



**Ministry of Planning, Finance and
Industry, Pension Department**



**INVITATION FOR EXPRESSION OF INTEREST (EOI) FOR CENTRAL
PROVIDENT FUND MANAGEMENT INFORMATION SYSTEM
(CPFMIS) DEVELOPMENT PROJECT**

Ministry of Planning, Finance and Industry, Pension Department, invites Expressions of Interest from interested IT Solution Providers for Central Provident Fund Management Information System (CPFMIS) Development Project for an expected period of about 1 to 3 years beyond January 2021. Solution Provider will also be responsible for enhancing the solution / functionality of CPFMIS.

The Request for EOI Document containing the details of qualification criteria, submission requirement, brief objective scope of work and evaluation criteria etc. can be downloaded from the website www.mopfi.gov.mm and www.pension.gov.mm.

Last date for submission of EOI is on or before 4:00 PM of 8th, February, 2021.

Interested Solution Providers who meet the pre-qualification criteria may furnish their Expression of Interest with all the necessary documents in a sealed cover along with the covering letter duly signed by an authorized signatory on or before 8th February, 2021 by 16:00 hours at the following address:

Tender Committee (CPFMIS)
Pension Department
Ministry of Planning, Finance and Industry
Building No (34), Nay Pyi Taw, Myanmar
Phone: 067-3410417, 067-3410669
Email: itsection.pensionmyanmar@gmail.com



**INVITATION FOR EXPRESSION OF INTEREST (EOI) FOR CENTRAL
PROVIDENT FUND MANAGEMENT INFORMATION SYSTEM
(CPFMIS) DEVELOPMENT PROJECT**

Request for Expression of Interest (EOI)

**Selection of
Solution Provider for CPFMIS**

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1. GOALS OF THIS REQUEST FOR EXPRESSIONS OF INTEREST (EOI)

The objective of this Request for expressions of interest (EOIs) is to solicit applications from interested information technology solution providers (Solution Providers) to participate in a process for selection and short-listing of Solution Providers for operation and maintenance of CPFMIS solution beyond January 2021.

The CPFMIS is the information system required by the Central Providence Fund (CPF) which will provide a comprehensive social security system for civil servants. The CPF takes contributions from the Government for the Republic of Myanmar and the civil servants. There are currently approximately four numbers of civil servants. The CPFMIS will be developed with a number of different modules including:

1. Central Record Keeping
2. Finance and Accounting
3. Investment
4. Operational Management

The Solution Provider will be responsible for providing the IT software solution for the CPFMIS Project to the Pension Department and to assist in implementation and support for between 1 to 3 years. This Request for EOIs provides only general information on the CPFMIS Project and further details of the CPFMIS Project and the specific requirements for the information system will be contained in a Request for Proposals which will be issued to companies who are pre-qualified through this EOI process.

2. REQUEST FOR EOI - ISSUING AUTHORITY

This Request for EOIs is issued by the Ministry of Planning, Finance and Industry, Pension Department, with intention to pre-qualify and short-list potential Solution Providers. The Tender Committee's decision with regard to the short-listing of Solution Providers through this Request for EOI process shall be final and the Tender Committee reserves the right to reject any, or all, of the applications received without providing any reason.

Sl. No.	Item	Description
1	Project Title	Selection of Solution Provider for CPFMIS Project
2	Project Initiator Details	
	i. Department	Pension Department
	ii. Contact Person	Director General Pension Department Ministry of Planning, Finance and Industry Phone: 067-3410414
	iii. Contact Person (Alternate)	IT Section Pension Department Phone: 067-3410417, 067-3410669
	iv. Contact Details	Pension Department

Website	Ministry of Planning, Finance and Industry Building No (34), Nay Pyi Taw, Myanmar Email: itsection.pensionmyanmar@gmail.com https://www.pension.gov.mm https://www.mopfi.gov.mm
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3. TENTATIVE CALENDAR OF EVENTS

The following table enlists important milestones and timelines for completion of providing activities:

S. No	Milestone	Date and time (dd-mm-yyyy;hh:mm)
1.	Release of Request for Expression of Interest (EOI)	19-1-2021
2.	Solution Providers' Conference (this will be held by way of a Zoom meeting and the details are found below – persons wishing to attend must register their interest)	26-1-2021;15:00 hrs
3.	Last date for submission of written questions by providers	2-2-2021;17:00 hrs
4.	Response to the Queries	5-2-2021
5.	Last date for Submission of EOI	8-2-2021;16:00 hrs
6.	Opening of EOI	9-2-2021;10:00 hrs
7.	Declaration of Short listed Firms	To be informed later

Note: The proposed dates are subject to change.

