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SUPPLEMENTAL / BID BULLETIN No. 2

Project : Procurement of goods and general services for the Upgrading of the Department's HRIS-PBMIS into a Customized Cloud-based Software as a Service Human Capital Management and Payroll System
Reference : PB-GS-08-2023
ABC : PhP 35,000,000.00
Date : 12 April 2023

This supplemental/bid bulletin is being issued to inform prospective proponents/bidders of the following modifications to Section IX-Warranty of the Technical Specifications of the Bidding Documents:

1. Section IX- Warranty.

"From the date of acceptance by the DFA until the conclusion of the contract, the Solutions Provider shall promptly act to resolve possible bugs, data breaches, and any other technical concerns affecting the Customized Cloud-based SaaS HCM and PS at no expense to the Department."

The Bidding Documents are amended accordingly.

For the information and guidance of all concerned.


ARMAN R. TALBO
BAC Vice Chairperson

TERMS OF REFERENCE

Procurement of Goods and General Services for the Upgrading of the Department's HRIS-PBMIS into a Customized Cloud-based Software as a Service Human Capital Management and Payroll System

I.	<p>BACKGROUND</p> <p>The Department of Foreign Affairs intends to procure goods and general services for the upgrading of the Department's HRIS-PBMIS into a Customized Cloud-based Software as a Service (SaaS) Human Capital Management (HCM) and Payroll System (PS) to eliminate the disjointed, manual, and predominantly paper-based system of keeping employee records, computing for salaries, benefits and emoluments, including the use and distribution of office supplies and accountable Government Properties.</p> <p>This procurement is in accordance with the Department's Organizational Development goals, particularly Action Plan 1.4.1 of the Department's Strategic Plan 2023-2028 which states that: "the Department will engage the services of a new service provider to install and implement by 2023 a more responsive, relevant, and Artificial Intelligence-enable and customized Cloud-based Software as a Service (SaaS) Human Capital Management (HCM) that is fully synchronized and integrated with the Payroll System and Benefits Management System (PS) in order to comply with the Ease of Doing Business Act and improve services."</p> <p>The current HRIS is performing critically below optimal standards and is in need of urgent replacement given the expired contract/warranty with the present provider, as well as occurrences such as system component failure, limited storage, and inaccessibility of HRIS to Consular Offices and Foreign Service Post, among others.</p> <p>The procurement will be able to address the gaps in the current Human Resources Information System and Payroll and Benefits Management Information System by improving the self-service functions of the platform through the provision of features that are relevant to personnel while lessening human intervention in the process and provide a sophisticated level of cybersecurity against digital threats and attacks to the database and its information; as well as 24x7 Technical Support Services with a two-hour turn-around time.</p> <p>The features of the Customized Cloud-based SaaS HCM and PS are compliant with government and Department-mandated forms and processes, as well as the Department's Digital Transformation, Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM), and Competency-based Human Resources Management (Department Order No. 2021-006) requirements.</p>
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	<p>The Customized Cloud-based SaaS HCM and PS will help the Department comply with the Ease of Doing Business Act and improve its services based on its Citizen's Charter. Moreover, this will facilitate the integration of the DFA's Human Resource & Payroll Management Systems into an almost seamless entity that will benefit all DFA personnel in the Home Office, Consular Offices, and Foreign Service Posts.</p>
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<p>II.</p>	<p>OBJECTIVES</p>	
	<p>The Department intends to procure goods and general services for the upgrading of the Department's HRIS-PBMIS into a Customized Cloud-based Software as a Service Human Capital Management and Payroll System which is integration-capable and scalable in order to:</p> <ol style="list-style-type: none"> 1. Keep an electronic database of employee information and related personnel records for its Human Resource Management Office; 2. Enable the management of employee lifecycle from recruitment to retirement/separation; 3. Automate the computation of salaries, employee benefits, loans, mandatory deductions and other financial disbursements of its Office of Financial Management Services; 4. Transform the focus of the HRMO from HR administration to strategic workforce management and enablement; 5. Provide access to personalized self-services on the solution platform for employees and managers from their local and international offices, laptops or mobile devices; and 6. Enhance the competencies of the HRM office according to the PRIME-HRM framework. 	

