

Request for Proposal Procurement Management Solution for IGMH

1 Background

Indira Gandhi Memorial Hospital (IGMH) is the largest government healthcare facility, providing tertiary level healthcare in the Maldives. Located in the capital city Male', with approximately 300 beds, IGMH provides services to around 150 thousand people living in the city, plus specialist referral services for patients both domestic and foreign. With a constant strive to provide high quality services through a culture of learning and innovation IGMH exploring to streamline and automate certain manual processes.

Leveraging the Office 365 productivity platform IGMH believes in the transformative potential of a well-designed SharePoint Online environment with customized workflows to revolutionize collaboration, document management, and business processes. IGMH is seeking an experienced vendor in developing SharePoint online-based Vendor Registration, Internal Bid Management, and Contract Management; these solutions should seamlessly integrate with the hospital's overarching digital transformation strategy.

By automating these crucial business processes IGMH expects to trim down time and resources spent on manual tasks, curtail errors, and ensure strict adherence to procurement policies. Moreover, automated workflows facilitate the creation of a centralized platform for vendor information, contracts, and other procurement-related documents, simplifying compliance, tracking and management of procurement activities.

The Vendor Management system at IGMH embodies the hospital's commitment to transparency, efficiency, and accountability in its procurement processes. This solution covers the registration of both local and international vendors, manages updated documentation, conducts due diligence, and provides mechanism to temporarily or permanently block vendors in alignment with IGMH procurement guidelines.

SharePoint Online based internal Bid Management process streamlines the initiation, review, and publication of bid requests by internal staff. Detailed information ensures clarity and completeness in each request, with automated notifications dispatched to external vendors. All bids are securely stored and systematically organized within SharePoint Online, allowing for efficient retrieval and review. Predefined evaluation criteria and compliance checklists maintain transparency and adherence to standards, with documented compliance statuses. In Award Decision Management, the system aids in reviewing evaluation results, documenting award criteria, and managing dispute resolution, culminating in the generation of legal agreements or contracts.

The Contract Management functionality within SharePoint Online further enhances operational efficiency by simplifying contract initiation, creation, and lifecycle management. Authorized personnel can create contracts based on awarded bids or other procurement activities, with the system facilitating amendments or modifications throughout the contract lifecycle. All contract-related documents are securely stored and organized within SharePoint Online, with workflow functionality ensuring approvals by the appropriate stakeholders.

2 Scope of Work

The scope of work for this project includes but is not limited to the following:

- **Vendor Management**

- Internal staff members will utilize the SharePoint Online portal access to the system to input all pertinent details for vendor registration, encompassing contact information, business specifics, and any mandated documentation. Upon completion of all necessary fields, the staff member will initiate the approval process by submitting the registration request.
- Generate a unique URL for the vendor registration form within the SharePoint Online system. This URL will then be forwarded to the vendor via email by the internal staff member. Subsequently, the vendor will access the URL to complete all mandatory details in the registration form. Upon completion, the vendor will electronically submit the form to the procurement team for review.
- Allow vendors to do self-registration through online portal
- Provide functionality within the system to categorize vendors based on various criteria for enhanced organization and management.
- Prioritize data integrity and security throughout all integration processes to safeguard sensitive information.
- Integrate with the MOED (Ministry of Economic Development & Trade) portal to conduct verification checks and ascertain vendor registration status.
- Implement essential protocols for secure data exchange and rigorous validation procedures to maintain system integrity and accuracy.

- **Bid & Request for Quote (RFQ) Management**

- System should be SharePoint Online based and available only for internal staff members.
- Staff members initiate bid & RFQ requests by entering essential details such as project specifications, requirements, and any associated documents.
- Comprehensive information ensures clarity and completeness in the bid & RFQ request.
- Once the bid & RFQ request is thoroughly reviewed and finalized, it is published within the SharePoint Online.