4. AVAILABILITY OF THE REQUEST FOR EOI DOCUMENT

The Solution Providers are expected to examine all instructions, forms, terms, project requirements and other details in this Request for EOI document. Failure to furnish complete information as mentioned in this Request for EOI document or the submission of an application not substantially responsive to this Request for EOI document in every respect will be at the Solution Provider's risk and may result in rejection of the application.

5. SOLUTION PROVIDERS' CONFERENCE

CPFMIS will host a Solution Provider's Conference by a Zoom meeting at 18-1-2021 (15:00 hrs). Each person wishing to attend must register their interest with the Pensions Department by way of email on itsection.pensionmyanmar@gmail.com. The Zoom meeting will only be accessible with a password and the password will only be providing to people who register.

The Zoom meeting will be held in English and Myanmar language.

The representatives of the interested organizations (restricted to two or three persons) may attend the Solution Providers' conference at their own cost. The purpose of the conference is to provide Solution Providers with any clarifications regarding this Request for EOI and the Project.

6. VENUE & DEADLINE FOR SUBMISSION OF APPLICATIONS

Applications, in complete form in all respects as specified in this Request for EOI, must be submitted to the Pension Department, Building No (34), Nay Pyi Taw, Myanmar at the address specified above in Section 2. If Covid-19 restrictions are continuing on the date for the submission of EOI, then the Pension Department may issue a notice outlining alternative arrangements.

Soft copy and hard copy must both be submitted by the time and date set for submission of the EOIs. There may be no differences between soft copy and hard copy. In case of discrepancies, the hard copy will be treated as definitive. The Pension Department may, in exceptional circumstances and at its discretion, extend the deadline for submission of applications by issuing an addendum to be made available on the Pension Department's website, in which case all rights and obligations of the Pension Department and the Solution Providers previously subject to the original deadline will thereafter be subject to the deadline as extended.

7. Need for the Expression of Interest

The Tender Committee (CPFMS) has initiated the process of selection of a Solution Provider who would be responsible for providing end-to-end solutions on CPFMS for an expected period of about 1 to 3 years. In addition to providing the technology solutions and software for CPFMS, the Solution Provider will also be responsible for implementation and support on the services / functionality of CPFMS. In light of the criticality of the services wherein continuity and performance of operations has to be ensured, the Tender Committee (CPFMS) plans to select the Solution Provider within a few months so as to ensure a smooth transition.

8. SCOPE OF WORK

The scope of CPFMS has been segregated into following segments:

1. Perform Business Process Re-engineering (BPR)
2. Cloud Infrastructure Solutions
3. Integrated Software Solutions
4. Operations and Maintenance

All operations must be designed to ensure security of the system, including against cyber security attacks.

9. CONDITIONS UNDER WHICH THIS REQUEST FOR EOI IS ISSUED

- i. This Request for EOI is not an offer and is issued with no commitment. The Tender Committee (CPFMIS) reserves the right to withdraw the Request for EOI and change or vary any part thereof at any stage. The Tender Committee (CPFMIS) also reserves the right to disqualify any Solution Provider, should it be so necessary at any stage.
- ii. Short-listed pre-qualified Solution Providers will be provided with a formal Request for Proposals after receipt of a signed Confidentiality Deed in the format required by the Tender Committee inviting their technical and commercial proposals at a later date.
- iii. Timing and sequence of events resulting from this Request for EOI shall ultimately be determined by Tender Committee (CPFMIS).
- iv. No oral communications or agreements with any official, agent, or employee of Pension Department shall affect or modify any terms of this Request for EOI and any alleged oral agreement or arrangement made by a Solution Provider with any department, agency, official or employee of Tender Committee (CPFMIS) shall be superseded by the definitive agreement that results from the Request for Proposals process. Oral communications by the Tender Committee (CPFMIS) to Solution Providers shall not be considered binding on the Tender Committee (CPFMIS), nor shall any written materials provided by any person other than Tender Committee (CPFMIS).
- v. Neither the Solution Provider nor any of the Solution Provider's representatives shall have any claims whatsoever against the Tender Committee (CPFMIS) or any of their respective officials, agents, or employees arising out of, or relating to this Request for EOI or these procedures (other than those arising under a definitive service agreement with the Solution Provider in accordance with the terms thereof).
- vi. Applicants who are found to canvass, influence or attempt to influence in any manner the qualification or selection process, including without limitation, by offering bribes or other illegal gratification, shall be disqualified from the process at any stage.
- vii. Each applicant shall submit only one EOI/Pre-qualification application.
- viii. If any of the information provided by the Solution Provider in its application is found to be misleading during the short-listing process, the applicant may be eliminated from the selection process or subject to termination of the contract during the project, if the applicant is selected as the Solution Provider.