<p>III.</p>	<p>SCOPE OF WORK</p>	<p>Statement of Compliance</p>
	<p>1. The Solutions Provider shall develop, deliver, and implement a customized Cloud-based SaaS HCM and PS solution. The customized Cloud-based SaaS HCM and PS solution shall cover all items stipulated in these Terms of Reference, including software subscription, application design and implementation, integration, data migration, testing, change management, and other related project components.</p>	
	<p>2. The Customized Cloud-based SaaS HCM and PS solution shall include the following:</p>	

	a. Management of job vacancies and aspiring candidates for (i) <i>non-plantilla</i> items such as casual and contractual employment, (ii) contract of service engagement, (iii) regular <i>plantilla</i> items of Foreign Service Staff Employees and Foreign Service Staff Officers, and (iv) home-based personnel;	
	b. Management of <i>plantilla</i> positions: personnel augmentation, rotation, and assignments in the Home Office, Consular Offices, Satellite Offices, and Foreign Service Posts;	
	c. Management of <i>non plantilla</i> positions such as casual, contractual, and contract of service: personnel augmentation and assignments in the Home Office, Consular Offices, and Satellite Offices, and rotation as it applies to casual and contractual personnel only;	
	d. Time and attendance monitoring and tracking, with due consideration to differences in work schedule and/or shifts;	
	e. Employee performance monitoring pursuant to the Civil Service Commission (CSC)-prescribed Strategic Performance Management System;	
	f. Management of various types of work leave (e.g. sick leave, vacation leave, maternity leave, paternity leave, scholarship leave, forced leave, long-term leave) and accumulated leave credits;	
	g. Records management of qualifications, skills, trainings, achievements, performance, and promotions;	
	h. Management of employee information, record of dependents, compensation, and benefits (i.e. insurance, healthcare coverage, and other deductibles and/or contributions);	
	i. Management of active and inactive personnel (e.g. death, resignation, retirement);	
	j. Management of disciplinary actions, suspensions, and/or termination;	
	k. Generation of various reports, statistics, and analytics (e.g. demographics, directories);	
	l. Generation of clearance certifications, employment history, service records, SALN reports, performance evaluation	

	form, personal data sheet, and personnel information sheet;	
	m. Prepare the payroll of personnel based on their updated employee information, mandatory deductions (GSIS, PhilHealth, PAG-IBIG, employees' compensation contributions), employee benefits (e.g. overtime pay, cash gifts, performance-based bonuses, performance enhancement incentive, night shift differential, service recognition incentive, personnel economic relief allowance, clothing allowance, mid-year/year-end bonus, life and retirement insurance contributions), and income taxes. The system shall allow formulas for the accrual of the payroll components, including cut-off dates, to provide the basis for the payroll preparation.	
	n. Prepare the initial claims of personnel upon submission of required documents in the system.	
	o. Prepare mandatory emoluments of personnel such as, but not limited to, home adjustment allowance, personal economic relief allowance (PERA), representation allowance, transportation allowance, and CNA incentive, upon satisfaction of statutory requirements per emolument.	
	p. Notify personnel of missing documents or requirements required for the preparation of their payroll and other mandatory emoluments.	
	q. Generate payslips that can be accessed by the personnel through the system.	
	r. Generate the following payroll reports at the minimum: initial claim, payroll certification, PhilHealth certification, GSIS certification, PAG-IBIG certification, payroll text files, BIR form 2316 (or BIR form 2307, whichever is applicable) for regular, contractual, casual and contract of service personnel, and indexing of compensation.	
	s. Provide access to all HCM functionalities via mobile devices for approvals and self-services access for managers and employees, e.g. leave application, official business application, and generation of PIS.	
	t. Provide (i) enhanced end-user experience with an easy to use user interface; and (ii) functionality to personalize the employee-specific HR requirements.	

