
Enterprise Resource Planning (ERP) Solution Request for Information

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Public

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01 Introduction

01.1 Malta Information Technology Agency (MITA) intends to conduct market research on:

Enterprise Resource Planning (ERP) Solution (R068/18)

01.2 Interested Parties are requested to provide the required information by **not later than Friday 10 August 2018**. Submissions are to be sent on cmd.mita@gov.mt quoting the RFI title and reference number.

01.3 Requests for clarifications may be sent on cmd.mita@gov.mt until the 31 July 2018.

01.4 Interested Parties are to visit the MITA website (<https://procurement.mita.gov.mt>) for any updates published in relation to this RFI, including any clarification notes.

01.5 Responses and any related supplementary information are to be submitted electronically and in the English Language.

01.6 MITA may request Interested Parties to provide it with clarifications or additional information in connection with their submission.

01.7 The information collected through the submissions will be treated as confidential and shall be processed in accordance with the Data Protection Act (Chapter 586 of the Laws of Malta).

01.8 No costs incurred by the Interested Parties in responding to this RFI, including but not limited to the preparation and submission, shall be reimbursable. All such costs shall be borne by the Service Provider.

01.9 Information submitted in response to this RFI will become the property of the Government of Malta. MITA will not pay for the information solicited or for the use of the information submitted.

01.10 MITA on behalf of the Government of Malta shall retain possession of all documents received. All materials provided by the interested parties will be treated as confidential and are non-returnable.

01.11 This RFI is to be treated solely as exploratory market research for the purpose of gaining knowledge of the availability of ERP solutions in the market and the willingness of prospective service providers to provide services to the Government of Malta. This RFI should not be regarded as a Call for Tenders (CfT) or as an obligation to procure on the part of MITA. No contract will result from any response to this RFI.

01.12 MITA and the Government of Malta reserves the right to issue a CfT for the same or similar services in the future.

02 MITA Profile

The Malta Information Technology Agency (MITA) is the central driver of Government's Information and Communications Technology (ICT) policy, programmes and initiatives in Malta.

MITA's role is to deliver and implement the assigned programmes as set out in the Digital Malta National ICT Strategy 2014 - 2020, and as directed by the Parliamentary Secretariat for Financial Services, Digital Economy and Innovation from time to time. MITA manages the implementation of IT programmes in Government to enhance public service delivery and provides the infrastructure needed to execute ICT services to Government. MITA is also responsible to propagate further use of ICT in society and economy and to promote and deliver programmes to enhance ICT education and the use of ICT as a learning tool.

MITA officially took over the operations of MITTS Ltd on 1st January 2009. Whilst MITTS Ltd (and its predecessor) were solely devoted in providing a service for the Government, MITA's role is extended to cover projects and services on a national scale. MITA shall therefore continue to excel in providing ICT infrastructure and services, professional project management and consulting services to the Government. The Agency is dedicated in assisting the Government in transforming technological innovations into real business solutions. Its unique approach combines an innovative array of ICT and project management services with focused delivery capabilities using tried and tested methodologies to help fulfil Government's strategies and projects and maximise the benefits of investment in technology.

Building upon the strong legacy of all its predecessors MITA operates within a defined national ICT strategy. Besides the expertise, MITA inherited a mature organisation, comparable to the best practices within the corporate scene. The Agency is a young, fresh, dynamic and knowledge-driven organisation thriving on the culture of being a cutting-edge IT services player. MITA prioritises national ICT targets, and embraces open standards and technologies as a matter of policy. The Agency builds, nurtures and sustains excellent industry relations both locally and internationally.

The above is reflected in MITA's mission statement and reinforces the Agency's pivotal role in the evolution of Malta into a world class information society and economy.

For an effective execution of its raison d'être MITA has three fundamental components which are embraced by all its employees. MITA has a transformation approach towards its programmes and projects – to transform the way they are engineered together with their delivery, their return of investment and the enhancement of all-round value they effectively provide. Innovation is the second component – the aspiration to become the leading innovator within the public sector and one of the prime movers in the innovation circuit in Malta by thinking creatively in respect of its people, technology and operations. MITA's strive for excellence is its third component which strengthens the agency's craving for continuous improvement at all levels.

Further corporate information may be obtained from the following web portals:

Government of Malta

<http://www.gov.mt>

Malta Information Technology Agency

<https://www.mita.gov.mt>

03 Objectives and Scope

MITA is issuing this Request for Information (RFI) for an Enterprise Resource Planning (ERP) Solution that consolidates and enhances internal systems. The solution shall meet the following objectives:

- Provide a single point of access to business information and increase collaborative capabilities, together with a single source of storage to ensure seamless availability of information.
- Facilitate processing and recording of data through system integration, enabling easier administration and an improved reporting functionality across all Agency levels.
- Improve efficiency through the automation of internal processes.

