating of Reinsurers for Proposed Product |  |
| Board of Directors |  |
| Major Products |  |
| Major Clients |  |
| Number of Branches as of month date, 2020 |  |
| Whether Your Software Development Company is a shareholder of any Microfinance Bank or any Microfinance Bank is a shareholder of your company? |  |

1. **Relationships in Software Development Backed Products**

|  |  |  |  |
| --- | --- | --- | --- |
| **Sr.#** | **Name of Bank/FI** | **Date of Commencement of Relationship** | **Name of Product** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

1. **Financial Position for the Year 2019-20**

|  |  |
| --- | --- |
| Total Assets |  |
| Shareholder’s Equity |  |
| Paid Up Capital |  |
| Profit for the year |  |
| Gross Premium |  |
| Net Premium |  |
| Claims Paid |  |
| % of Claims Paid |  |
| Liability/Equity (Times) |  |

**Financial Proposals**

1. Premium rate quoted must be inclusive of all taxes, levies and any other charges.

* **Declaration:**
* All the information furnished by us here in above is correct to the best of our knowledge and belief. We have no objection if enquiries are made about the work listed by us in the accompanying sheets / annexures.
* We agree that the decision of FINCA Microfinance Bank in selection process will be final and binding on us.
* We confirm that we have not been barred / blacklisted / disqualified by any Regulators / Statutory Body in Pakistan and we understand that if any false information is detected at a later date, the assignment shall be cancelled at the discretion of the Bank.

Place: SIGNATURE OF THE APPLICANT

Date: NAME & DESIGNATION SEAL OF ORGANISATION