

**REQUEST FOR EXPRESSION OF INTEREST**  
**(Supply, Customization and Implementation of Web – Enabled Integrated National Social Security Administration System**  
**(INTERNATIONAL COMPETITIVE BID)**

**Client:** - FDRE, Public Servants Social Security Agency

**Project:** Integrated National Social Security Administration System.

**Consulting Service:** Supply, Customization and Implementation of Web – Enabled Integrated National Social Security Administration System

**Procurement Reference Number:** - ISSAS/0005/2021

**Job Title:** - Supply, Customization and Implementation of Web – Enabled Integrated National Social Security Administration System

**The main objective of this assignment:** The main objective of the project is to hire a competitive and experienced information system development company to implement Web-enabled Integrated National Social Security Administration System (WINSSAS).

**Specific objectives**

The specific objectives of the project includes but not limited on:

- To purchase, customize and implement Web-enabled Integrated National Social Security Administration System (WINSSAS).
- Employ a system that can perform pension registration, contributions, benefits Entitlement & payments and other related activities easily
- Enable the agency to collect pension per employee as well as per organization
- Employ a system that can handle investment and Asset activities
- Implement a system that can manage customers grievances
- Apply a system that can help stakeholder to connect online with a system
- Execute a system that can solve a problem with fund and finance activity
- Implement a system that can handle document management activities related to pension administration.
- Assure interoperability between the two agencies (public and private) and key stakeholders systems
- Execute the data migration from the existing system to the new system properly
- Apply Biometric system as one of identity verifier in the system
- The system should meet International Financial Reporting Standard(IFRS)

**The Scope of the assignment:** - The Consultant is expected setting up Web – Enabled Integrated National Social Security Administration System (WINSSAS) that can support:

- Pension Registration Management System
- Pension Contribution Collection Management System
- Pension Benefit Entitlement and Payment Management System
- Document Management System of Pension Administration
- Customer Service Management System
- Fund and Finance Management System
- Investment and asset Management System

The physical scope of the assignment will be focused at Public Servants Social Security Agency and Private Organization Employees Social Security Agency that are currently functioning 11/eleven regions which have 59 branches and 10 regions which have 40 branches respectively. But the supplied, customized and implemented systems are expected to be applicable to new region(s) and branch(s) in the country (which means the new system must be extendable and modifiable). The scope of the Web – Enabled Integrated National Social Security Administration System development includes but not limited on:

- Requirement Analysis Document (RAD)

- *System Design Document (SDD)*
- *User acceptance criterion documents.*
- *System Architecture Document (SAD)*
- *Software Customization*
- *Data Migration*
- *Source code of Software (The final customized full software Source code)*
  - *Deliver The final customized full software Source code to PSSSA & POESSA*
- *Identifying Required Infrastructure (Network and Hardware)*
- *And the system implementation support that includes*
  - ❖ *System testing (Quality Assurance, Quality control, testing, acceptance and commissioning)*
  - ❖ *Third party certificate system testing (Form International Software Tester organization)*
  - ❖ *System Administration Manual*
  - ❖ *End -User –Manuals*
  - ❖ *System Administrators and End -User – training*
- *Technical Implementation and maintenance support for 3 years/by organizing project management and project implementation units)*

**Required qualifications:** - The assignment requires at least 16 professionals with different qualifications and education levels. That is:-

- **Project Coordinator/Manager**:- with a PHD or MSc in Computer Science and or Project Management having a minimum of 10 years and 12 years of relevant experiences respectively in Project Coordination/Management and should have knowledge of software architectures and software application development technologies and experience in managing document management or enterprise content management development projects.
- **System Analyst (Minimum 2)**:- with PHD or MSc or BSc in Computer Science or related fields having a minimum of 8 years, 10 years and 15 years of relevant experiences respectively as a system Analyst and should have an experience and knowledge of software engineering practices, experience of working with formal project management methodologies and tools.
- **System Designers/Architects (Minimum 2)**:- with PHD or MSc or BSc in Computer Science or related fields having a minimum of 8 years, 10 years and 15 years of relevant experience respectively as a system Designers/ architects and should have ample experiences on the system design and architects.
- **Software Developers/Programmers/Software Engineers (Minimum 6)**:- with PHD or MSc or BSc in Computer Science or related fields having a minimum of 8 years, 10 years and 15 years of relevant experiences respectively as a software developer/programmer, Experience of planning, organization and visualization of business logic and ideas into a coherent and useful architecture. Experience of working with formal software development methodologies and tools is required Project experience with one or more object-oriented development languages in an application server environment and should have knowledge of software design processes. Certification in software area.
- **Hardware & Network Security Professionals (Minimum of 2)**:- with PHD or MSc or BSc in Network Engineering or Computer Science or related fields having a minimum of 8 years, 10 years and 15 years of relevant experience respectively as a Hardware & Network Administrator and LAN and WAN. International Certification in the Network area at the expert level.

- **Database Specialists/Developers (Minimum of 2):-** with PHD or MSc or BSc in Computer Science or related fields having a minimum of 8 years, 10 years and 15 years of relevant experience respectively as a Database Specialists/Developer, Experience of planning, organization and visualization of business logic and ideas into a coherent and useful architecture. Experience of working with formal database development methodologies and tools is required Project experience with one or more database languages in an Database server environment and should have knowledge of database design. International Certificate in the selected DBMS at expert level
- **Subject Matter Professional/s/ :-** PhD or MSc or BSc in Pension or Social Security or related fields having a minimum of 8 years and 10 years and 15 years of relevant experience respectively as a Social Security Profession.
- **The overall project may take 17 months after signing of the contract agreement**

**Short list criteria:-**

The following criteria will be used to select the bidder:

**Mandatory criteria**

- At least two social security (pension administration) software Projects Testimonies/certificates of successfully completed.

**Additional criteria**

- Core business of the firm should be social security (pension administration) related.
- Years of experience of the company.
- Name of the software on the shelf that the company has and the modules it includes
- Other software Projects Testimonies/certificates which are successfully completed directly related to the scope.
- Team Composition & Experience.
- Organizational Structure of the company.
- The recent three years Audit Financial Status of the company.
- Latest Approaches & Methodology of the project.

The consultant will be selected in accordance with procedure set out in the Federal Democratic Republic of Ethiopia Public Procurement Agency Guidelines Selection and Employment of Consultants by Public Procurement agency, April, 2011.

Within this, Public Servants Social Security Agency now invites all eligible consultants to indicate their interest in providing the services. So Interested consultants must provide information indicating that they are qualified to perform the services (brochures, description of similar assignments, experience in similar conditions, availability of appropriate skills among staff, etc.). Consultants may associate to enhance their qualifications.

Expression of Interest must be delivered to the address below **not later than 15 working days** after the Request of expression of interest noticed in the Ethiopian Reporter Newspaper, Fortune, and Ethiopian Herald, PSSSA website, Ethiopian Procurement and Property Administration Agency website

*Note: The bidder should attaché all the necessary legal documents to be considered in the bid.*

The firms may obtain further information from the address below during office hours: 8:30 A.M -12:30 AM and 1:30 P.M 5:30 P.M from Monday to Friday.

**N.B. The expression of interest document (The proposal) shall not be more than 25 pages (the remaining firm experience letter, experts CV, and other supportive letters should be annexed)**

**Attn: Procurement & Finance Directorate**

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