Responses to Questions - Tender No. MCK-NBO-PAYROLL-023-008

Tender No:	Tender No: MCK-NBO-PAYROLL-023-008
Tender Name: **Payroll Automation System**	Date Issued: 31st May 2023

This provides answers to queries raised by bidders about the above subject tender. The responses are posted on website for access by all prospective bidders and does not disclose the source.

No.	Question and Date.	Response provided on 31st May 2023 and uploaded on the Mercy Corps Website and was available for all bidders
1	**Hosting.** Is Mercy Corps seeking to have the payroll system hosted on cloud or on-premise? By cloud solution, this is where the payroll system runs on a cloud platform. An on-premises solution on the other hand is hosted on Mercy Corp's servers	On Premise
2	To come up with a comprehensive and cost-effective financial proposal, we kindly request you provide us with the following information: • Location of system deployment-Will the system be deployed to Mercy Corps Kenya only or will there be any subsidiaries out of the country to take into account? • For the payroll system, are you looking to have any employee self-service functionalities associated with it? e.g employees being able to view and change(with necessary approvals) information related to them like bank account details. NO These self-service functionalities are handled by a web portal integrated seamlessly to the payroll system	Mercy Corps Kenya Only We can try it

3	The tender also mentions that in the post development phase, the bidder will *'Provide six-month to 1-year post-development remote security and technical support to management of the software'* page(11) Are we to include cost of annual support of the system in our final price offer?	Yes, if you think this support will be necessary, and at an additional cost is any
4	What current system(s) are you using for HR & Finance?	Mercy Corps system for HR and MC Finance System -Navigator
5	Are they hosted online or on-premises?	On Premise for Payroll system and MC Systems are online
	How many employees are you looking to put on the payroll ?	approximately 240 employees
	Are they of different categories viz : Permanent, casual etc ?Are you able to give the categories	All staff are on one-year contracts - renewable. No Casuals
	Is the payroll going to be implemented at central / hq / head office with option for different geographical locations in Kenya ? If yes, how many location are there including the head office?	This is centralized in Nairobi (HQ)
	Is the proposal limited to payroll OR has elements of Time management, Leave and advances & loan with advances ?	Just Travel advances.
	If time and attendance is a requirement, how many biometric units are you looking at totally ?	N/A
	Our database system is MS-SQL based – will this be workable OR there is preferred choice of platform / OS / Database ?	No preferred database platform, up to the vendor to propose a platform that will best serve the identified need
	Willl you be looking at Cloud based solution ?	Yes
	we are looking forward to participate in the above-mentioned tender, please clarify what is made by **CAC Registered** as indicated	All vendors are requested to ignore this requirement

	in the RFP document under Requirements and Competencies:	
	Integration to General Ledger Which system is being used currently?	Navigator
	Data protection as per global and Kenya data protection standards Would need more info here on what is required. The system is secure, but not sure if there is something specific that we need to adhere to.	Just mention the security features
	Under Activity phases, Phase 3, a. The successful vendor will provide a demo version to the involved parties to test run the system/software and if there are suggested changes to be made to the system, such changes will be taken into consideration by the vendor We will add any recommendations/suggestions to the Ideas portal and if it is something that makes business sense to add it to the system, it will be considered.	Ok
	In Post Development phase, it states "Upon completion, provide full access to the software Portal, front-end, back-end, host account and integration" This won't be possible to provide access to the back-end as it is a SaaS solution and only the OEM has access to the backend.	Ok
	Under Deliverables, the same answer as above. Access won't be given to the back end or hosting platform.	Ok