The scope of this RFI is to announce MITA's intention to the market with respect to the ERP solution and to ensure that MITA's requirements are aligned with products available on the market.

Background

MITA is entrusted with the delivery of ICT projects and provision of various services to various Government Ministries and Entities. Projects and services are delivered through its skilled workforce of 300+ employees, which is complemented with a multitude of third party contracts to source the required infrastructure, software, tools and expertise.

MITA currently manages a number of internal systems that support its financial and contractual requirements together with the information and reporting needs. In brief these are the following:

- A standalone off-the-shelf accounting system with several customisations that were carried out along the years. The backend is based on Pervasive PSQL database. A few integration modules have been configured between this software and a few other applications (eg: Time Recording System, Asset Management System)
- Time Recording System – this was developed in-house and has a client server application for time recording input, maintenance of projects and reporting (using power builder) as well as a web based interface. The backend of TRS is based on an Informix Database (IBM Informix Dynamic Server Version 12.10.FC7X3)
- Asset Management System – this is an off-the shelf asset management software which is used to record details relating to the fixed assets of the Agency.
- Supplier Relationship Management System (SRMS) – This system is a repository of MITA's procurement contracts through which all reporting is generated while also serving to share contract information with other stakeholders within the Agency. SRMS is a bespoke web-based application built using the .NET MVC framework and .NET SDK version 4. The system interacts with an MS SQL 2012 database using the Entity Framework, adopting the Repository pattern.

Some of the limitations or weaknesses of the current internal systems setup include:

- Cumbersome to administer since a change may require updating multiple sources.

- Complex system based on spreadsheets to manage and report on projects and services - data is retrieved from the application systems, copied into separate databases and then exported into excel.
- Fragmented reporting because of limitations in the functionality of the current systems.
- Manual processes for authorisations and paper-based invoices.

Scope and Functionality

Through this RFI, MITA is requesting further information on available solutions which shall embrace the following modules and/or functionality:

- Core Financial Management (Accounting system)
- Project Management and Reporting (including Document Management)
- Time Recording and Resource Scheduling
- Sourcing / Contract Management Life Cycle
- Asset Management
- Business Planning
- CRM and Billing
- E-Invoicing and bank payment integration

The ERP solution shall be an integrated out-of-the box solution which shall allow for different configurations and some degree of flexibility to customize the standard application functionality to suit the specific business needs.

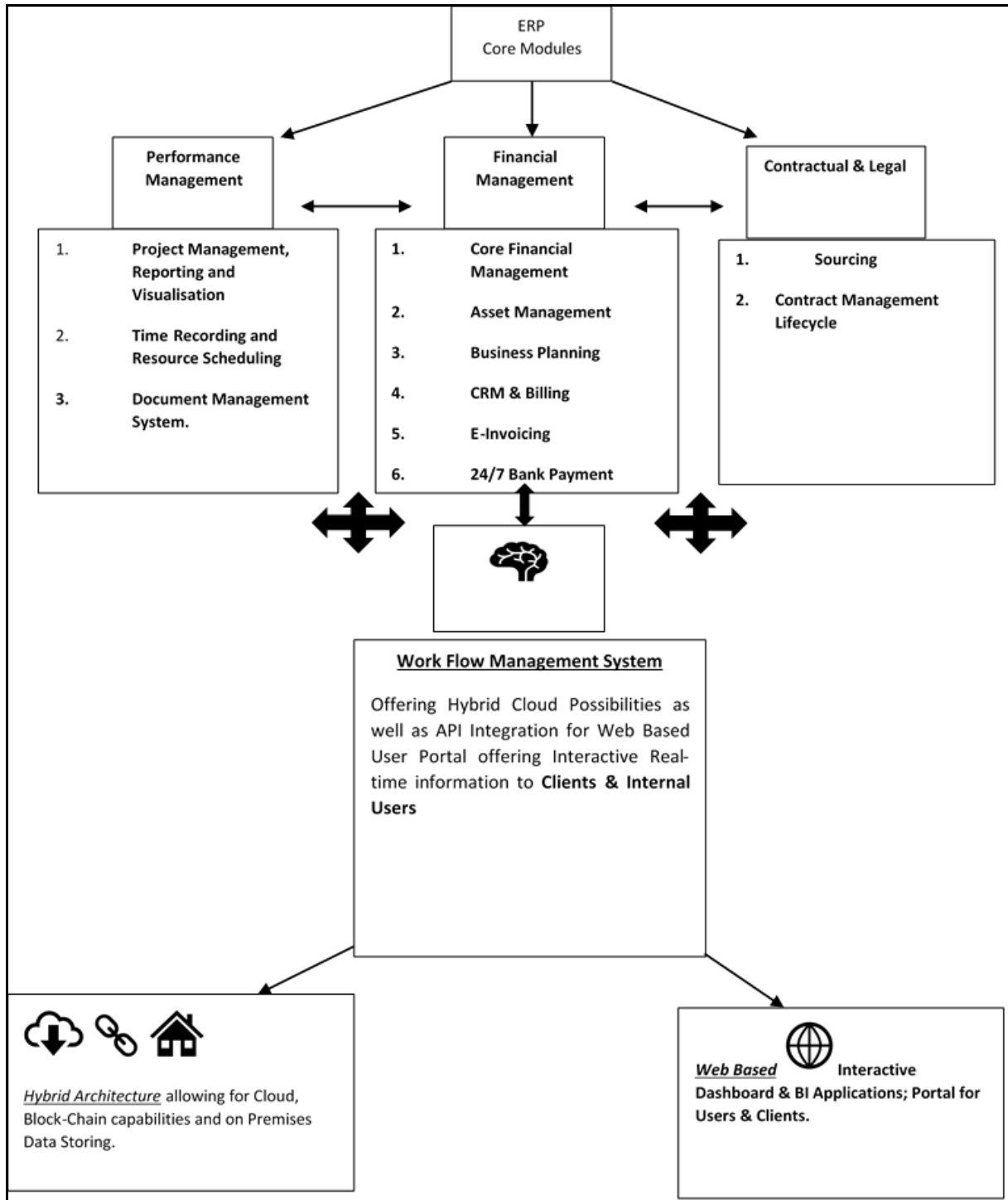
Underlying, the solution shall have an embedded Workflow Management System (WfMS) that allows applications to be integrated in various workflows that automatically process and route information, enables users to configure business rules, and models and supports business processes