- External vendors or suppliers receive automated notifications regarding the bid opportunity through the SharePoint Online System.
 - All submitted bids & RFQ are securely stored within SharePoint Online.
 - The system organizes bids &RFQ systematically, facilitating efficient retrieval and review by the bid &RFQ management team.
 - The bid &RFQ management team accesses SharePoint Online Portal to review received bids.
 - Evaluation criteria, predefined within the SharePoint Online, are applied to assess each bid's & RFQ suitability.
 - The SharePoint Online incorporates compliance checklists to ensure adherence to legal, regulatory, and organizational standards, the Public Finance Law and Public Finance Regulation.
 - Compliance status is documented and tracked for transparency and accountability.
- **Award Decision Management**
 - The bid & RFQ management team accesses the system to review evaluation results and select the winning bid.
 - Clear criteria and rationale for the award decision are documented within the system for transparency and auditability.
 - In the event of disputes or challenges related to award decisions, the system provides a mechanism for stakeholders to raise concerns.
 - Dispute resolution procedures are outlined within the system to facilitate timely resolution and maintain project momentum.
 - Once award decisions are finalized, the system generates legal agreements or contracts detailing the terms and conditions of the awarded bid.
- **Contract Management**
 - The Contract Management functionality enables the initiation of contracts within the SharePoint Online.
 - Authorized personnel access the system to create new contracts based on awarded bids or other procurement activities.
 - Throughout the contract lifecycle, the system facilitates the management of amendments or modifications to existing contracts.

- Changes to contract terms and conditions are documented within the system, ensuring accuracy and alignment with agreed-upon terms.
- The SharePoint Online serves as a centralized repository for storing all related contract documents.
- Documents such as contracts, amendments, correspondence, and supporting materials are securely stored and organized within SharePoint Online for easy access.
- The system incorporates workflow functionality to track approvals throughout the contract lifecycle.
- Approval workflows are configured within the system to ensure that contracts are reviewed and authorized by the appropriate stakeholders.
- Changes to vendor payment details, such as banking information or payment terms, are recorded and tracked within the system in Vendor Management to maintain accuracy in financial transactions.
- **User Groups and Role Management**
 - Role-Based Access Control: Utilize SharePoint's user groups and role management features to define and enforce role-based access control throughout the system.
 - User Provisioning and Deprovisioning: Streamline user account provisioning and de-provisioning processes based on user roles and responsibilities.
 - User delegation must be available in case if designated user is not available (ex. on leave)
- **Reporting and Analytics**
 - Develop a reporting module to generate reports based on various information from Vendor portal, Bid &RFQ management and contract management.
 - Provide required reporting options, such as a dashboard for top management, Middle management & users with the relevant information in bid and RQF management and contract management.
- **User Training Materials:** Comprehensive training materials, including user manuals and guides, to ensure smooth user adoption of the system.
- **System Documentation:** Detailed technical documentation outlining system architecture, user roles, and functionalities.

- **Availability of API:** Vendor should make all the API available to IGMH up on request & quote a fee for integration. If a fee is not mentioned it is deemed that the vendor will provide it free of charge.

3 Tenderers are requested to submit the following documents.

1. Copy of Company/Partnership Registration Certificate.
2. Tax registration certificate (if applicable) and Tax clearance report.
3. Company profile / work profile.
4. CVs of technical team members (Academic and Professional information).
5. CV of the Project Manager (Academic and Professional information).
6. Technical Proposal: Provide a detailed technical proposal outlining the overall architecture, methodology, and approach that will be used to deliver the solution.
7. Financial Proposal: Present a comprehensive breakdown including all associated expenses such as development, integration, licensing, training, on-site (if applicable) and support upon go-live.
8. Payment: Vendors are encouraged to propose delivery-based payment plan for the entire project.
9. References: Include reference letters from a previous similar scale successful deployment (enclose document evidence).
10. Timeline: Provide a project timeline with key milestones and deliverables. IGMH expects solution to be deployed within 90 days.

