

Terms of Reference for the Implementation of HR System

Background

MSI Reproductive Choices Afghanistan (MSIA) is a branch of MSI, a global, non-profit, and non-governmental organization headquartered in London, UK, and was established in August 2002 after registration with the Government of Afghanistan. MSIA follows the local mission statement of MSI: Improve Afghan women's health and well-being so that they can, in turn, build strong, healthy families. Our vision is to be the organization that Afghan women seek out for high-quality, client-centered health care provided by women, for women.

We focus on reducing maternal mortality by providing quality and sustainable maternal-child health (MCH) and reproductive health (RH) services and information in 17 provinces of Afghanistan, namely Kabul, Balkh, Herat, Jawzjan Faryab, Nangarhar, Helmand, Kandahar, Baghlan, Kunduz, Badakhshan, Takhar, Samangan, Kapisa, Khost, Paktia, and Daikundi, in coordination with the Ministry of Public Health (MoPH) of Afghanistan.

MSIA strives to enhance women's health outcomes in the aforementioned provinces by delivering vital reproductive and maternal-child health services through multiple channels such as centers, outreaches, the private sector, and MS Ladies (Family Health Houses).

Objectives: MSI-A aims to enhance its human resource management by implementing a comprehensive HR system tailored to its specific needs. With a staff complement of approximately 550 employees, the organization seeks to optimize HR processes, improve data management, and facilitate informed decision-making. The primary objective of this TOR is to define the requirements and expectations for the implementation of an efficient HR system, which should:

- Centralize and streamline HR data management, storage, and retrieval processes.
- Automate and standardize HR workflows to improve efficiency and accuracy.
- Enhance staff performance management through robust tracking and evaluation mechanisms.
- Enable data-driven decision-making by providing access to real-time HR analytics and insights.
- Ensure strict data security measures and compliance with relevant data protection regulations.
- Promote transparency, accountability, and accessibility of HR information within the organization.

Scope of Work:

The selected vendor or firm will be tasked with the following responsibilities:

Assessment and Analysis:

- Conduct a thorough assessment of current HR processes to identify areas for improvement.
- Analyze the organization's specific requirements and challenges related to HR management.

Solution Development:

- Develop and customize an HR system solution tailored to meet the specific needs and objectives of MSIA.
- Design a user-friendly interface that aligns with organizational workflow and employee needs.

Implementation and Configuration:

- Implement and configure the HR system to align with organizational needs and objectives.
- Customize features and functionalities to accommodate unique requirements identified during the assessment phase.

Data Migration and Cleansing:

- Manage the migration and cleansing of existing HR data to ensure a seamless transition to the new system.
- Ensure the accuracy and integrity of data during the migration process.

Training and Capacity Building:

- Provide comprehensive training sessions and materials for HR staff or end-users to effectively utilize the system.
- Offer ongoing support and guidance to ensure proper utilization of the HR system.

Technical Support and Maintenance:

- Offer ongoing technical support and maintenance services to address any system-related issues.
- Provide timely updates and enhancements to keep the system aligned with organizational needs.

Compliance and Security:

- Ensure data security measures and compliance with applicable laws and regulations throughout the implementation process.
- Implement robust security protocols to safeguard sensitive HR information.

Core Components of the HR System:

The HR System project will encompass the following core components:

Data Management:

- Centralized database for comprehensive employee records management, including personal details, job history, payroll information, and attendance records.

Administrative Tasks Automation:

- Automated processes for payroll processing, timesheets, benefits administration, and time and attendance tracking.

Record-keeping:

- Maintenance of accurate and easily accessible employee information within the system.

Employee Self-Service Portals:

- Provision of self-service features allowing employees to access and manage their personal data, request leaves, view pay slips, and update information.

Compliance Management:

- Integration of functionalities to ensure compliance with employment laws, regulations, certifications, and organizational standards.

