

Terms of Reference for the scoping and development of requirements specifications for the MSB Human Resources Information Management System (HRIMS)

1. Background:

Marie Stopes Bangladesh (MSB) is a leading NGO having affiliation with Marie Stopes International (MSI), UK, which supports programmes in 38 countries, providing high quality and affordable, sexual and reproductive health (SRH) services to the urban, peri-urban and rural community through innovative service delivery approaches supported by appropriate BCC interventions. MSB is committed for improving the SRH status of the poor, highly at-risk and vulnerable population in Bangladesh. Having presence in 64 districts with 141 clinics and 33 programme offices for ensuring services to the target audiences.

Presently, a PMIS is in place, which stores employee information to deliver payroll, limited employee relations activities, separation and training with operating options for HR, Finance & Training departments only. The existing system has limitations on providing ever increasing HR requirements as MSB is growing. As a result, a demand driven MIS is must to ensure professional contribution to greater efficiency, effectiveness and customer centric services to 2000+ employees of the organization.

MSB plans to launch this ToR for vendor's participation in the bidding and selection process. It will be an endeavor from both parties involvement where the vendor will implement vendees' requirements to provide a customized HRIMS for MSB.

2. Detail of the assignment:

MSB intends to upgrade the existing PMIS to a Web based, integrated, well supported and user friendly HRIMS. The new system will be an real time interfacing information systems on the entire employee lifecycle from recruitment to exit which includes HR budgeting, dashboard, employee self-services, talent management: e-recruitment (online application, applicant tracking, shortlisting, recruiting tools, pre-employment testing), onboarding to the MSB family, employee relations affairs, training management, performance management, career management; compensation & benefit: self-attendance, payroll management, leave management; compliance with regulatory requirements, different types of HR reporting including donor timesheet calculation and separation from MSB. This database should also be linked with Inventory Management System where employee material requisition process and deliver.

This system should also be scalable and inter- operate able, with an ability to import data from multiple Excel spreadsheets, databases and prepare required management reports.

The system should contain a data warehousing facility in one master location providing for the interface between MSB HO's human resources information systems and end users to enable the viewing, uploading and storage of data which is in the custody of MSB.

Data sets will be developed and stored in the form of frameworks, toolkits, circulars, guidelines, manuals, templates, job profiles and personal/employee folders to mention the most obvious for access and retrieval of such data by HR personnel for strategic planning, knowledge sharing, benchmarking, compliance reporting, trend analysis and scenario analysis.

3. Objectives:

The overall objective of this project is to contract the services to an implementation vendor to perform a scoping exercise underpinned on the following works:

4. Scope of the work:

MSB is inviting proposals from capable implementation vendor(s) that shall perform a scoping exercise on the development and implementation requirements of an HRIMS underpinned by the scope of work as set out below:

4.1. An assessment:

Conduct an in-depth assessment of the existing PMIS with a primary focus on the following areas:

- Assess the internal MSB ICT environment in relation to the scope of work of this project.
- Investigate the feasibility and the implications of reviving the anticipated upgrades to a web based system.

4.2. Scoping of software and hardware requirements and specifications:

The analysis should be documented in a form that can be used to determine detailed technical specifications for software development and acquisition of hardware. This exercise would inter alia result in a statement of specifications and requirements for:

- a) Hardware requirements including required configurations of the existing MSB network.
- b) Software solution requirements which must cater for data base requirements.
- c) Must be a highly user-friendly and efficient system that uses the latest technology with a minimum hardware and software investment.
- d) Designing of specific integrated modules in line with the HR management and development and operating model.
- e) Must be able to produce centralized high-level dashboards of the underlying data to allow senior management to get a bird's eye view of MSB's progress/status.
- f) The solution must provide a flexible reporting facilities, policies and frameworks.
- g) Backup and recovery specifications.
- h) Application audit specifications.
- i) Application need to access from LAN and Web.
- j) Designed element required optimized and faster loading
- k) Self service facilities for users. Like user will be able to change their own password and forget password solution through email.
- l) User request and approval /regret will be notified through email.
- m) Pictorial help file with menu.
- n) Self service facilities for users.
- o) Segregation of user and management roles.
- p) The volumes, frequency and mode of data transfer processing and management requirements for such a system, inclusive of guidelines for the uploading of data by HR personnel.
- q) The application should allow for an infinite number of documents and initiatives to be captured.
- r) The necessity for additional requirements such as a scanning functionality of documents to be housed in the data warehousing facility of the system and any other additional requirements which are essential of the system but have not been specified herein.
- s) Determination of security level and requirements for detection and prevention of external cyber-attacks.

