

## Request for Proposal

---

### REQUEST FOR A PAYROLL SOFTWARE

Issued by  
**The Global Alliance for Improved Nutrition (GAIN)**

---

**HEALTHIER DIETS. FOR ALL.**

37A, Patrick. O. Bokkor Crescent, Jabi District, Abuja, Nigeria, T. +234 707 271 7274, E. [gainnigeria@gainhealth.org](mailto:gainnigeria@gainhealth.org)  
[www.gainhealth.org](http://www.gainhealth.org)

## 1.0 ABOUT GAIN

The Global Alliance for Improved Nutrition (GAIN) is a Swiss-based foundation launched at the United Nations in 2002 to tackle the human suffering caused by malnutrition. Working with governments, businesses, and civil society, we aim to transform food systems so that they deliver more nutritious foods for all people, especially the most vulnerable.

At GAIN, we believe that everyone in the world should have access to nutritious, safe, and affordable food. Today, one in three people - drawn from nearly every country on the planet - are unable to consume enough nutritious food. We work to develop and deliver solutions to this daily challenge.

Headquartered in Geneva, Switzerland, GAIN has offices in countries with high levels of malnutrition: Bangladesh, Benin, Ethiopia, India, Indonesia, Kenya, Mozambique, Nigeria, Pakistan, Rwanda, Tanzania, and Uganda. To support work in those countries, we have representative offices in the Netherlands, the United Kingdom, and the United States.

## 2.0 BACKGROUND

Over the years, GAIN Nigeria Country Office has relied on manual and Excel spreadsheet methods for managing payroll, with operations centralized at the Head Office in Abuja. Our workforce typically consists of around fifty (60) employees as part of our efforts to enhance our systems, we are seeking to acquire a payroll software that seamlessly integrates with our existing Human Resource Information System (HRIS). This software should offer the flexibility to configure payroll processes while maintaining the advantages of a well-supported standard system.

## 3.0 THE OBJECTIVE

The purpose of the Request for Quotation (RFP) process is to identify a company that is most qualified to provide the services listed in this RFP. The objective of this is to engage a licensed Payroll Software Company. This payroll software should automate the implementation of GAIN Nigeria payroll systems for the calculation of employee's gross wages or salary according to a set hourly rate/periodical salary to assist with compensating employees for time worked in compliance with legislations in the country in the most efficient and effective manner to eliminate the difficulties related to the manual payroll process.

## 4.0 SCOPE

The scope of the payroll software encompasses a range of functionalities and features aimed at streamlining payroll management processes. This includes:

1. **Automated Calculation:** The software should automate the calculation of gross wages or salaries for employees based on predefined parameters such as hourly rates, salaries, overtime, and bonuses.

### HEALTHIER DIETS. FOR ALL.

2. **Compliance:** Ensuring compliance with local labor laws and tax regulations is crucial. The software should stay updated with relevant legislation and facilitate adherence to statutory requirements regarding payroll processing and reporting.
3. **Employee Data Management:** Efficiently manage employee data including personal details, tax information, bank details, and employment history, securely within the software.
4. **Time Tracking:** Integration with time tracking systems to accurately record employee work hours and attendance, facilitating precise payroll calculations.
5. **Deductions and Contributions:** Manage deductions such as taxes, insurance premiums, retirement contributions, and other withholdings accurately, ensuring compliance with legal requirements and employee preferences.
6. **Reporting:** Generate comprehensive reports on payroll expenses, tax liabilities, employee earnings, and other relevant metrics to facilitate financial analysis, auditing, and decision-making.
7. **Integration:** Seamless integration with existing Human Resource Information Systems (HRIS), accounting software, and other relevant systems to ensure data consistency and streamline workflow processes.
8. **Accessibility and Security:** Provide secure access controls and permissions to safeguard sensitive payroll data while ensuring accessibility for authorized personnel to perform necessary tasks. (Full access to all system features, Edit employee details, view payroll data etc)
9. **Customization and Scalability:** The software should be customizable to accommodate unique payroll requirements and scalable to adapt to the organization's growth and evolving needs over time.
10. **Support and Maintenance:** Provision of ongoing technical support, updates, upgrade, and maintenance services to address issues promptly and keep the software functioning optimally.
11. **User-Friendly Interface:** Intuitive user interface design and user experience to facilitate ease of use for payroll administrators and employees accessing self-service features.
12. **Processing of pension statutory deduction:** Link the Electronic Pension Contribution Collection System (EPCCOS) to the payroll platform.
13. **Exportable Data:** Ability to export payroll data in various formats example PDF, Excel, or CSV for further analysis.