10. RIGHTS TO THE CONTENT OF THE APPLICATION

For all the applications received before the last date and time for the submission of EOIs by the Solution Provider, the applications and accompanying documentation of the Pre-Qualification application will become the property of the Tender Committee (CPFMIS) and will not be returned after opening of the pre-qualification applications. The Tender Committee (CPFMIS) is not restricted in its rights to use or disclose as legally required for official purposes any or all of the information contained in the applications and can do so without compensation to the Solution Providers. The Pension Department shall not be bound by any language in the applications indicating the confidentiality of the applications or any other restriction on its use or disclosure.

11. ACKNOWLEDGEMENT OF UNDERSTANDING OF TERMS

By submitting an application, each Solution Provider shall be deemed to acknowledge that it has carefully read all sections of this EOI, including all forms, schedules and annexure hereto, and has fully informed itself as to all existing conditions and limitations.

12. EVALUATION OF PRE QUALIFICATION APPLICATION

The Solution Providers' Pre-Qualification application will be evaluated as per the requirements and pre-qualification criteria spelt out in this Request for EOI. The Solution Providers are required to submit all required documentation in support of the pre-qualification criteria specified (e.g. detailed project citations and completion certificates, client contact information for verification, profiles of project resources and all others) as required for evaluation.

13. LANGUAGE OF APPLICATIONS

The application and all correspondence and documents shall be written in English or Myanmar.

14. PRE-QUALIFICATION CRITERIA

The Tender Committee (CPFMS) intends to prepare a Request for Proposals outlining for the CPFMS Project the scope of the Project. This will be provided for short listed pre-qualified applicants, after the applicants have signed a Confidentiality Deed in the format required by the Tender Committee.

The detailed “eligibility criteria” for pre-qualification is described in the Table below.

No.	Eligibility Criteria	Supporting Documents
A. <u>General</u>		
1	The Solution Provider shall be a locally registered company under Myanmar Companies Law 2017. If a foreign company is not registered locally at the time of submission, it must be locally registered under the Myanmar Companies Law at the time of signing a contract.	Certificate of company registration in Myanmar or its home country to be attached.
2	The Solution Provider and any consortium partner(s) shall have <u>not been blacklisted/ barred/ disqualified</u> by any regulator/statutory body. The Solution Provider and any consortium partner(s) can be changed up until the Providers’ Conference.	Self-declaration (by authorized signatory of the bidder). A declaration of consent by each consortium member signed by the authorized representative must be submitted at the time of RFP submission.
3	The Solution Provider or its consortium partner(s) shall have ISO 27000 or ISO 27001 or ISO/IEC 20000 or above certified or SEI CMMI Level 3 certified or higher certified.	Copy of the relevant certificates or assessment certificate from auditing agency.

4	<p>The Solution Provider or its consortium partner should have implemented <u>at least two</u> of the following web-based applications (with minimum errors in software development):</p> <ol style="list-style-type: none"> 1. Customer Relationship Management System 2. Financial Accounting System 3. Fund Management System 4. Record Management System 5. Pension Management System (CPF) <p>The Solution Providers can form a consortium with a <u>maximum of two other partners</u> for the overall scope of work defined in this Request for EOI.</p>	<p>Credentials from clients confirming the appointment must be provided. Credentials can be in the form of purchase orders/ contract/ credential letter, etc.</p> <p>If the Solution Provider forms a consortium with other partners, the Solution Provider shall provide the detailed roles and responsibilities of each consortium partner(s); the products and services to be delivered/ executed, if any, by each consortium partner(s) during the entire contract period. The Solution Provider shall be solely responsible and liable to deliver the scope of the work stated under the Request for Proposals and will be the single point of contact for the Pension Department. The Pension Department will execute the final contract with the Solution Provider only.</p>
B. <u>Financial</u>		
1	<p>The Solution Provider shall have a minimum annual turnover of USD 2 million (or equivalent) for each of the last three financial years. Where there has been a merger or acquisition, financials of merged or acquired companies may be included in the calculation.</p>	<p>Audited financial statements consisting of balance sheet and profit and loss account statement and cash flow statement for the latest three financial years must be submitted.</p>
2	<p>The Solution Provider shall have <u>positive average profit (before tax)</u> over the latest three financial years. Where there has been a merger or acquisition, financials of merged or acquired companies may be included in the calculation.</p>	<p>Audited financial statements consisting of balance sheet and profit and loss account statement and cash flow statement for the latest three financial years must be submitted.</p>
3	<p>The Solution Provider shall have an operating cash flow of <u>3% of the average turnover</u> for the latest three financial years. Where there has been a merger or acquisition, financials of merged or acquired companies may be included in the calculation.</p>	<p>Audited financial statements consisting of balance sheet and profit and loss account statement and cash flow statement for the latest three financial years must be submitted.</p>