Additional Functionality and Features:

- Monthly timesheets for accurate tracking of employee work hours.
- Automated onboarding and offboarding processes for smooth transitions.
- Automated emails and messages for timely communication with employees regarding HR matters.
- Management of employee relations cases, including organizational change, probation, absence, disciplinary actions, and grievances.
- Contract change handling, including job title modifications, salary adjustments, leavers management, extensions, and additional roles.
- Vetting checks and background checks of employees for compliance and security purposes.
- Key Performance Indicator (KPI) report generation for performance evaluation.
- Engagement survey management for employee feedback and morale assessment.
- Payroll functionalities such as sickness reporting, overpayment management, and amendment log maintenance.
- Exit interview coordination for feedback gathering.
- Linking roles and allowances checks.
- Supporting the appraisal process by providing tools and resources for performance evaluation.
- Providing line manager coaching resources to enhance leadership capabilities.
- Diversity report generation is used to monitor and promote diversity and inclusion within the organization.
- Employee leave balance report and leave trackers for efficient management of employee absences.
- Recruitment functionalities include the management of open vacancies, tracking time from requisition to appointment, monitoring offers accepted, and recording internal appointments.
- Employee turnover analysis, including current month and average turnover for the last 12 months, breakdown by department, and identification of regretted turnover.
- Training record management is used to track employee training and development activities.
- Probationary period assessment tracking is used to monitor employee performance during probation.
- Employee personnel file a checklist to ensure the completeness and accuracy of employee records.
- Succession planning tools and resources to identify and develop internal talent for key roles within the organization.

Deliverables:

The vendor or firm is expected to deliver the following key deliverables:

- Detailed system requirements and design documentation outlining the proposed HR system solution.
- A fully functional HR system meeting the specified requirements and objectives.
- A comprehensive data migration plan and report ensure the seamless transfer of existing HR data.
- Training materials and sessions for HR staff or end-users to effectively utilize the system.
- Ongoing technical support plan to address any system-related issues post-implementation.
- Periodic progress reports and project status updates are needed to monitor the implementation timeline and milestones.

Timeline:

The project is slated for completion by the end of June 2024, with clear milestones and objectives outlined in the terms of reference.

Qualifications:

The selected vendor or firm should demonstrate the following qualifications:

- Proven experience in implementing HR systems for organizations of similar size and complexity.
- Technical expertise in HR system development, data migration, and system configuration.
- Ability to provide comprehensive training and ongoing support services.
- Knowledge of data protection laws and best practices.
- Strong references from previous clients validate successful implementations.

Budget:

The organization invites vendors/firms to submit a detailed budget proposal, including all costs related to the implementation, training, and ongoing support.

Evaluation and Selection Process:

The selection of the vendor or firm will be based on the following criteria:

- Experience and qualifications (30%).
- Technical proposal and system design (25%).
- Budget proposal (20%).
- References and track record (15%).
- Proposed timeline (10%).

Submission and Deadline:

Interested vendors/firms should submit their proposals (both budget and narrative) in electronic format to rfq@msiafghanistan.org at 3:30 by May 21, 2024. The subject line should read "HR System Proposal - [MSIA-HRMIS-24-10]." along with the following documents:

- Cover Letter
- Supplier Profile and Demographics
- Pricing
- Timeline
- Implementation Approach
- Quality Assurance
- Product Roadmap
- Product Upgrades and New Version Releases
- Additional Products and Licenses
- Source Code / Escrow
- Security and Data Management
- On-Going Support Information
- Supplier Financial Information
- References

MSI Reproductive Choices Afghanistan reserves the right to reject any or all proposals and is not bound to accept the lowest or any proposal.

For Technical inquiries kindly contact:

1. Phone: +93 708 12 68 77
Email: mina.alami@msiafghanistan.org

For Procurement related inquiries kindly contact:

1. Phone: +93 708 12 70 001
Email: khyber.massoudy@msiafghanistan.org