EXPRESSION OF INTEREST

Procurement of Integrated and Comprehensive Provident Fund Management System

Submission Closing Date: 25/09/2026

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Overview:

1. About Kiribati Provident Fund

The Kiribati Provident Fund (KPF) was established in 1977 and had grown to more than 79,321 members and 1,719 employers by the end of financial year 2025 (FY2025) of these 19,924 were active member accounts and 200 active employer accounts. The Fund also has 1,595 voluntary members.

The Fund is governed by legislation and by a Board of Directors appointed by the Minister of Finance.

2. Project Background and Objectives

KPF currently operates a web-based provident fund (PF) administration system that supports the Fund's core business operations. The system assists KPF in managing member & employer records and processing monthly contributions. It maintains member accounts, administering loans and withdrawals, and management reports, and supporting day-to-day operational activities.

KPF also uses a separate accounting package for keeping the books of accounts.

While the current systems (PF Administration and Accounting) have supported the KPF's operations for many years, KPF plans to replace these two systems with a modern, integrated, scalable, interoperable and secure solution that aligns with the Board's strategic vision of delivering enhanced services to members, employers, and stakeholders.

The new KPF system should leverage contemporary technologies and provide features such as online member access, online payment capabilities, and automated notifications through SMS, email, and other communication channels apart from the standard features like budget preparation, accounting, cash management, loan management, asset management and purchase order monitoring. It should also provide for linking both the employers and employees to standard ISIC codes. The new KPF system should enable automation of workflow and internal controls and should capture timely, relevant, and reliable financial, employer and employee data along with reporting and analytical functionalities for the generation of regular management information and statistical reports that will support financial decision making and improvements in expenditure control and financial transparency. **The new KPF System should have a web-based architecture and will be hosted in the cloud.**

The new KPF system must preserve and support all business processes, workflows, rules, operational structure, and reporting requirements whether within the currently implemented systems or being done in the accounting system. Vendors are expected to demonstrate how their solution can accommodate KPF's current operational model while providing opportunities for future modernization and process improvements.

The proposed solution should also have the capability of monitoring data quality, data lineage, completeness, consistency, availability, and integrity across all modules. The new KPF system should provide automated monitoring, alerting, anomaly detection, and operational dashboards to support proactive management of critical business data.

In addition, the selected vendor must be capable of providing reliable and comprehensive support services, including implementation support, user training, technical assistance, system maintenance, upgrades, monitoring, and ongoing operational support.

3. High-level Functional and Service Requirements

- The new KPF system will be web-based and hosted in the cloud.
- The mandatory functional areas of the new KPF System are as follows:
    1. Employer registration and management (Register and update employers (including provision for ISIC code and Link employer to member
    2. Member registration / master data (Register and update member details, including provision for ISIC code)
    3. Employer and employee contributions
    4. Individual member ledger
    5. Contribution Management (handle the contribution schedules)
    6. Interest / annual crediting-rate calculation
    7. Withdrawals / partial withdrawals
    8. Members' Benefits Management (handle applications for member benefits such as education and medical)
        - Retirement / final settlement
        - Survivor / death benefits
        - Funeral benefit
        - Member loans and loan repayment (Members are eligible to take small loans from KPF using their contributions as collateral. KPF System should manage all aspects of these small loans including managing Loan Pledge/ Collateral, monitor the amount pledged by the member as collateral to loans)
    9. Investing Accounting
    10. General ledger/ fund accounting
    11. Cash and Bank Management
    12. Bank reconciliation
    13. SMS / email notifications
    14. Document management
    15. Regulatory reporting
    16. Employer Surcharge Management- Manage all surcharge penalties on employers with late contributions

17. Employer Compliance- Monitor employers compliance with statutory contribution and end member registrations
18. Legal Case Management- Monitor employer and member legal cases
19. Help Desk- A facility to access all the member/ employer information on/ from one screen when responding to a call/ query from an employer or member
20. Complaints Monitoring- Track and address all complaints from members and employers
21. Audit trail
22. API integration with Bank and other systems

The new KPF System MUST have (i) Members Portal and mobile access, (ii) Employers Portal, (iii) Members' ID Card printing facility, (iv) Cheque printing facility, and (v) capability to issue Credit/Debit Note.

KPF's Existing IT Infrastructure:

Item	Explanation
Application Server	• Windows Server 2019 • File Server • SQL Server 2022
Domain Controller & Email Server	• Windows Server 2019 • Active Directory • No Email Server
Superplus1 System	• Uses SQL Server 2019; • A web-based application built using Asp.net mvc5 and Angular.
Internet	• Bandwidth: ~150mbps/~100mbps – Starlink.
Mobile Service Provider	• Vodafone Kiribati / OceanLink.

Annexure – 1 (Responses from prospective vendors)

Please respond to ALL the following questions.

1. Kindly describe the solution that you will be providing including whether it will be a customizable COTS or be-spoke solution? Map here each of the requirements under section 3 (High-level Functional and Service Requirements) vis-à-vis your proposed solution.

2. Years of experience as a Provider of Software Development Services (Furnish project reference)

3. Years of experience as a Provider of superannuation/ payroll/ investment management systems (Furnish project reference)

4. Number of similar projects undertaken during the last five (5) years (Provide project reference)

5. What is the licensing model of your solution (server based, concurrent user based or SaaS)? If you have more than one option for licensing, please explain that also.

Annexure - 2 (Project Information)

Please provide the project details in the following format:

1. Name of the Project	2. Approx. value of the contract (in current AUD$):
3. Country:	4. a. Planned Duration of the project (months): b. Actual Duration of the project (months): c. Current status of the project:
5. Name of Client:	6. Client Contact Person:
7. Start date (month/year): Completion date (month/year):	8. No of professional consultants involved
9. Brief description of Project:	
10. Technologies used:	

Annexure – 3 (Feature Similarity)

Please note the following table is only a partial list of features to assess the capability of the vendor at the EOI stage. The complete and comprehensive list of features and functionalities will be provided in the RFT document to the shortlisted vendors)

#	Feature	Yes/No	Customization Required (Yes/No)	Provide a Brief Explanation
1	Is it a Web based application?			
2	Developed on a Microsoft Platform?			
3	Is member registration both online and through back-office operation available?			
4	Can members access the system through a portal to view/print contributions history and apply for Loans/Withdrawals.			
5	Does the system support members card printing			
6	Employer Registration, both online and back-office operation			
7	Employer online access to view/print contributions history			
8	Employer online and back-office lodging and			

#	Feature	Yes/No	Customization Required (Yes/No)	Provide a Brief Explanation
	processing of Contribution Schedules.			
9	Processing of member benefits applications			
10	Workflow management for all processes in the system (for example; applications for member benefits process, complaints management process, etc.)			
11	Tracking the member's loan pledges (collateral) with other financial institutions			
12	Complaint management			
13	Cashier			
14	Check Printing & Voucher Payments Processing and posting			
15	Debit/Credit Note facility			
16	Employer Surcharge Management			
17	Employer Compliance Management			
18	Legal Case Management			
19	Help Desk			

#	Feature	Yes/No	Customization Required (Yes/No)	Provide a Brief Explanation
20	User-defined reports (facility for the user to design and format reports)			
21	Data extraction & export to Excel/CSV			
22	End of Year (EOY) Interest Run Processing			
23	Printing of Member Statements after the EOY Process			
24	Integration with a standalone = accounting system (MYOB)			
25	Short Message Service (SMS) based application development.			
26	Email integration			