C. <u>Experience & Service Capability</u>		
1	The Solution Provider or its consortium partner(s) should have prior experience of at least two contracts for successful completion of similar IT solution implementations with a minimum of one year of being in successful operation.	Credentials from clients confirming these matters may be in the in form of purchase orders/ contract document supported by the credential letters.
2	The Solution Provider should have technical support staff available during the contract period and preferably have or establish an office in Nay Pyi Taw for the purposes of providing the services.	Self-declaration providing a complete address of the office at Nay Pyi Taw and list of available technical support staff at the office of project site location. (by authorized signatory of the provider).
3	The Solution Provider or its consortium partner(s) shall have successfully completed a <u>minimum of two projects with the value of each project being more than USD 1 million or equivalent.</u>	Credentials from clients confirming this can be in the form of purchase orders/ contract/credential letters containing project cost must be indicated.
4	The Solution Provider or its consortium partner(s) shall have prior experience in application implementation and support of the following applications: <u>Mobile application, Internet application</u> etc.(The experience can be with multiple organizations).	Credentials from clients confirming this can be in the form of purchase orders/ contract/ credential letters must be provided.
5	The Solution Provider or its consortium partner(s) shall have a minimum of 30 experienced IT professionals. For the information of Solution Providers, it is expected that Solution Providers will have available a minimum of 15 skilled software developers, and a minimum of 5 skilled network engineers for this project only.	Certificate from the company auditors/Company Secretary/ HR on number of IT professional with details information.

Note 1: If the Solution Provider is a 100% subsidiary/entity formed from a parent company by way of re-organization/separation of business/ in case of business transfer where the Solution Provider has acquired a Business from an entity (“Seller”), provider(s) can utilize the experience and credential of the parent company/Seller of the acquired business for the purpose of meeting the eligibility criteria of this Request for EOIs, provided sufficient documentary proof of re-organization/ separation/ business transfer is produced.

Note 2: If any of the above eligibility criteria is not fulfilled, the application may not be considered.

Note 3: Non submission of the required document may result in the application being rejected.

Note 4: A foreign company who proposes to include a local company in the consortium or have an association with a local company will be preferred.

15. RESPONSE REQUIREMENTS

- i. The Response shall be prepared in accordance with the requirements specified in this Request for EOIs and in the format prescribed in this document.
- ii. Applications must be in direct language, concise, and complete. All information not directly relevant to this Request for EOIs should be omitted.
- iii. The hard copy of the EOI/Pre-Qualification Application shall be sealed and inscribed “Response to Pre- Qualification Requirements – CPMIS Project” on the top right hand corner and addressed to Pension Department at the address specified in this document. The soft copy of the EOI/Pre-Qualification Application (in searchable form) shall be forward to the email address set out above.
- iv. The hard copy of the EOI/Pre-Qualification Application should be submitted with four printed copies of the entire application, one marked ORIGINAL and the others as DUPLICATE. The Original copy shall be signed by the authorized signatory on all the pages before being put in the envelope and sealed.
- v. In case of discrepancies between the information in the hard and soft copies, the hard copy printed version of the EOI/Pre-Qualification Application will prevail and will be considered as the application for the purpose of evaluation.
- vi. The application should contain the copies of references and other documents as specified in this Request for EOIs.
- vii. The Tender Committee (CPMIS) will not accept delivery of EOI/Pre-Qualification Application in any manner other than that specified in this Request for EOIs. Applications delivered in any other manner may be rejected.

16. PRE-QUALIFICATION REQUIREMENTS APPLICATION

The EOI/Pre-Qualification Application should be submitted in the sealed envelope with the following details.

