TENDER FOR THE SUPPLY, DELIVERY, INSTALLATION, CUSTOMISATION, INTEGRATION, DATA MIGRATION, TESTING, COMMISSIONING AND MAINTENANCE OF HUMAN RESOURCE INFORMATION SYSTEM (HRIS) ON HYBRID SOLUTIONS

Questions & Answers
Tender Requirements

No	Question	Feedback
1	I'd appreciate some clarification on item 43, which is found on page 35, regarding the type of solution. Is it obligatory to submit a proposal for a hybrid SaaS solution, as stated in sections 43.1, 43.2, and 43.3? What if the solution is entirely based on SaaS?	Yes, tenderer need to submit proposal for Hybrid SaaS as stated in the proposal. Solution can be SaaS/on cloud. However, Tenderer need to determine whether data storage can be on premise, particularly for payroll data.
2	May I seek additional clarification on whether your company is open to accepting a complete cloud/SaaS solution? If we were to submit our tender based on a full cloud approach, would your company still consider our proposal to invited for further clarification?	Based on the tender document, "The SaaS solution for the HRIS system must have the ability to support a hybrid infrastructure, incorporating both cloud-based and on-premises components". Kindly refer to para 43 for further understanding (43.1- 43.7).
3	Can we get the excel file format for the compliance (Appendix D, G, & H) for ease of filling up	Please be informed that we are unable to provide the document as requested. For your own usage, you may convert the file using the applicable application. However, kindly ensure that all the items reflected as per the tender document.
4	What are your shift types? Any cross over shifts? How dynamic is it? Or is it fixed? And what department usually go for for shifts and this overtime calculation? And how many employees have shifts?	Pls refer to the shift pattern as follows: | SHIFT PROFILE	TIME
---	---
FLEX1 (Monday to Friday)	Flexi Start Time: 7.30AM – 10.00AM Flexi End Time: 4.30PM – 7.00PM Break Time: 12.30PM – 1.30PM (Monday – Thursday), 12.30PM – 2.30PM (Friday)
FLEX2	Flexi Start Time: 7.30AM – 10.00AM	

		(Sunday to Thursday - Johor, Kelantan, Kedah & Terengganu)	Flexi End Time: 4.30PM – 7.00PM (Sunday to Wednesday), 3.30PM – 6.00PM (Thursday) Break Time: 12.30PM – 1.30PM
		FLEX3 (Pregnancy Early Release)	Flexi Start Time: 7.30AM – 10.00AM Flexi End Time: 3.30PM – 6.00PM Break Time: 12.30PM – 1.30PM (Monday – Thursday), 12.30PM – 2.30PM (Friday)
		FLEX4 (Pregnancy Early Release - Johor, Kelantan, Kedah & Terengganu)	Flexi Start Time: 7.30AM – 10.00AM Flexi End Time: 3.30PM – 6.00PM (Sunday to Wednesday), 2.30PM – 5.00PM (Thursday) Break Time: 12.30PM – 1.30PM

SHIFT PROFILE	TIME
Day	Start & End Time: 7.00AM – 4.00PM (Monday – Sunday)
Evening	Start & End Time: 3.00PM – 12.00AM (Monday – Sunday)
Night	Start & End Time: 11.00PM – 8.00AM (Monday – Sunday)
Standby	Can be in any shift (Day/Evening/Night) and need to complete 9 hours working time

5	What are the scoring criteria (would it be 70% on technical and 30% on commercial)?	Please be informed that we are unable to disclose the information requested.

6	What is your LMS system? (in house or any 3rd party?) How about for content learning, what are you using? Example Linkedin Learning, Coursera, Udame, or anything?	We will be using a SaaS (3rd Party) LMS platform. The system will be integrated with our current subscriptions for digital learning content which is LinkedIn Learning and Coursera.
7	Can we submit online in view of ESG and sustainability initiatives that MY government is focusing on to reduce paper works and more towards digital?	Kindly adhere to para 8 of the tender document
8	If we can prove that there is another government agency under the ministry of human resource that has been using all HR cloud solutions including payroll in cloud, will it convince the MCMC mgt/commission member to explore the possibility for all cloud solution? Say as option A?	Kindly adhere to the requirement as per tender document