	<ul style="list-style-type: none"> u. Provide a module within the HCM for communication between HRMO and employees 	
	<p>3. The contractor shall provide deployment, training, and management services of the customized Cloud-based SaaS HCM and PS solution based on the following:</p>	
	<ul style="list-style-type: none"> a. Deployment <ul style="list-style-type: none"> i. Pre-planning (data gathering and process validation) ii. Technical assessment, design and architecture, project management and governance, and production release management iii. Implementation and configuration iv. 30-day post-production service delivery hypercare to resolve any and all issues reported in relation to the services delivered v. Migration/importation of user data to the new Customized Cloud-based SaaS HCM and PS solution. vi. Assistance in data cleansing, extraction, and migration from existing servers, vii. System roll-out 	
	<ul style="list-style-type: none"> b. Training <ul style="list-style-type: none"> i. Onsite training for the Systems Administrator ii. Virtual training for the following: <ol style="list-style-type: none"> 1. End-user training 2. IT Support training iii. 24x7 help-desk support for 12 months <ol style="list-style-type: none"> 1. 24x7 technical support based on Service Level Agreement to be agreed by both parties 2. Technical Support Services with multiple levels of escalation, issue reporting, and documentation 3. Remote technical support through phone or email 4. Usage of an online ticketing system for issue or concern reporting 5. At least one (1) hour acknowledgment of Severity 1 support requests iv. Administrator training requirements <ol style="list-style-type: none"> 1. 2x 8-hour platform training session/s for system administrators across the organization 2. Passed the post-training exam 3. Certificate of completion signed by a certified 	

	Solutions Engineer after complying with items 1 and 2.	
	<p>c. Managed services</p> <ul style="list-style-type: none"> i. At least 99.7% service uptime commitment at the Application Level for the customized Cloud-based SaaS HCM and at least 99.5% for the Payroll System. ii. Cloud operations monitoring and logging iii. Post-production request fulfillment iv. Incident management and resolution assurance v. Update and change management support vi. Service management platform vii. Monthly cloud operations review viii. Customer Success Manager assigned for DFA 	

IV.	TECHNICAL SPECIFICATIONS	Statement of Compliance
	1. The Solutions Provider shall provide a Software as a Service (SaaS)-based information system solution developed to address HR concerns while following agency policies and existing government rules and regulations. The platform should be capable of allowing configurations and extensions to address DFA specific, mandatory requirements without code changes at the application level.	
	2. The Customized Cloud-based SaaS HCM and PS shall adhere to the following criteria:	
	a. HOSTING AND DEPLOYMENT – Customized Cloud-based SaaS HCM and PS shall be deployed and hosted on the cloud; pursuant to the Department of Information and Communications Technology (DICT) Cloud First Policy, and accessible by any internet-enabled device of authorized users through a web browser.	
	b. SECURITY – The Solutions Provider shall implement the necessary enterprise-class security measures to ensure that only authorized users from the DFA have access to the system.	
	c. REDUNDANCY – The Solutions Provider must run the Customized Cloud-based SaaS HCM and PS on a redundant infrastructure to guarantee the high availability of the services delivered to the end-users. The redundant configuration shall separate repositories for data and application, with synchronized back-up to ensure continuous uptime of the service and guard against hardware failures	

	<p>and/or data corruption. The SaaS solution shall have an availability of 99.7% or more for Customized Cloud-based SaaS HCM 99.5% for the Payroll System.</p> <p>The SaaS solution shall provide disaster recovery with the Recovery Point Objective (RPO) of 1 hour and Recovery Time Objective (RTO) of 12 hours.</p> <p>Disaster Recovery (DR) failover testing shall be conducted at least annually. DR tabletop testing shall be conducted at least quarterly.</p>	
	<p>d. ACCESS AND ENCRYPTION – Access to the Customized Cloud-based SaaS HCM and PS through a suitable web browser or application shall be through a secure protocol using an appropriate digitally signed and valid security certificate to enable encryption of traffic from the browser to the server. The Customized Cloud-based SaaS HCM and PS shall be accessible using web browsers for Windows, Mac, Linux, and Mobile devices.</p>	
	<p>e. DATA BACK-UP – The Customized Cloud-based SaaS HCM and PS system’s complete data, including all employee records and related files and database transactions, shall be included in automatic back-ups and database data replication scheduled to protect and save records while the system continues to be in use.</p> <p>Backups shall be made available and provided by the Cloud Vendor.</p> <p>Backups shall be encrypted with AES256 encryption; an advanced encryption standard required for “Top Secret” information.</p>	
	<p>f. MODULAR ARCHITECTURE – The system’s features and capabilities can be expanded through activation/deactivation of various modules that compartmentalize functions into categories for ease of use and system development.</p>	
	<p>g. EXPORT and IMPORT of DATA – The system shall support exporting of all database fields and records to a non-proprietary, license-free, universal format to allow data to be exchanged between varying database systems and architectures. The system shall also support importing of records from an external source, in order to assimilate bulk data when populating certain tables and databases of the Customized Cloud-based SaaS HCM and PS.</p>	
	<p>h. INTEROPERABILITY – The Customized Cloud-based SaaS</p>	