- t) During implementation stage, vendors interface diagram and design should be checked and verified by MSB respective team.
- u) Recommended different licensing options/alternatives.
- v) Software testing, piloting, and quality assurance measures.
- w) Technical Support Requirements.
- x) Maintenance and Support and Documentation Requirements.

4.3. Assessment of Training Requirements and management structure:

The implementation vendor should accordingly determine the probable user's skill/competences requirements together with the required management structure that will oversee the day to day management of the system.

It must state clearly the level of training and technical expertise that will be required and the amount of time expected to be spent on the training.

Any specific tasks that may be as cumbersome as to realistically impede completion should be sated.

4.4. Determine budget requirements:

The implementation vendor should determine the approximate financial resources required for development, project roll-out/implementation and making the system operational. The essential budge required should include:

- a) Cost of hardware, software and/or application development.
- b) Consulting and related services.
- c) Operational costs, including maintenance and support costs, if applicable.
- d) Licensing and
- e) Training costs

4.5. Develop a project implementation plan:

The implementation vendor would be required to develop a project implementation plan on a format of business plan with annexures of the project implementation items set out, detailed requirements specification, interface diagram with design, implementation schedule that is aligned to the estimated costs of the project against the request for proposals to develop and implement the MSB HRIMS.

A risk mitigation plan should be produced in the plan to assist MSB in the management of the risks that are inherent in the implementation of a project of this nature and magnitude.

4.6. Deliverables:

The final deliverables from this whole assignment are the following components:

- a) Project initiation
- b) Scooping the requirement
- c) Design & Data modeling
- d) Development & integration
- e) Simulation run
- f) Data migration
- g) Quality control
- h) Pre-live activity
- i) Testing

- j) Implementation
- k) Training
- l) Go Live
- m) Maintenance & Support

5. List of deliverables and time frame:

A scoping of the development and implementation requirements for the MSB HRIMS report, including at least the following points as detailed under the scope of work.

- a) An assessment report covering the points set out in point 4.1.
- b) A report detailing scoping of software and hardware requirements and specifications articulating all issues raised under point 4.2.
- c) Assessment of Training requirements and management structure report as per point 4.3.
- d) Determine Budget Requirements covering the points set out in point 4.4.
- e) Develop a Project Implementation Plan addressing issues alluded to in 4.5.
- f) Deliverables covering the points set out in point 4.6.

6. Timeframes:

Proposals must be accompanied by a work plan wherein the implementation vendor demonstrates what activities are to be undertaken by when and how.

7. Credentials of the implementation vendor:

- The vendor is expected to have strong knowledge on HRM system with at least 4-5 years' work experience in similar software development.
- Accurate written communication skills, with the ability to write fluently and concisely in plain English.
- Highly developed IT skills with the ability to present information clearly.
- Ability to produce high-quality work to tight deadlines with the minimum of supervision.