The ERP solution shall have integrated Business Intelligence (BI) modules that enable dynamic reporting and advanced analytics, providing end users with customisable reports as and when needed. Dashboard reporting functionality for different layers of management is also desirable.

In terms of architecture, the solution must support federated authentication through industry standard protocols such as SAML. It must also be responsive to adapt interface to any device.

Figure 1 below shows a high-level illustration and mapping of the envisioned ERP solution. It should be noted however that the identified modules are neither definite nor exhaustive and interested parties may propose alternative modules and/or models.

Figure 1: High-level illustration of envisioned ERP Solution



04 Requirements

Interested parties are kindly requested to submit their feedback in response to any or all of the following questions. Where possible, providers are kindly requested to provide links and/or documentation related to and supporting their replies.

This RFI and the prices being requested are for market research only. The scope of this RFI is neither exhaustive nor conclusive of the requirements that may be published in subsequent call for tenders or expressions of interest.

More information on MITA's procurement activities is available from the website <https://procurement.mita.gov.mt>. MITA publishes its open tenders on the Government of Malta's Electronic Public Procurement System (EPPS) on <https://www.etenders.gov.mt> – more information on how to make use of EPPS is available on <https://procurement.mita.gov.mt/resources/tendering/>.

A. Government Policies

- 1) Can the provider cater for Government requirements to limit data processing and storage within the European Union and European Economic Area?
- 2) Can the provider confirm that all data will be processed in accordance with the General Data Protection Regulation (EU) 2016/679 (the 'GDPR'), Data Protection Act (Cap. 586 of the Laws of Malta), and any other subsidiary legislation?

B. Contract Terms and Conditions

- 1) What is the providers' feedback in relation to the following contract provisions which are normally included in IT solution contracts?
 - a. Subcontracting requires the prior written consent of Government contracting authority.
 - b. Applicable Law is Maltese Law.
 - c. Maltese courts have exclusive jurisdiction, unless the parties agree to submit to arbitration in Malta.
- 2) A performance guarantee is required for Government contracts exceeding €10,000 as follows: 4% for contracts €10,000 – €500,000 and 10% for contracts exceeding €500,000. The performance guarantee is a Government of Malta policy requirement intended to make provision for circumstances of non-performance by contractors awarded public contract. As a result of the provision, contracting authorities will have a right to demand payment from bank issuing the performance guarantee up to the amount of the guarantee in the event of a default by the contractor under the contract. Payments under the performance guarantee may be disbursed in full upon written request of the contracting authority. Would you be able to meet this requirement?

C. Procurement and Financial Mechanisms

- 1) What pricing models can providers offer for the solution? What are the main cost drivers? Both on premise and cloud service implementations (or a variant of both) are being considered.