	<p>HCM and PS must be able to exchange information and other transactional operations with other information systems of the DFA such as the Global Document Management System, OAMSS-ICTD E-services, Property Inventory and Management System, and other systems (e.g. biometrics attendance-monitoring machine) that may be developed and implemented in the future.</p> <p>The technologies used for the Customized Cloud-based SaaS HCM and PS must allow for integration guaranteeing interoperability between two or more distinct information systems through an appropriate Application Programming Interface (API) or Software Development Kit (SDK).</p> <p>The solution shall provide Atom Feeds to allow DFA to efficiently monitor the solution for changes, such as new hires, terminations, etc</p>	
	<p>i. AUDIT TRAIL – The Customized Cloud-based SaaS HCM and PS shall have a record of all log-in, access, transactions, insertions and modifications related to personnel files, corresponding databases, and all system activities as an audit trail for transparency and accountability.</p>	
	<p>j. ARTIFICIAL INTELLIGENCE (AI) INTEGRATION – The Customized Cloud-based SaaS HCM and PS shall have Artificial Intelligence (AI) Integration to further boost the efficiency of HR transactions and processes such as:</p> <ul style="list-style-type: none"> i. Employee Self-Service <ul style="list-style-type: none"> 1. Provides FAQs, guidance on processes, automated HR service requests 2. Provision to view compensation details and salary revision history 3. Provision to view/download pay-slips 4. Provision of Training Assessment for the Personnel ii. HR Administration <ul style="list-style-type: none"> 1. Data filtering such as personnel gender, competencies, previous and current records, offices, designations, positions, trainings taken, and other personnel employment data iii. Error Detection <ul style="list-style-type: none"> 1. Reports Inconsistencies 	
	<p>3. The Customized Cloud-based SaaS HCM and PS shall satisfy the following security and compliance requirements:</p>	
	<p>a. Proof of Regulatory and Compliance requirements:</p> <ul style="list-style-type: none"> i. The solution’s ISMS (Information Security 	

	<p>Management System) shall be ISO27001:2013 certified, in alignment with the control set in ISO/IEC 27017:2015 (ISO 27017) and ISO/IEC 27018:2019 (ISO 27018)</p> <ul style="list-style-type: none"> ii. The solution shall be CSA STAR Level 2 certified iii. Service Organization Control (SOC) 1, 2, 3. The SOC 1, 2, 3 audit reports shall be Type 2. iv. Provide original and/or CTC copies upon system provisioning. 	
	<p>b. Encryption requirements:</p> <ul style="list-style-type: none"> i. Encrypt data at rest using AES128 or AES256 ii. Encryption at the storage device layer iii. Encryption at the backup level. Backups shall be encrypted with AES256 iv. Data in transit between user and cloud shall use TLS 1.2 or better, with at least 128 bit encryption. v. The SaaS solution shall support, optionally, a Site-to-Site VPN or a dedicated connection. 	
	<p>c. Access Controls:</p> <ul style="list-style-type: none"> i. Identity provisioning and user management ii. Identity access management policies and role-based access management iii. Identity-based server access & authentication capable iv. Solution shall support SSO with DFA's LDAP server via SAML 2.0 integration 	
	<p>d. Operational security</p> <ul style="list-style-type: none"> i. Vulnerability management ii. Malware prevention iii. Threat Detection and Response iv. Monitoring - Cloud system logs and security logs shall be retained for at least 1 year v. Incident management 	

V.	SOLUTIONS PROVIDER'S QUALIFICATIONS	Statement of Compliance
	The winning Solutions Provider shall conform to the following qualifications and provide sufficient proof as follows:	
	1. The company shall be duly registered with the Securities and Exchange Commission (SEC) for at least ten (10) years.	
	2. The company shall have a local office in the Philippines, and must employ at least twenty-five (25) individuals.	

