

APEC SECRETARIAT

Request for Tender (RTT) for Provision of Human Resource Management System and Payroll Outsourcing Services for 2027 to 2029 with option for extension to 2031

Background

The Asia-Pacific Economic Cooperation (APEC) is a regional economic forum established in 1989. APEC members aim to create greater prosperity for the people of the region by promoting balanced, inclusive, sustainable, innovative and secure growth and by accelerating regional economic integration.

The APEC Secretariat is the core supporting institution of APEC. Located in Singapore, the Secretariat provides analytical and policy support, institutional coordination in support of up to 80 APEC fora, technical and advisory support as well as financial management and communications, public information and stakeholder engagement. APEC-funded projects are a key part of the APEC process. The Secretariat is responsible for managing the APEC project system and plays a central role in the development, implementation and evaluation of around 200 projects per year. This is done in close partnership with a range of external parties including project overseers, APEC fora, project participants and project contractors.

The APEC Secretariat invites eligible suppliers to submit a proposal for an integrated Human Resource Management System (HRMS) and payroll outsourcing services for the period 1 January 2027 to 31 December 2029, with option to extend yearly to 31 December 2031. The objective is to procure a secure, reliable and user-friendly solution that supports the Secretariat's HR administration and Singapore payroll requirements. Vendors must complete all pricing fields so that quotations can be evaluated on a like-for-like basis and on total cost of ownership.

Scope of Services

The successful firm will provide an integrated, cloud-based HRMS and payroll outsourcing service for the APEC Secretariat and the APEC Secretariat Policy Support Unit (PSU). Access must be segregated so that authorised users can access only their respective entity's environment and data. The required scope comprises:

1. HRMS subscription for Personnel/Core HRIS, Leave, Time Off, Benefits and Expenses, Performance Appraisal, Learning Management, e-Letter and Mobile App for 2 entities – APEC Secretariat and PSU.
2. HRMS hosting, software maintenance, upgrades and releases, user administration, role-based access controls, data security, backup, technical support and service-desk support throughout the contract.
3. Monthly payroll outsourcing for employees, including salary proration; recurring and variable payments; deductions; leave deductions and encashments; approved claims and expenses; payroll validation; payroll reports; bank files and upload support; e-payslips; CPF, SDL and related statutory fund submissions.
4. Monthly payroll processing for secondees, including variable payments, reimbursements, leave deductions and encashments, approved claims and expenses, payroll reports, bank files, e-payslips and statutory submissions where applicable. Note that this payee group does not require monthly salary payments.
5. Annual tax preparation and electronic submission, including IR8A and applicable appendices, tax reports for verification, submission acknowledgement and release of tax forms to employees.
6. Payroll implementation and service management, including an annual payroll calendar, named service contacts, issue escalation, error correction and documented service levels.
7. Secure migration and return of data at commencement, transition and contract expiry or termination, including deletion of residual copies after confirmation by the Secretariat.
8. Optional and ad-hoc services, priced separately, including off-cycle payroll runs, additional statutory forms or submissions, government-paid leave claims, IR21 preparation, CPF refunds, additional reports, consultancy, training, data migration and additional licences.

Deliverables

The successful firm will provide the following deliverables for each entity, as applicable:

1. A fully configured and operational HRMS environment with segregated access for the APEC Secretariat and PSU by 1 January 2027, including agreed user accounts, roles, workflows, modules and existing customisations or equivalent functionality.
2. Secure migration and validation of employees, payroll and relevant historical data before production commencement, supported by a migration plan, reconciliation results and written acceptance.
3. Administrator and user guidance, implementation documentation, security and data-handling documentation, and training required for effective operation of the solution.
4. An annual payroll processing calendar and monthly payroll outputs delivered according to the agreed schedule, including payroll summary, bank verification, net pay listing, CPF advice, bank upload file, statutory submission files and e-payslips.
5. Annual tax processing outputs and successful electronic submission to IRAS within statutory deadlines, together with reports for approval and submission acknowledgements.
6. Helpdesk and payroll support during Singapore business hours, with written response and resolution targets, escalation procedures, incident records and periodic service reporting.
7. A transition-out plan, complete export of Secretariat data in a commonly usable format, and written confirmation of data deletion upon contract expiry or termination.