#### 4.2 Compliant

- Automate calculations and error-free.
- Integrated to all online banking platforms.
- Compatible to standardized practices in Nigeria.
- Capable of multi-currency transactions.
- Completely compliant on Payroll and can handle all the heavy lifting of statutory changes.

#### 4.4 Easy Access to Payslips

##### HEALTHIER DIETS. FOR ALL.

37A, Patrick. O. Bokkor Crescent, Jabi District, Abuja, Nigeria, T. +234 707 271 7274, E. [gainnigeria@gainhealth.org](mailto:gainnigeria@gainhealth.org)

[www.gainhealth.org](http://www.gainhealth.org)

- Employees can view or download their payslips from anywhere and anytime.
- Authorizers can authorize and review the payroll from anywhere and from any device including cell phones.
- Secure access to the system using two factor authentication when logging in.

#### **4.5. Convenient Self-service**

- Employees can access individual payroll information and services in real Time E.g., payslips, Salary details, NSITF, NHF, and Pension.
- Database software - The backend database software to be used ought not to have size restrictions.
- Licensing – we recommend that it should be a one-off.

#### **4.6 Methodology**

The following will be the methodology adopted to arrive at the final product; after successful bidding/proposal.

- Face-to-face meetings with GAIN - HR, Finance, and key staff to understand the operations.
- Review of current manual payroll system.
- Demonstration of proposed payroll system
- Company focal person to manage the account.
- Adjustment of changes and submission of final proposal

#### **4.7 Deliverables**

The awarded Company is expected to deliver the following outputs for this assignment:

- System design and implementation as per customization requirements as outlined above
- Timeline, key milestones, project management approach, and training plan.
- Itemized cost breakdown, including licensing, implementation, training, support, and any other relevant costs.
- Information on compliance with data protection laws and security certifications.

#### **6.0 Proposal Format**

The proposer should submit a proposal in writing through email only. Hard copies are not permitted. The proposal should have both the technical and financial component.

#### **6.1 Technical Proposal**

Each service provider shall submit a technical proposal containing the services provided and how they intend to meet GAIN's desired cover, as seen above. The technical proposal will account for 60% of the total combined score. This section should provide the Payroll Software Service, which shall include enough information to satisfy evaluators that the proposer has the appropriate

**HEALTHIER DIETS. FOR ALL.**

experience and qualifications to perform the scope of services as described herein. Proposer should respond to all requested Services. The proposal will be evaluated according to the following criteria:

- Company & personnel qualifications
- Quality of service (Reservation, billing, and reporting systems)
- Experience with similar organizations and proven success.
- Feasibility, timeline, and support provided.
- Quality and scope of ongoing support services.

## 6.2 Financial Proposal

The financial proposal shall be evaluated according to the price structure proposed and will account for 40% of the total combined scoring., indicating the unit cost, the total cost as well as other applicable cost, schedules of premium where necessary, and Overall cost-effectiveness of the solution. All offers should be in Nigerian Naira, valid for the contract period of one year.

## 7.0 Eligibility Requirements/Qualifications

All applicants should provide the following.

- CAC documentation (Certificate of Incorporation, Article, and Memorandum of Association) of the bidding company
- Corporate Tax Identification Number (TIN)
- Organization profile, licenses relating to the service being offered.
- Verifiable physical office address
- Minimum of three (3) reputable references from reputable International NGOs within the last three (3) years where similar activity was provided successfully.
- There will be a deduction of applicable government taxes e.g. WHT where applicable.

## 5.0 Contract Duration:

The result of this RFP process will be a framework contract valid for one year with a possibility of extension based on the selected service provider's performance.

## 6.0 Proposal Format

All proposals must be submitted via email and include both technical and financial components. Hard copies are not permitted. Please indicate **PROPOSAL FOR OF PAYROLLSOFTWARE** as the subject matter for your submission

## INSTRUCTION FOR RESPONDING

Staff will be available to respond to clarifications on this solicitation. Please direct all inquiries and other communications to the GAIN email address: [sayuba@gainhealth.org](mailto:sayuba@gainhealth.org) copying [jakinduro@gainhealth.org](mailto:jakinduro@gainhealth.org) Queries sent by November 15<sup>th</sup>, 2024 at 5:00 pm EST will be responded to on November 18<sup>th</sup>, 2024.