	<p>3. The company shall be in the ICT business specializing in applications development, business solutions integration, and information systems development, employing at least four (4) Solution Engineers and/or Sales Specialists. Bidder shall provide a Business Portfolio of the Company with Listed Specializations, including the Certifications of the specialists.</p>	
	<p>4. The Solutions Provider shall have an experience in providing services, in any capacity, to a Philippine organization, private or public, local or national, and be able to present at least one certificate attesting to the satisfactory implementation of a similar platform as part of the contractor’s deliverables to the DFA.</p>	
	<p>5. The HCM solution of the vendor/contractor should be in the ‘leaders’ quadrant of the Gartner Magic Quadrant for Cloud HCM Suites for 1,000+ Employee Enterprises.</p>	
	<p>6. The Solutions Provider should be operating on a Hyperscale Cloud with at least 15 Data Centers Infrastructures scattered worldwide. The list of data centers with brief description of each data centers shall be submitted.</p> <p>With the following physical security parameters in place:</p> <ol style="list-style-type: none"> a. 24x7 On-site security b. CCTV Monitoring c. Fire detection, suppression d. Access Area Authorization e. Biometric Scanning f. Isolated Lock Cages with MFA <p>With the following cyber-security practices/policies in place:</p> <ol style="list-style-type: none"> a. Database encryption of data-at-rest (DARE). b. Data segregation to avoid commingling of customer data. c. IP Whitelisting to allow connections from only authorized IP addresses. d. Location Based Access Control (LBAC) to limit role-based access based on IP Addresses. e. TLS encryption of at least 128 bits for data in transit f. Option of built-in user authentication, or SSO integration with DFA’s LDAP via SAML 2.0. g. Role based access control (RBAC) h. Regular audits by independent third party auditors i. Regular vulnerability assessments and penetration testing by independent third parties. 	

	<ul style="list-style-type: none"> j. Multi-tier firewalls to block unauthorized traffic. k. Intrusion detection systems (IDS) l. A Security Information and Event Management(SIEM) to analyze the Cloud environment for threats m. Cloud system/security logs to be retained for at least 1 year. n. 24x7 security monitoring of the Cloud environment o. DDOS mitigation p. Application, DB and infrastructure vulnerability scanning q. Malware scanning of Cloud environment r. Secure software methodology which focuses on security by design and addresses vulnerabilities like the OWASP Top 10. s. Cloud Operations Segregation of Duties t. Scrambling/Masking of PII in the test environments to prevent personal information from being seen by test users. Masked data prevents test data, which may have been cloned from production, from being linked to real persons. u. Backups encrypted with AES256 v. Provide DFA with the ability to approve/reject and time-bound all Cloud Vendor access to DFA's Cloud environment w. Provide DFA with key management of database encryption keys. x. Provide DFA with reports of breach and the measures taken to mitigate any possible adverse effects and measures taken to prevent recurrence y. Site to Site VPN for a secure IPSec tunnel from DFA's data center to the Cloud environment. 	
	<p>7. Proof of Certification</p> <ul style="list-style-type: none"> a. Health Insurance Portability and Accountability Act (HIPAA) b. ISO (International Organization for Standardization) <ul style="list-style-type: none"> i. ISO 27001 ii. ISO 27017 iii. ISO 27018 c. SOC (Service Organization Controls) <ul style="list-style-type: none"> i. SOC1 Type II ii. SOC2 Type II d. Provide original and/or CTC copies upon system provisioning. 	