- 2) What is the indicative cost for the procurement, implementation and support of the solution for a 10-year period? If possible, indicative capital, implementation and recurrent costs should be provided.

Expected number of users (indicative data):

- 7-10 super-users – Access to all modules and systems in the Solution
 - 15 users to have access to Core Financial Management information
 - 100 Users to have access to Contracts Management information
 - 100 users to have access to Project Management & Resource Scheduling
 - 100 users to have access to BI Reporting functionality
 - All MITA users (circa 350 users) to have access to Time Recording Module
 - 50 users within CIO offices to have access to client related information
- 3) What are the typical or expected implementation, training and integration timeframes for the solution?
 - 4) What are the typical available service levels that are recommended for the maintenance and support of the solution?
 - 5) It is envisioned that the implementation of the new solution will require a Business Process re-engineering exercise. Does the solution provider have both technical and business knowledge and expertise? Would you consider tendering as a joint venture with a business consultancy firm to assist in the implementation?
 - 6) What challenges do you foresee in migrating existing data from the current systems?

D. Technical and Architecture Requirements

- 1) Please provide a brief technical description of the solution (technologies employed, product & technology roadmap, possibilities of interfacing with third party systems and hardware, scalability attributes, security features). Kindly indicate which components and/or modules are incorporated in the proposed core solution and which components and/or modules will be sourced from third parties and would therefore require integration.
- 2) Are there any restrictions for the solution to be exclusively hosted either on the public cloud or on premise, or a mix of both?
- 3) Does the solution allow for processes that handle passwords that are entered by users and/or generated by the solution to be managed entirely on premise?
- 4) Does the solution support federated authentication through industry standard protocols?
- 5) How responsive is the solution to adapt interface to any device?
- 6) What aspects or features of the solution allow for customisation?
- 7) Does the solution allow third party API consumption to be able to integrate with external solutions?
- 8) What tools does the solution provide for auditing and archiving of data?

E. Underlying Solution Requirements

- 1) Does the solution enable the setting up of any type of workflow for each process and is it able to integrate with other systems?
- 2) Describe briefly the BI functionality available within the solution. Does it support KPI dashboards, the modelling of what-if scenarios, KPI reports based on saved templates, and predictions based on historical data trends?
- 3) Describe briefly the document management capabilities of the solution, including
 - the ability to integrate with other systems (project management system and email alerts)
 - the ability to implement multi-level access controls on folders and documents
 - whether it allows seamless integration with scanners and printers to facilitate workflow
 - version control and storage of historical versions of same file

F. Performance Management Modules Requirements

- 1) What level and type of integration does the solution offer between Project Management module and Time Recording / Resource Scheduling?
- 2) Describe the user interface and functionality available to a user in the Project Management module.
- 3) Can the project management module embed a workflow that automates flow such as authorisation of project mandates and project descriptions / contracts?
- 4) Does the solution enable different visibility /access rights based on user properties (eg: Manager) and Department/Section?
- 5) Describe the functionality available allowing for mandatory/optional project parameters to include validation, check-boxes, radio buttons, drop-downs (to be populated either by a query from a web service or from predefined list within the solution), free text and file upload.
- 6) Describe the functionality available to have roles who can log/approve requests.
- 7) Does the solution maintain a log of changes and can it keep track of information by version or month (eg: for original and revised project timeframes and cost estimates, monthly project percentage completion)?
- 8) Does the solution enable setting of automatic notifications (eg: alert for project billing upon reaching of milestones or specific dates, alert upon reaching contract expiry term for client projects)?
- 9) Describe the customisation possibilities that allow inclusion of additional fields (to for example enable grouping of reporting) and modification of the layout structure, graphics and related text?
- 10) What level and type of integration does the project management module have with the Core Financial Management Module? For instance, can a number of common fields be integrated/interlinked such that data is inputted or edited in one source only?
- 11) Describe the functionality that the solution offers for project planning and resource scheduling purposes and whether the project management module enable the formulation of Gantt Charts and/or provide alternative planning tools.

- 12) Does the solution offer standard and customisable reports with the facility to export all reports to CSV, XLSX, and PDF or other formats?
- 13) How easy is it for the non-technical user to generate, customise and parameterize reports according to the specific user's needs?
- 14) Can different access rights be assigned or different functionalities enabled for specific report types?

G. Financial Management Modules Requirements

Payables

- 1) Does the Solution support live bank feeds?
- 2) What level of integration does the Solution offer with regards to online banking?
- 3) Does the Solution support e-invoicing for payables? What is the process flow between receipt of an invoice, electronic authorisation and final payment?
- 4) Does the Solution offer automatic notifications for overdue invoices held at authorisation and/or payment status?
- 5) What type of reports does the Solution provide? Can these be customised? If yes, can any user do this or does it require the intervention of the supplier?