## HEALTHIER DIETS. FOR ALL.

Responses will not be confidential except in cases where the applicant indicates that proprietary information is involved. **Proposals sent to these email addresses would be disqualified.**

### **6.1 Technical Proposal**

Each service provider shall submit a technical proposal containing the services provided and how they intend to meet GAIN's desired cover, as seen above. The technical proposal will account for 60% of the total combined score. This section should provide the payroll software, which shall include enough information to satisfy evaluators that the proposer has the appropriate experience and qualifications to perform the scope of services as described herein. Proposer should respond to all requested Coverages.

The proposal will be evaluated according to the following criteria:

- Company & personnel qualifications
- Quality of service (Reservation, billing, and reporting systems)

### **6.2 Financial Proposal**

The financial proposal shall be evaluated according to the price structure proposed and will account for 40% of the total combined scoring., indicating the unit cost, total cost as well as other applicable costs, and schedules of premium where necessary. All offers should be in Nigerian Naira, valid for the contract period of one year.

### **7.0 Eligibility Requirements/Qualifications**

All applicants should provide the following.

- CAC documentation (Certificate of Incorporation, Article, and Memorandum of Association) of the bidding company
- Corporate Tax Identification Number (TIN)
- Organization profile, licenses relating to the service being offered.
- Verifiable physical office address
- Minimum of three (3) reputable references from reputable International NGOs within the last three (3) years where similar activity was provided successfully.
- There will be a deduction of applicable government taxes e.g., WHT where applicable.

### **7.1 QUALIFICATIONS OF THE COMPANY**

- Extensive experience and a proven track record in the payroll software business
- Regulatory Compliance: The provider must ensure compliance with local, state, and federal payroll regulations, including tax laws and labor standards.
- Data Security: Strong security measures, including data encryption, secure access controls, and regular security audits, are essential.
- Data Backup and Recovery: Reliable data backup solutions and disaster recovery plans to prevent data loss.

**HEALTHIER DIETS. FOR ALL.**

- Sound experience in servicing international organizations
- Ability to provide 24-hours service.
- ISO 27001: Certification for information security management systems
- Real-time administrative support systems
- List of current clients
- List of management structures relevant to this scheme

## **9.0 EVALUATION AND SELECTION**

### **9.1 Evaluation Team**

The evaluation of proposals will be accomplished by an evaluation committee, to be designated by GAIN, which will determine the proposal most advantageous to GAIN.

### **9.2 Administrative and Mandatory Screening**

All proposals will be reviewed to determine compliance with administrative and mandatory requirements specified in the RFP. Proposals found not to comply will be rejected from further consideration.

### **9.3 Evaluation and Review**

The principle applied to the selection is the best price for the best service proposal. Selection of the provider will be made solely based on the most responsive proposal submitted by a qualified proposer that satisfies all services and products described in this RFP. GAIN reserves the right to enter into an agreement based on initial offers received. Proposals submitted should follow Annex I-Format of Proposal.

#### **The criteria for the evaluation process will be weighted as follows:**

60% = 60 points on technical evaluation

40% = 40 points on financial evaluation

100% total

### **9.4 Announcement of selected provider**

GAIN will notify the successful proposer and proceed to negotiate terms for final contract. Unsuccessful proposers will be notified by email accordingly.

## **ANNEX I**

### **Format of Proposal**

You are encouraged to follow this format.

Proposal submission must be received by email: one technical proposal and one financial proposal.

Submission of proposal should be made to the following address: [nquotation@gainhealth.org](mailto:nquotation@gainhealth.org)

### **HEALTHIER DIETS. FOR ALL.**

37A, Patrick. O. Bokkor Crescent, Jabi District, Abuja, Nigeria, T. +234 707 271 7274, E. [gainnigeria@gainhealth.org](mailto:gainnigeria@gainhealth.org)

[www.gainhealth.org](http://www.gainhealth.org)

**Name of Proposing Organization:**

**Country of Registration:**

**Type of Legal entity:**

**Address:**

**Phone:**

**E-mail:**

**Name of Contact Person for this  
Proposal:**

## **Section A: Expertise and Capability of Proposer**

### **1.1 Executive Summary**

This section should serve to introduce the purpose and scope of the proposal. It should include administrative information including, at a minimum, the response date, the proposer contacts name and phone number, and the stipulation that the proposal is valid for a period of 90 days from the date of submission. This section should also include a summary of the proposer's qualifications and ability to meet GAIN's overall requirements.