Solution Providers are requested to submit their responses for the EOI/Pre-Qualification Requirements in five (5) parts, clearly labeled according to the following categories:

1. Part I – Covering Letter

- a. Covering Letter from the Provider as per the format provided in Annexure – Form I

2. Part II – Details of the Organization

- a. This part must include a general background of the applicant organization (limited to 400 words) along with other details of the organization as per the format provided in the EOI (Annexure – Form II). Enclose the mandatory supporting documents listed in this Request for EOIs.
- b. The Solution Provider must also provide the financial details of the organization as per format provided in the EOI (Annexure – Form III). Enclose the mandatory supporting documents listed in format.

3. Part III – Proof of Fulltime IT Professionals in the Provider’s Organization

- a. The provider must enclose a certified copy by Statutory Auditor or Company Secretary of the provider’s organization with the details of full time IT professionals in the provider’s organization.

4. Part IV – Proof of Certification

- a. Auditor’s letter for certification of financial statement.
- b. ISO/IEC certificate.
- c. SEI/ CMM certificate.

Annexure – Response Formats

1. FORM I: COVERING LETTER

(Company letterhead) [Date]

To,

Tender Committee (CPFMIS)
Pension Department
Ministry of Planning, Finance and Industry
Building No (34), Nay Pyi Taw, Myanmar
Phone: 067-446410669, 067-3410417
Email:itsection.pensionmyanmar@gmail.com

Dear Sir,

Ref: Expression of Interest Notice for Selection of Solution Provider for CPMIS Project

Having examined the Request for Expressions of Interest (EOIs), the receipt of which is hereby duly acknowledged, we, the undersigned, wish to express an interest in being short-listed for Selection of a IT Solutions Provider for the CPMIS Project.

We attach to this letter a response as required by the Request for EOIs, which constitutes our application.

Name of Resource	
Proposed Role	
Total Years of Experience	
Years of Relevant Experience	
Educational Qualification	
Certification	
Work Experience in Myanmar	
Relevant Work Experience (Please use separate row for each organization)	Name of Organization:
	Role& Description of work:
	Tenure:
	Ref.Name,Contact Details& Designation:

We confirm that the information contained in this response and any part thereof, including its exhibits, and other documents and instruments delivered to the Tender Committee (CPFMIS) is true, accurate, verifiable and complete. This response includes all information necessarily ensure that the statements therein do not in whole or in part mislead the department in its short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading during the short listing process, we are liable to be dismissed from the selection process or termination of the contract during the CPMIS Project if we are selected as the Solution Provider.

We agree to unconditional acceptance of all the terms and conditions set out in the Request for EOIs document.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this Day of 2021

(Signature) (In the capacity of)

(Name)

Duly authorized to sign the Tender Response for and on behalf of:

(Name and Address of Company) Seal/Stamp of provider

Witness Signature: Witness

Name: Witness Address:

CERTIFICATE AS TO AUTHORISED SIGNATORIES

I,, the Company Secretary of, certify that..... who signed the above Application is authorized to do so and bind the company by authority of its board/ governing body.

Date:

Signature:

(Company Seal)

(Name)

2. FORM II: GENERAL DETAILS OF THE ORGANIZATION

Interested Solution Provider

Details of the Organization	
Name of organization	
Nature of the legal status in Myanmar	
Legal status reference details	
Organization Structure (this can be provided by way of attaching a diagram of the corporate structure)	
Nature of business in Myanmar	
Date of Incorporation	
Activities of the Company	
Board Composition	
Date of Commencement of Business	
Company Website	
Address of the Headquarters	
Address of the Registered Office in Myanmar	
Other Relevant Information	
Mandatory Supporting Documents:	
a) Certificate of Incorporation from Registrar Of Companies (ROC)	
b) Relevant sections of Constitution (or Memorandum of Association) of the company or filings to the stock exchanges to indicate the nature of business of the company (if any)	

Consortium

Details of the Organization	
Name of organization	
Nature of the legal status in Myanmar	
Legal status reference details	
Nature of business in Myanmar	

Date of Incorporation	
Date of Commencement of Business	
Address of the Headquarters	
Address of the Registered Office in Myanmar	
Other Relevant Information	
Mandatory Supporting Documents: c) Certificate of Incorporation from Registrar Of Companies(ROC) d) Relevant sections of Memorandum of Association of the company or filings to the stock exchanges to indicate the nature of business of the company	

3. FORM III: FINANCIAL DETAILS OF THE ORGANIZATION

Interested Solution Provider

Financial Information			
	FY 1	FY 2	FY 3
Revenue (US \$ or equivalent)			
Profit Before Tax (US \$ or equivalent)			
Revenue from IT services and system integration services (US \$ or equivalent)			
Other Relevant Information			
Mandatory Supporting Documents: a. Auditor Certified financial statements for the Last three financial years;			