4 Bid Submission

Softcopy (PDF) of the proposal should be submitted. (Softcopy/Digital file shall be carried in a pen drive, which will be handed over to the representative after copying the “Proposal”)

Quotation and Bid Security should be submitted in a sealed envelope.

Bid Submission Date: 9th July 2024

Bid Submission Time: 11:00 am

Venue: IGMH Procurement Meeting Room (Anthurium Meeting Room)

Note: Bids submitted after the deadline will not be accepted.

5 Selection and Evaluation Criteria

Pre-Qualification

Technical evaluation will be based on the following criteria:

1. Technical Expertise and Experience
 - a. SharePoint Proficiency: The proposing company must demonstrate a high level of expertise in SharePoint, including the number of SharePoint projects completed and the depth of their technical knowledge including custom development on top of SharePoint Online platform.
 - b. Certifications and Training: Provide details of Microsoft certifications and training completed by the technical staff proposed for the project, particularly in SharePoint and related technologies.
 - c. Project Portfolio: Share your portfolio of past SharePoint projects, emphasizing the complexity, scale, and diversity of these projects.
 - d. Project management: Propose a Certified Project manager and substitute to govern and communicate the project progress to all stakeholders.
 - e. Integration with SharePoint: Successfully integrated 3rd party solutions (such as ERP, DMS etc.) with SharePoint in previous projects (attach documentary evidence)
2. Comprehensiveness of the solution and ability to meet all functional requirements / Technical compliance.

#	Required Specification	Requirement	Bidders Offer (Y/N)	Bidders Specification
	Vendor Management			
1.	Internal staff members will utilize the SharePoint Online portal to access the system to input all pertinent details for vendor registration, encompassing contact information, business specifics, and any mandated documentation. Upon completion of all necessary fields, the staff member will initiate the approval process by submitting the registration request.	M		
2.	Generate a unique URL for the vendor registration form within the SharePoint Online system. This URL will then be forwarded to the vendor via email by the internal staff member. Subsequently, the	M		

	<p>vendor will access the URL to complete all mandatory details in the registration form. Upon completion, the vendor will electronically submit the form to the procurement team for review.</p> <p>Enable self-registration by vendors through online portal</p>			
3.	Provide functionality within the system to categorize vendors based on various criteria for enhanced organization and management.	M		
4.	Prioritize data integrity and security throughout all integration processes to safeguard sensitive information.	M		
5.	Integrate with the MOED MV system to conduct verification checks and ascertain vendor registration status.	M		
6.	Implement essential protocols for secure data exchange and rigorous validation procedures to maintain system integrity and accuracy.	M		
	Bid & RFQ Management			
7.	System should be SharePoint Online based and available only for internal staff members	M		
8.	Staff members initiate bid & RFQ requests by entering essential details such as project specifications, requirements, and any associated documents.	M		
9.	Comprehensive information ensures clarity and completeness in the bid request.	M		
10.	Once the bid & RFQ request is thoroughly reviewed and finalized, it is published within the SharePoint Online.	M		
11.	External vendors or suppliers receive automated notifications regarding the bid opportunity through the SharePoint Online System.	M		
12.	All submitted bids & RFQ are securely stored within SharePoint Online.	M		
13.	The system organizes bids systematically, facilitating efficient retrieval and review by the bid & RFQ management team.	M		
14.	The bid & RFQ management team accesses SharePoint Online Portal to review received bids.	M		
15.	Evaluation criteria, predefined within the SharePoint Online, are applied to assess each bid's suitability.	M		