### **1.2 Organizational Architecture, Corporate Qualifications, and Management Support**

- The proposer should give a brief description of their company, including a brief history, corporate structure and organization, and number of years in business.
- The proposer should provide detailed information regarding its ability to perform the service requested in this RFP. The proposer should describe the qualifications and experience of the key personnel who will be assigned to this Contract.

### **1.3 Adverse judgements or awards**

The proposer should include a reference to any adverse judgments or awards.

### **1.4 General organizational capability**

**HEALTHIER DIETS. FOR ALL.**

37A, Patrick. O. Bokkor Crescent, Jabi District, Abuja, Nigeria, T. +234 707 271 7274, E. [gainnigeria@gainhealth.org](mailto:gainnigeria@gainhealth.org)  
[www.gainhealth.org](http://www.gainhealth.org)

Outline General Organizational Capability, which is likely to affect performance (i.e. size of the organization, strength of service management, and customer support).

**1.5 Quality assurance procedures, risks, and mitigation measures**

Describe the potential risks for the performance of the required service that may impact the achievement and timely completion of expected results. Describe measures that will be put in place to mitigate these risks. Provide any relevant certificate(s) for accreditation of processes, and policies (e.g. ISO).

**1.6 Experience with other INGOs, UN organizations, and any other companies**

<b>Project</b>	<b>No.1</b>	<b>No.2</b>	<b>No.3</b>
Client			
Contract Value			
Period of performance (from/to)			
Responsibilities			
Reference Contact Details (Name,			

**Section B: Cost Information**

The financial proposal should be submitted using the proposer letterhead document with pricing for the premium for single and facility.

**Payment terms:**

Policy annual payment is an essential requirement with annual invoices and statement of account. Please include this payment term/condition in your financial proposal.

**ANNEX II**

**CERTIFICATION STATEMENT**

The undersigned hereby acknowledges she/he has read and understands all requirements and specifications of the Request for Proposals (RFP), including Annexes.

**OFFICIAL CONTACT:** GAIN requests that the Proposer designate one person to receive all documents and the method in which the documents are best delivered. Identify the Contact name and fill in the information below:

Date: \_\_\_\_\_ Official Contact Name: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Mail Address: \_\_\_\_\_

**HEALTHIER DIETS. FOR ALL.**

Proposer certifies that the above information is true and grants permission to GAIN to contact the above-named person or otherwise verify the information provided.

By its submission of this proposal and authorized signature below, Proposer certifies that:

- (1) The information contained in its response to this RFP is accurate.
- (2) The proposer complies with each of the mandatory requirements listed in the RFP and will meet or exceed the functional and technical requirements specified therein.
- (3) Proposer accepts the procedures, evaluation criteria, and all other administrative requirements outlined in this RFP.
- (4) The proposer's quote is valid for at least ninety days from the date of the proposer's signature below.
- (5) Proposer understands that if selected as the successful proposer, the Proposer will have five (5) business days from the date of delivery of the final contract in which to complete contract negotiations, if any, and execute the final contract document.

Authorized Signature: _____
Name: _____
Title: _____
Company Name: _____
Address: _____
City: _____

### **ADDITIONAL INFORMATION**

The Global Alliance for Improved Nutrition (GAIN), Nigeria will work closely with the successful HMO to achieve the objectives of the RFP. The engagement will be managed by the Head of Operations, GAIN Nigeria. The successful bidder will work in close collaboration with the Operations Team. For further information, the Head of Operations can be contacted on. Email: [iakinduro@gainhealth.org](mailto:iakinduro@gainhealth.org).

### **STANDARDS, ACTS, REGULATIONS AND GUIDANCE**

The works described in this Term of Reference (TOR) must comply with the application of relevant standards, Acts, and other relevant procedures. The Payroll Software company is also expected to hold with high regard, integrity, objectivity, independence, professional competence, due care, confidentiality, professional behaviour, and technical standards.

### **Method of Application**

In addition to the proposal (technical and financial), the payroll software company should send a Proposal, and Company Profile to [nquotation@gainhealth.org](mailto:nquotation@gainhealth.org).

### **HEALTHIER DIETS. FOR ALL.**

**TIMELINE**

ISSUANCE DATE: November 12, 2024

CLOSING DATE: November 30, 2024

**HEALTHIER DIETS. FOR ALL.**

37A, Patrick. O. Bokkor Crescent, Jabi District, Abuja, Nigeria, T. +234 707 271 7274, E. [gainnigeria@gainhealth.org](mailto:gainnigeria@gainhealth.org)

[www.gainhealth.org](http://www.gainhealth.org)