Supplier Requirements

1. Demonstrated experience providing integrated HRMS and outsourced Singapore payroll services to organisations of comparable size and complexity.
2. Current knowledge of Singapore payroll, CPF, SDL, tax and other applicable statutory requirements.
3. Ability to support separate entity environments, role-based access, confidentiality, audit trails, secure hosting, backup and business continuity.
4. Compliance with Singapore's Personal Data Protection Act and documented controls for data access, migration, retention, return and deletion.
5. Established implementation, payroll operations, technical support and escalation teams, with clear service levels and named points of contact.
6. Ability to provide references for comparable implementations and disclose any material use of subcontractors or third-party hosting providers.
7. Financial and operational capacity to provide the services for the full contract period.

Format for Proposal Submission

The submission must comprise a technical proposal and a financial proposal. Suppliers must state all assumptions, exclusions, dependencies, minimum headcount commitments and validity period. Prices must be quoted in Singapore dollars, and must remain firm for the quoted contract period unless an adjustment mechanism is expressly stated and accepted by the Secretariat.

The submission shall include:

1. Company profile, relevant experience, proposed solution and implementation approach.
2. A compliance response against each item in the Scope of Services, Deliverables and Supplier Requirements, identifying whether each item is fully compliant, partially compliant or not available.
3. Proposed service levels, support arrangements, escalation procedures, data-security controls and business-continuity arrangements.
4. Implementation, migration and transition plan, including the project schedule and responsibilities of the supplier and Secretariat.
5. At least two client references for comparable HRMS and Singapore payroll outsourcing engagements.
6. A completed pricing schedule showing unit rates, quantities, annual fees and the total cost for the full contract period. All mandatory and optional charges must be separately identified.

Pricing Schedule							
Price Item	APEC Secretariat	PSU	Year 1 (SGD)	Year 2 (SGD)	Year 3 (SGD)	Year 4 (SGD)	Year 5 (SGD)
HRMS SaaS annual subscription for required modules: Personnel/Core HRIS, Leave, Time Off, Benefits and Expenses, Performance Appraisal, Learning Management, e-Letter and Mobile App for 2 entities – APEC Secretariat and PSU.	67 users; state rate per user per month	20 users; state rate per user per month					
Monthly payroll outsourcing — employees: Including salary proration; recurring and variable payments; deductions; leave deductions and encashments; approved claims and expenses; payroll validation; payroll reports; bank files and upload support; e-payslips; CPF, SDL and related statutory fund submissions.	41 headcount per monthly run; state rate per headcount per run	15 headcount per monthly run; state rate per headcount per run					
Monthly payroll outsourcing — secondees: Including variable payments, reimbursements, leave deductions and encashments, approved claims and expenses, payroll reports, bank files, e-payslips and statutory submissions where applicable. Note that this payee group does not require monthly salary payments.	24 headcount per monthly run; state rate per headcount per run	Not applicable					
Annual tax preparation and submission	Up to 50 persons annually; state lump-sum fee and excess rate, if any	Up to 20 persons annually; state lump-sum fee and excess rate, if any					
Optional items: Change request/ option to customise and maintenance	Per day rate for 10 days	Per day rate for 10 days					
One-time implementation, configuration, migration and training	Itemise	Itemise					
Optional and ad-hoc services	Attach unit-rate schedule	Attach unit-rate schedule					
Total excluding GST							
GST							
Total including GST							

Questions

All questions regarding this Request for Tender must be submitted in writing via email to procurement@apec.org

Address for Proposal Submission

Please send the proposal via email to the attention of the Procurement Officer, APEC Secretariat, at: procurement@apec.org no later than 23:59 Singapore time, 3 Nov 2026.