VI.	SOLUTIONS PROVIDER'S OBLIGATIONS	Statement of Compliance
	The Solutions Provider shall:	

	<p>1. Provide a configurable and extendable, integration-capable, and scalable application solution, supported by the necessary hardware infrastructure. No recurring fees shall occur for the Department of Foreign affairs for custom built parts of the solution or integrations, in addition to the Software Subscription costs, after commissioning and acceptance of the Customized Cloud-based SaaS HCM and PS. The Solution provider is expected to deliver a 12 month subscription of SaaS licenses for 3,500 employees.</p>	
	<p>2. Conduct a complete and thorough review of the existing processes in the end-user offices of the DFA to get an accurate picture of the current tasks and procedures, work schedules, routine processes, and exceptional cases and how each is handled and resolved.</p>	
	<p>3. Provide a project implementation strategy and schedule, showing key periods, milestones, targets, and expected outputs for every phase of the system implementation which shall include the following:</p> <ul style="list-style-type: none"> a. Client Consultation/Scoping/Process Review b. Application Design and Implementation c. Testing and Debugging d. End-User Training and Knowledge Transfer e. Functional and User Acceptance Test 	
	<p>4. Liaise and coordinate with the End User Project Team throughout the SaaS application implementation period.</p>	
	<p>5. Implement a working, fully operational, customized Cloud-based SaaS HCM and PS solution for the DFA Human Resources Management Office, Office of Financial Management Services, and Office of Asset Management and Support Services fulfilling the features and requirements set by the DFA within the agreed timeframe.</p>	
	<p>6. Provision of the necessary hardware including disaster recovery environment, relevant peripheral equipment, with complete licenses for the entire system, as necessary, via SaaS subscription, in order for the Customized Cloud-based SaaS HCM and PS solution to be fully functional.</p>	

	7. Provide access to the stage and production environment of the Customized Cloud-based SaaS HCM and PS solution. Secure continued access to manage users, assign policies, roles and manage HCM and PS access profiles.	
	8. Submit complete documentation configurations and integrations. Provide access to a detailed documentation of the Customized Cloud-based SaaS HCM and PS platform including but not limited to using the application, administration, security, configuration, implementation, integration, building extensions, system tables and views	
	9. Document and turn over all administrator/root passwords and other account credentials for complete and unencumbered access to the system, its services, and related databases.	
	10. Provide complete reference materials to properly use the system, including training manuals, brochures, quick guides, etc. for the use of end-users and administrators.	
	11. Complete end-user and in-depth system administrators' training. All costs attendant to the knowledge transfer and training shall be borne by the Solutions Provider.	
	12. Provide the necessary Application Programming Interface (API) or Integration Middleware to enable the system to interface with other ICT solutions using PHP, Visual Basic, C++, and other common, high-level programming languages.	
	13. Provide a designated personnel that will be situated in the DFA premise for onsite technical support at least twice a month during the User Acceptance Testing Phase and go live.	
	14. Support the system post-deployment hyper care support within the period specified of 30 days.	

VII.	OWNERSHIP AND CONFIDENTIALITY OF DATA	
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	<p>1. All information related to the implementation of the information system, including sample/test data that may be shared by the Department of Foreign Affairs in the course of evaluating the various modules, functions, and features of the customized solution, shall remain confidential and shall not be copied, divulged, transmitted, or shared in any way to third parties.</p>	
	<p>2. All records of Department personnel, his/her dependents, work assignments, performance appraisals, and other HR-related information entered into and recorded by the system shall be owned by the Department of Foreign Affairs.</p>	
	<p>3. All required software/technology licenses subscribed for the system solution shall be named under the Department of Foreign Affairs.</p>	
	<p>4. The Solutions Provider shall ensure that such information shall be treated with confidentiality through a non-disclosure agreement.</p>	
	<p>5. Any exportation or importation of data, with reference to Clause IV(2)(g), must be in accordance with the prior written authority of the Department of Foreign Affairs.</p>	

VIII.	INTELLECTUAL PROPERTY RIGHTS	
	<p>At the end of the service period and in case the Department of Foreign Affairs decides not to renew the Software as a Service contract, the vendor must ensure all content is made available for retrieval by the vendor to DFA. At the end of the retrieval period, all copies of DFA content and data in the possession of the Solutions Provider shall be turned over to the DFA and deleted in the Solutions Provider's database and records.</p>	

IX.	WARRANTY	
	<p>From the date of acceptance by the DFA until the conclusion of the contract, the Solutions Provider shall promptly act to resolve possible bugs, data breaches, and any other technical concerns affecting the Customized Cloud-based SaaS HCM and PS at no expense to the Department.</p>	

