Terms of Reference (TOR) for

Human Resources Information Management System for Practical Action South Asia Regional Office

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1. BACKGROUND
Practical Action is a global change-making group that consists of a UK-registered charity with community projects in Africa, Asia, and Latin America, an independent publishing company, and a technical consulting service. It combines these specialisms to multiply its impact and help shape a world that works better for everyone. In Asia, Practical Action is currently operational in Nepal, India and Bangladesh and is focused on putting ingenious ideas to work to contribute to poverty reduction and sustainable well-being through working in four expertise change areas: Farming that Works, Energy that Transforms, Resilience that Protects and Cities Fit for People.

With the continuous growth of people over the past years, Practical Action is keen to acquire a human resource management system that can be customized to manage employee data at a regional scale.

2. OVERALL OBJECTIVE
The basic objective for the requirement of the HRIS is to maintain, manage and process employee information. A software that is user friendly and is easily accessible to all staff, with varying administrative rights, in all the three country offices.

3. SCOPE OF WORK
The potential service provider is expected to develop, test and install the software.

4. COUNTRY COVERAGE
This software will be implemented in the Practical Action Asia Region in Nepal, India and Bangladesh.

5. METHODOLOGY
The consultant is expected to ensure the following methodologies:

- Phase 1: Requirement Identification
- Phase 2: Process Reengineering
- Phase 3: Preparation of Software Requirement Specification
- Phase 4: System Development
- Phase 5: User and Administrator Training
- Phase 6: System Implementation
- Phase 7: Post implementation support

6. REQUIREMENT
The proposed HRIS system must provide the following functionality as a minimum part of the software:

- **Administrator Rights:**
  - HR Administrator Rights for 3 separate HR Admins in the 3 Country Offices that will have access to only the data of their individual country office.
  - HR Administrator Rights for all the 3 Country Offices that will have access to data of all the 3 country offices.
  - User Rights for all employees to access their individual data including leave. Employee Login, Profile management, dashboard, salary history, leave management, notifications etc

- **Employee details:**
Employee general information that includes personal data, salary, dependent details, past employment details, training details with the ability to attach documents like citizenship, PAN card etc.

- **Confirmation & Contract Renewals:**
  - Manage and receive alerts and notification for contract confirmation, probation extension and contract renewals

- **Leave management:**
  - Employee should be able to view leave balance, apply for leave and cancel leave if required. Workflow should be in place for leave approval. Manager and HR should be able to do bulk activities for set of employees

- **Learning and development:**
  - Manage Induction, L&D form, Training approval and Training record, Facility to record feedback and attach documents

- **Exit Management:**
  - Employee exit details, date of resignation, reasons, facility to upload resignation. Exit process to request for email disabling etc. Exit interview, handover form. Facility to attach documents.

- **HR Letters**
  - Possibility to generate letters in prescribed formats.

7. **DURATION AND TIMELINE**

The service provider is expected to complete the task within One to Two months after the commencement of the assignment.

8. **QUALIFICATION AND COMPETENCY**

Vendor needs to have a track record of providing HRIS services for more than 3 years.

9. **Enclosures:**
   i) Certificate of registration
   ii) Renewal certificate
   iii) PAN Registration Certificate
   iv) Tax clearance certificate
BIG CHANGE starts small