Receivables

- 6) Does the Solution support e-invoicing for receivables?
- 7) Can the Solution support various types of invoicing methods? (Fixed Cost Projects, Time and Material Projects, One Offs)
- 8) Are the invoice templates customisable and according to Maltese Tax laws?
- 9) Can the Solution link directly with Time Recording function in order to issue invoices for logged hours? What are the implications?
- 10) What type of reports does the Solution provide? Can these be customised? If yes, can any user do this or does it require the intervention of the supplier?
- 11) What type of workflow does the Solution offer from when an invoice is issued until payment is received? Can this be automated?

Payroll

- 12) MITA currently has a Dakar Payroll System and it is not envisaged that this will be replaced. Is the solution being proposed able to integrate with the Payroll system to be able to capture the relevant data?

General Ledger

- 13) Describe how the solution handles the month end procedures such as; accruals/prepayments revenue recognition, deferred income etc.
- 14) Does the Solution allow user to drill down to original document from any inquiry screen?

- 15) What features does the Solution have that would allow users to compare between past and current figures?
- 16) Does the Solution have a limit on number of ledgers and sub-ledgers which can be created?
- 17) How easily can the user defined structure of the chart of accounts be changed/ altered?
- 18) What type of controls and validations does the Solution provide?

Business Planning

- 19) What capabilities does the solution have to facilitate the internal budgeting process, including but not limited to:
 - standard templates for data gathering.
 - functionality to facilitate budgets review and approvals process.
 - facility for automatic updating of budget data in the financial system.

Asset Management

- 20) Is the asset management application a fully integrated module of the proposed ERP solution?
- 21) What types of asset recording and categorisation functions does it allow?
- 22) Does it provide the ability to print tags/ barcodes which can be physically attached to said assets?
- 23) Can it capture and record data directly from purchase orders?
- 24) Does it cater for standard and/ or flexible depreciation calculations? Can it link directly with the financial module to enable the calculated depreciation entries to be posted directly to the general ledger?

CRM

- 25) How does the solution support communications with clients and can it maintain a repository of client correspondence and important client data?
- 26) Can the CRM module integrate with the document management and project management modules?
- 27) Does the solution enable the creation of a portal where clients can have access to their account /contracts data with the appropriate access controls?

Other

- 28) MITA also has a service management system which also is not envisaged to be replaced. Some form of integration or import functionality within the ERP Solution is required to capture operational data both for billing and reporting purposes. Can you elaborate on how this would be tackled in the solution being proposed?

H. Contracts Management Modules Requirements

- 1) What functionality can be offered by the Contracts Management Module to keep track of procurement/contracting activities, including; business owner, project manager, procurement manager, values, timeframes etc?

- 2) To what degree is the Contracts Management Module aligned with the provisions set by the EU Procurement Directive (Directive 2014/24/EU)?
- 3) How is contract-related information kept, accessed and retrieved?
- 4) Can the Contracts Management Module handle document attachments, for example scanned copies of contracts?
- 5) How is the Suppliers' database maintained? How is the information retrieved and extracted?
- 6) What reporting, notifications, reminders and alerting functionalities are available? What level of customisation and parameterization is possible?
- 7) Would the Contracts Management Module integrate with e-procurement platforms such as the one used by the Maltese Government (www.etenders.gov.mt) through the Open Contracting Data Standard (OCDS)?
- 8) Would the Contracts Management Module integrate with Content Management Systems, facilitating the integration with front-facing websites?
- 9) Can the solution support smart contracts using distributed ledger technologies (DLTs)?

I. Demo & Case Studies

- 1) Any reference to online information on the solution, including possible access to a demo version of the solution. Interested parties are encouraged to note their availability to give a presentation of their product and/or service offering as a follow-up to this RFI.
- 2) Some case studies that reflect the requirements set out in this document, preferably in Malta or in the EU, where the solution has been implemented.

Annex A - Service Provider Information Form

Interested parties are requested to complete this Service Provider Information Form to provide MITA with information on their organisation, and include it with their submission.

Company Information

1.	Name of Company	
2.	Address	
3.	Date company was founded	
4.	Company Registration Number	
5.	Telephone Number(s):	
6.	Fax Number(s):	
7.	Website address:	
8.	Contact Person for this RFI: Contact name: Position: e-mail: Address: Telephone number: Mobile number: Fax number:	
9.	Company Profile	
10.	Main business activities	