X.	PROJECT DURATION	
	<p>The operational Customized Cloud-based SaaS Human Capital Management (HCM) and Payroll System (PS) complete with all servers, peripherals, required modules, features, and functions, shall be delivered and turned over to the DFA within eight (8) months from the date of the issuance of the Notice to Proceed.</p> <p>1. First month upon receipt of the Notice to Proceed (NTP) Finalized Project Plan Project management documents including all tasks, activities, milestones and deliverables required to be performed or produced for the DFA to deliver the project is finished and constructed in such a way to document dependencies between tasks, milestones and deliverables to highlight the sequence and duration of those tasks (some of which run concurrently) so that the overall duration of the project is established.</p> <p>2. Second Month Completion of the System Demonstration Workshop delivering the modern best matrix, integration strategy, solution architecture, and at least 50% of the system demonstration workshop.</p> <p>3. Third Month Completion of the Solution design Phase has been done fully delivering the System Demonstration Workshop and the Solution Design Document.</p> <p>4. Fourth Month Completion of the key user training has been accomplished through the system integration test result and key user training completion.</p> <p>5. Fifth Month Completion of the Production Configuration has been finalized with the User Acceptance Result and the Production Configuration Document.</p> <p>6. Sixth to Eighth Month Completion of Hypercare and the System has been handed over.</p> <p>7. Ninth to Twelfth Month Provide 24/7 remote support and customer success management services.</p>	
XI.	FEES AND TERMS OF PAYMENT	
	<p>For and in consideration of the subscription and services rendered by the Solutions Provider, to the satisfaction of the DFA, the latter shall pay 100% of the contract price to cover the following:</p>	

Tranche No.	Deliverables	Payment
1	<p>Finalized Project Plan Provide project management documents including all tasks, activities, milestones and deliverables required to be performed or produced for the DFA; to deliver the project plan once finished and constructed; to document dependencies between tasks, milestones and deliverables; to highlight the sequence and duration of those tasks (some of which run concurrently) so that the overall duration of the project is established.</p>	35%
2	<p>Completion of the System Demonstration Workshop delivering the modern best matrix, integration strategy, solution architecture, and at least 50% of the system demonstration workshop.</p> <p>Completion of the Solution design Phase has been done fully delivering the System Demonstration Workshop and the Solution Design Document.</p>	25%
3	<p>Completion of the key user training has been accomplished through the system integration test result and key user training completion.</p>	20%
4	<p>Completion of the Production Configuration has been finalized with the User Acceptance Result and the Production Configuration Document.</p> <p>Completion of Hypercare and the System has been handed over.</p>	20%
<p>1. A total of 100% of the contract price shall be paid from the submission of all required deliverables, equipment, trainings, and after all user acceptance tests have been passed,</p>		

	<p>officially marking the system's commissioning.</p> <ol style="list-style-type: none"> 2. The Solutions Provider shall submit the sales invoice and complete supporting documents with the delivery of the commissioned Customized Cloud-based SaaS HCM and PS Service. The list of documentary requirements needed for payment will be provided by the Office of Financial Management Services-Financial Resource Management Division (OFMS-FRMD) upon signing the contract. 3. The Solutions Provider shall be paid within thirty (30) working days upon the submission of the billing invoice, or its equivalent complete with supporting documents examined by the Office of Financial Management Services-Financial Resource Management Division (OFMS-FRMD). Payments shall be made through the List of Due and Demandable Accounts Payable (LDDAP). 4. All payments shall be inclusive of Value Added Tax (VAT) and other lawful charges. 	
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Note:

Bidder must state compliance to each of the provisions in the Terms of Reference and Technical Specifications, as well as to the Schedule to Requirements. The **STATEMENT OF COMPLIANCE** must be signed by the authorized representative of the Bidder, with proof of authority to sign and submit the bid for and on behalf of the Bidder concerned. If the Bidder is a joint venture, the representative must have the authority to sign for and on behalf of the partners to the joint venture.

Conformé:

[Signature/s]

[Name of Bidder's Authorized Representative/s]

[Position]

[Date]