ROBOTIC PROCESS AUTOMATION: federal AUTHORITY FOR GOVERNMENT HUMAN RESOURCES

SHARED AND SUPPORT SERVICES

*2020*

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# Introduction

The Federal Authority for Government Human Resources “FAHR” would like to get proposals to incorporate disruptive technologies like Robotic Process Automation to automate mundane and manual processes in their support services sector which can lead to process and manpower efficiency across the entire entity. The required company should also provide a road map to roll out the same services across the Federal Government.

The proposal should include a review on the existing business process, Documenting AS Is and TO BE process, automation of mundane and manual tasks through RPA, Document and train the FAHR teams to roll out the same functionality for other entities in future.

The purpose of this engagement is:

* Replace the mundane tasks in support services by using the Robot.
* Utilize the current staff in more analytical and challenging tasks which can help the organization as well as the individual employee
* Use FAHR experience to roll out the same features for entities who are interested to use the same use case for their business

## Disclaimer

FAHR reserves the right to accept any proposal deemed to be in the best interest of the federal government, to waive any irregularities in any proposals, or to reject any or all proposals and to re-advertise for new proposals in its sole discretion, FAHR may determine the qualifications and acceptability of any party or parties submitting proposals. FAHR reserves the right to add, modify or delete elements of this scope without prior notification and without any liability or obligation of any kind or amount.

## About FAHR

The Authority is aiming to develop Human Resources in Government Sector based on the modern concepts and International criteria applied in the field of Human Resources Management.

The Authority is enjoying the independent corporate body and necessary legal competence to resume all works and disposals which guarantee achieving its objectives as well as achieving Administrative and financial independence and subordinate to the Cabinet.

Federal Authority for Government Human Resources has been established in the United Arab Emirates as per Federal Decree Law # 11 for the year 2008 regarding Human Resources issued by His Highness Shaikh Khalifa Bin Zayed Al Nahyan, President of United Arab Emirates.

The Authority is authorized with the powers and general responsibilities related to management of Human Resources of Ministries and Federal Authorities subject to this Decree through a Decree law to formulate 'a promising future starting point in the field of Development of Human Resources in the Ministries and Federal Government Authorities'.

In particular the Authority is assuming studying and giving proposals of policies and legislation related to Human Resources at the Government level and assisting Ministries to carry out correct execution of the legislation related to Human Resources and ensure that Ministries are obliged with the provisions of this Decree Law and the Rules issued in execution thereof and to consider objections on the resolutions of Grievance Committee and any other specialization assigned to it by the Cabinet.

# Scope of work

The proposal, at minimum, should include the following:

* Critical evaluation of identified use case (Refer Case 3) and document the business requirement document
* Propose the best in class product for automation with justification how the product suites FAHR’s Requirement. The product should have OCR capabilities as well as image processing capabilities. The product should be able to read Arabic data as well as have a Arabic interface
* Propose an implementation plan for the implementation of the use case
* Propose an training plan to train the users from the identified department
* Propose a training plan to train the IT Team as well as any other technical team within FAHR
* Propose a support plan to support the implemented solution during the hyper care support period (As agreed with FAHR) as well as long term support (12 Months)
* Propose all-inclusive financial cost which includes the licenses of the automation tool (Developer, end user, processor etc), professional services of the company (including business analysis, implementation, testing, training, documentation and support services for hyper care support).
* Propose the support cost for 12 months (after end of hyper care support)
* Propose a road map for business use case identified by FAHR to roll out for other Government entities
* The scope should also consider the integrations between Federal ERP system, FAHR Customer Happiness System, FAHR Manage Engine, RTA Parking System, Microsoft EPM, Microsoft Outlook
* Propose the hardware and network requirement from FAHR IT team (Hardware, Softwares) required to install the RPA proposed solution
* The company proposal should include Creation of Development environment, Test and High Available environment along with production environment
* The scope also includes all integrated Federal, Local Governments and private organizations applications (30 + applications hosted by other entities) with Oracle E-Business Suite.
* The proposed solution should also include the security options available in the solution to ensure no security breaches occur after the implementation
* Proposed the solution which is completely On Premise and if any cloud component is being used in the solution the company should highlight it with the required data center details like (location, certification, specification and data security)

## Expected Deliverables

* Project Plan
* Business Requirement Document for the Identified Business Case (Refer Case # 3). It is expected the document to be in English or Arabic based on business need.
* Creation of Development, Test and Production environment along with High Available environment for production
* Implemented and user accepted solution which meets FAHR’s requirements listed down in the requirement document
* Training Manuals and other required technical documents. Training manual can be made in English or Arabic depending on business requirement.
* Hyper Care Support period
* Weekly Progress reports
* Any Management presentation required by the company during the project duration (not exceeding 5)

Use Case

FAHR has identified the below departments from their support services sector who can be used to pilot the RPA solution.

***Human Resource Department***

**Hiring Process**

The employee hiring process is a manual and cumber sum process and a lot of incomplete information results to subsequent errors. This process is a probable candidate for automation. The document of the probable employees can be scanned by the automation tool and the required information can be entered in the ERP system. Any subsequent errors are sent out the HR team to get it corrected and the process can then be continued.

All subsequent processes and reports can be triggered and the employee onboarding can be made a seamless process in FAHR. The total number of transactions in FAHR is around 20+

This process is a probable candidate to be used to roll out for other entities in future.

**Approvals of HR transactions**

Currently HR has dedicated employees to approve transaction which takes a lot of time for HR personnel to review the request and approve it. The system slowness also leads to redundancy as well as ineffective utilization of manpower.

We expect the automation solution to review the data of the HR transaction (read from attachments) and based on this take smart decisions to approve reject or Return for Correction of the HR transaction. The total number of transactions per year is 1000+

This process is a probable candidate to be used to roll out for other entities in future.

**Submission of Insurance Documents**

Currently at the end of the year HR has to submit information of all employees and their dependents to insurance companies so that the insurance cards can be submitted by the company to employees. This is a slow and inefficient process. The number of transactions is 500+ per year.

Therefore we expect the automation solution to automatically upload the documents to the insurance company’s portal.

***Finance Department***

**Invoice Submission**

Invoices are submitted manually by the companies and partners. These invoices are entered by Finance team in the system and then subsequent processing is done on these invoices in FMIS system by FAHR Finance team. The number of transaction is 500+ per year.

The automation solution should automate the process where the invoice is collected, scanned, entered in the system for the robot and the subsequent finance processing is done by the automation

**Payroll Processing and Re-Conciliation**

Finance team runs payroll performs re-conciliation, runs the post payroll process and then the employees get paid. These processes take around 2 to 3 days for reconciliation.

The automation solution should automate the process runs and reconciliation. The different logics for reconciliation need to be fed and programmed in the automation tool.

**Reconciliation of Petty Cash into Invoice.**

The automation solution should reconcile all the petty cash invoices and help in creating a single invoice each day to be processed in the FMIS system

***Information Technology Department***

Automation of activities to be done once a ticket is created in Manage Engine. These requests need to be integrated with the automation tool and Manage Engine. These requests include creation of user, providing folder access, creating new share point folders etc