8. Apply Instructions:

Interested vendor(s) meeting required expertise and experiences are requested to send proposal (Technical & Financial including Tax & VAT) along with following documents to:

- a) Resume/Organizational Profile of Consultant
- b) Proven experience of similar work including names of organizations and period of completion
- c) Brochure

9. Vendor Evaluation:

For selecting the best vendor MSB will assess bids in two steps, i.e. proposal evaluation & demonstration of proposed work:

- a) The following evaluation method will be used for finally selecting the vendor:
 - After the closing date of the bid invitation, an evaluation committee of MSB officials will evaluate the proposals of the bidders.
 - The committee will individually evaluate each of the bid proposals received against the below mentioned criterion:

All proposals submitted will be evaluated on two categories;

- Functionality (technical content)
- Price

The assessment of functionality must be done in terms of the evaluation criteria and the minimum threshold value of 75 points. A bid will be disqualified if it fails to obtain the minimum threshold value for functionality as per the bid invitation.

For functionality, the following criteria will be applicable and the maximum value of each criteria is indicates as below:

#	Criteria for Functionality	Weight
1	Approach and Quality of Methodology	30
2	Current and Past Experience	20
3	Demonstration of implementation of Project Deliverables	30
4	Expertise and experience of staff	20
Total for functionality		100
Threshold		75

Thereafter, only the qualifying bids will be evaluated in terms of price offering.

- b) Qualifying vendors shall be expected to demonstration of work as outlined for MSB's requirements or similar work undertaken for previous clients.

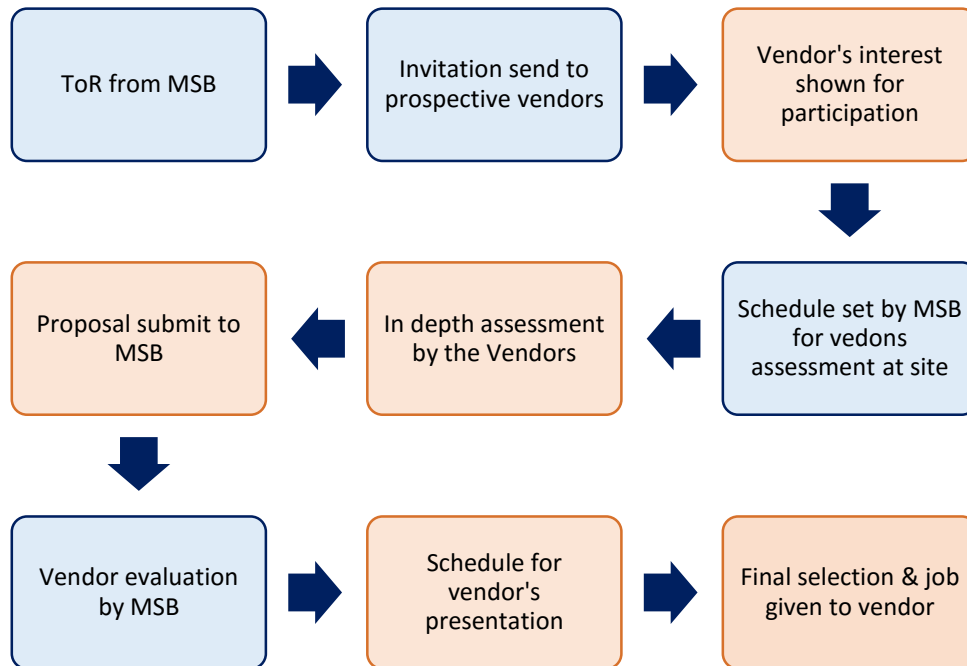
Finally, the bid evaluation committee will formulate recommendations to the MSB management.

10. General conditions:

The following should be noted by interested parties:

- a) Intellectual property and ownership of all materials and products developed in the execution of the contract will be vested in MSB.
- b) Materials and products may not be made available to any unauthorized person or institution or sold for profit without prior written consent from MSB.
- c) On completion or termination of the agreement, all materials and products must be handed over to MSB.
- d) No information concerning the tender or award of the tender may be made available by the bidder to other parties without prior consultation and written approval from MSB.

11. Outline of the process:



12. Outline of functional requirements:

A list of primary requirements have been sketched out on HR, pay roll & training modules and attached in Annexure 1. These requirements are to give an idea actually what is to be delivered in three modules and has the fine tuning option during in depth assessment by the vendor(s).

End of the document.

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