16.	The SharePoint Online incorporates compliance checklists to ensure adherence to legal, regulatory, and organizational standards.	M		
17.	Compliance status is documented and tracked for transparency and accountability.	M		
	Award Decision Management			
18.	The bid & RFQ management team accesses the system to review evaluation results and select the winning bid.	M		
19.	Clear criteria and rationale for the award decision are documented within the system for transparency and auditability.	M		
20.	In the event of disputes or challenges related to award decisions, the system provides a mechanism for stakeholders to raise concerns.	M		
21.	Dispute resolution procedures are outlined within the system to facilitate timely resolution and maintain project momentum.	M		
22.	Once award decisions are finalized, the system generates legal agreements or contracts detailing the terms and conditions of the awarded bid.	M		
23.	The bid & RFQ management team accesses the system to review evaluation results and select the winning bid.	M		
24.	Clear criteria and rationale for the award decision are documented within the system for transparency and auditability.	M		
25.	In the event of disputes or challenges related to award decisions, the system provides a mechanism for stakeholders to raise concerns.	M		
26.	Dispute resolution procedures are outlined within the system to facilitate timely resolution and maintain project momentum.	M		
	Contract Management			
27.	The Contract Management functionality enables the initiation of contracts within the SharePoint Online.	M		
28.	Authorized personnel access the system to create new contracts based on awarded bids or other procurement activities.	M		
29.	Throughout the contract lifecycle, the system facilitates the management of amendments or modifications to existing contracts.	M		

30.	Changes to contract terms and conditions are documented within the system, ensuring accuracy and alignment with agreed-upon terms.	M		
31.	The SharePoint Online serves as a centralized repository for storing all related contract documents.	M		
32.	Documents such as contracts, amendments, correspondence, and supporting materials are securely stored and organized within SharePoint Online for easy access.	M		
33.	The system incorporates workflow functionality to track approvals throughout the contract lifecycle.	M		
34.	Approval workflows are configured within the system to ensure that contracts are reviewed and authorized by the appropriate stakeholders.	M		
35.	The Contract Management facilitates the updating of vendor payment information as needed.	M		
36.	Changes to vendor payment details, such as banking information or payment terms, are recorded and tracked within the system in Vendor Management to maintain accuracy in financial transactions.	M		
37.	The Contract Management functionality enables the initiation of contracts within the SharePoint Online.	M		
38.	Authorized personnel access the system to create new contracts based on awarded bids or other procurement activities.	M		
39.	Throughout the contract lifecycle, the system facilitates the management of amendments or modifications to existing contracts.	M		
40.	Changes to contract terms and conditions are documented within the system, ensuring accuracy and alignment with agreed-upon terms.	M		
41.	The SharePoint Online serves as a centralized repository for storing all related contract documents.	M		
	User Groups and Role Management			
42.	Role-Based Access Control: Utilize SharePoint's user groups and role management features to define and enforce role-based access control throughout the system.	M		

43.	User Provisioning and Deprovisioning: Streamline user account provisioning and de-provisioning processes based on user roles and responsibilities.	M		
44.	User delegation must be available in case if designated user is not available (ex. on leave).	M		
	Reporting and Analytics			
45.	Develop a reporting module to generate reports based on various filters such as vendor name, vendor number, and BR number.	M		
	User Training			
46.	The bidder should provide comprehensive user training for the end users.	M		
47.	The bidder should provide comprehensive administration training for the application support team.	M		
48.	Comprehensive training materials, including user manuals and guides, to ensure smooth user adoption of the system.	M		
	System Documentation			
49.	Detailed technical documentation outlining system architecture, user roles, and functionalities & Workflows in they system	M		
	Warranty and Support			
50.	The vendor should propose 1-year warranty and support upon go-live	M		

Financial Evaluation

All Tenderers whose proposal pass the pre-qualification stage will be qualified to Financial Evaluation.

Criteria	Description	Marks
Cost	Tenderer with the Lowest cost will be awarded full marks and the other qualified tenderer will be evaluated on pro-rata basis.	70
Experience	Experience on similar scale / similar complex SharePoint workflow projects from reputed clients. <ul style="list-style-type: none"> • 1 Reference letter – 5 Marks • 2 Reference letters – 20 Marks • 3 or more Reference letters – 30 Marks 	30

