

Request for Proposal (RFP)

Opening Date: March 03, 2024

Closing Date: March 16, 2024

Subject: Service Consultancy – Human Resources MIS Software

The Organization:

Afghanaid is an International non-governmental organization (INGO) registered in the United Kingdom with the Charity Commission (Reg No: 1045348) and also as a Company Limited by Guarantee (Reg No: 3034888). Our UK registered office is at The Busworks, Omnibus, 39-41 North Road, London N7 9DP with head office in Afghanistan at House No 25, Street 3, Qala-e-Fathullah. Afghanaid has been working in the relief, rehabilitation, and development sector in Afghanistan since the early 1980s under a Memorandum of Understanding (MOU) signed with the Ministry of Economy, Government of Islamic Republic of Afghanistan (GoIRA). Afghanaid is an active member of the Agency Coordinating Body for Afghan Relief (ACBAR, based in Kabul) and British and Irish Agencies Afghanistan Group (BAAG, a London based network of British and Irish NGOs working in Afghanistan).

The Consultancy Assignment:

Afghanaid recognizes the strategic imperative to digitalise our operations, Afghanaid acknowledges the significance of implementing an efficient and comprehensive Human Resource Management Information System (HRMIS). This system aims to modernise HR processes, enhance data management, enable remote work, and augment decision-making capabilities. To achieve this objective, Afghanaid intends to procure and implement an HRMIS that aligns with our strategic objectives and effectively supports our human resource management functions.

Current HR System:

Our current HR system relies heavily on manual processes and paper-based documentation. Although we utilise Microsoft Office, email, and Google Workspace, challenges persist concerning compliance, data privacy, security, and the centralisation and integrity of HR data. The urgency to digitalise our HR department is paramount, necessitating a transition from outdated paper-based systems to a modern, integrated HRMIS. This transition aims to address compliance issues, enhance data security and privacy, improve efficiency and effectiveness, centralise HR data, and ensure data integrity. We require a comprehensive MIS solution to streamline HR processes, enhance data management, and ensure compliance with regulatory standards.

Scope of Work:

The scope of this endeavor encompasses engaging with key stakeholders within Afghanaid to thoroughly understand their business needs. This understanding will be translated into a detailed system requirements specification document, serving as the blueprint for the development and implementation of a robust web-based HRMIS solution.

The selected firm will be entrusted with the responsibility of not only building and implementing the HRMIS but also ensuring its functionality through rigorous transaction testing and user acceptance testing. Moreover, the

system will be deployed on both local physical servers and cloud-based servers to ensure accessibility and scalability. In addition to technical deployment, the scope extends to comprehensive end-user and administrator training, equipping Afghanaid staff with the necessary skills to leverage the system effectively. Post-implementation, the firm will provide crucial after-sales support, ensuring smooth operation, and timely resolution of any issues that may arise.

The envisioned HRMIS system is designed to address a myriad of HR functions, ranging from employee information management to performance evaluation, training, and data security. Through automation, integration, and meticulous attention to detail, Afghanaid seeks to revolutionize its HR operations, fostering efficiency, compliance, and data integrity. With a completion timeline of sixteen weeks, Afghanaid is committed to expediting this transition, paving the way for a more streamlined, secure, and strategic approach to human resource management.

Functional Specifications:

The proposed HRMIS system will be used to run the organization HR routine work in a smooth and secure manner should be robust enough to be able to provide for the following functional specifications:

| CORE FUNCTIONS | |
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| FUNCTIONALITY | DESCRIPTION |
| System Deployment | <ul style="list-style-type: none"> ▪ Provide support with the implementation of the system and assist with solutions for data migration from current manual system to new system “if required”. |
| Core Structure | <ul style="list-style-type: none"> ▪ Ability to handle multi-company with inter-company transactions (Afghanaid UK and Afghanaid Afghanistan). ▪ Must also have the ability to operate one company with multiple geographical locations i.e two or more countries ▪ Ability to accommodate data entry from multiple locations and using different interfaces e.g. web interface. ▪ Provide multi-user with concurrent access and different access levels. |
| Employee Information Management: | <ul style="list-style-type: none"> ▪ Maintain detailed records of employees, including personal information, contact details, employment history, and qualifications. ▪ Track employee attendance, leaves, and absences accurately. |
| Recruitment and On boarding | <ul style="list-style-type: none"> ▪ Facilitate the posting of job vacancies and manage the entire recruitment process efficiently. ▪ Collect and store candidate resumes and application materials securely. ▪ Schedule and track interviews and assessments seamlessly. ▪ Streamline onboarding processes for new hires, including document collection, orientation, and training. ▪ Informing Administration and Information Technology team for on boarding new staff related requirement in IT and work place setup. |
| Employee’s Off-boarding | <ul style="list-style-type: none"> ▪ Ensure smooth off boarding processes by notifying relevant teams and managing responsibilities transfer. ▪ Deactivate rights and accounts promptly. ▪ Turning in equipment if assigned. ▪ Conduct exit interviews and calculate final payments accurately. |
| Performance Management: | <ul style="list-style-type: none"> ▪ Set and manage employee performance goals and objectives effectively. ▪ Conduct performance appraisals and evaluations efficiently. |

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| | <ul style="list-style-type: none"> Track performance metrics and provide timely feedback to employees. Support performance improvement plans and development initiatives. |
| <ul style="list-style-type: none"> Training and Development | <ul style="list-style-type: none"> Identify and manage employee training needs based on employee goals and objectives. Schedule and track training programs and courses. Monitor employee progress and completion of training activities. Evaluate the effectiveness of training initiatives. User Management Course Management Content Management Learning Delivery Progress Tracking and Reporting Certification and Compliance |
| <ul style="list-style-type: none"> Reporting and Analytics | <ul style="list-style-type: none"> Generate comprehensive HR reports and analytics to support data-driven decision-making. Track and analyze workforce demographics, turnover rates, and other HR metrics effectively. Provide insights on employee performance, training needs, and succession planning strategies. Monitor compliance with labor laws, regulations, and diversity initiatives efficiently. |
| <ul style="list-style-type: none"> Compensation and Benefits Management | <ul style="list-style-type: none"> Administer employee salaries, allowances, and benefits accurately. Manage payroll processes, including pay slips generation and calculations. Track employee benefits such as health insurance, retirement plans, and leaves effectively. Generate reports for compensation analysis and budgeting purposes. |
| <ul style="list-style-type: none"> Employee Self-Service | <ul style="list-style-type: none"> Enable employees to request leaves, update personal details, and view pay slips conveniently. Facilitate participation in performance appraisals and training activities seamlessly. Facilitate communication and collaboration within the organization through self-service portals. Timesheet preparation by system based on the project charged in and number of hours works. |
| <ul style="list-style-type: none"> Workflow Automation | <ul style="list-style-type: none"> Streamline HR processes through automated workflows and notifications. Manage approvals, escalations, and routing of HR-related requests seamlessly. Enhance efficiency and reduce manual administrative tasks significantly. |
| <ul style="list-style-type: none"> Data Security and Access Control | <ul style="list-style-type: none"> Ensure the security and privacy of employee information through robust data security measures. Define user access levels and permissions accurately. Implement encryption, backups, and user authentication mechanisms effectively to safeguard data integrity. |

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| <ul style="list-style-type: none"> ▪ Documents Management System (DMS): | <ul style="list-style-type: none"> ▪ It includes all the functionalities of documents IN/OUT and flow control functionalities. |
| <ul style="list-style-type: none"> ▪ Integration and Interfaces | <ul style="list-style-type: none"> ▪ Integrate with other systems such as Microsoft Dynamics NAV 2013, other future developed modules and time attendance terminals seamlessly. ▪ Provide interfaces for smooth data exchange with external systems. ▪ Facilitate data import/export functionalities efficiently to ensure interoperability. |
| <ul style="list-style-type: none"> ▪ Automated processing | <ul style="list-style-type: none"> ▪ Automatically perform costing and processes such as payrolls, salary sheets, leave payable, pension, 13th month Cheque, Cost of Living Allowance (COLA), Performance Planning and Appraisal (PPA), period close and year-end close. |
| <ul style="list-style-type: none"> ▪ Scalability | <ul style="list-style-type: none"> ▪ Handle significant increases in volumes of transactions ▪ Easily accommodate expansion into more locations, program areas, etc |
| <ul style="list-style-type: none"> ▪ Maintainability | <ul style="list-style-type: none"> ▪ The MIS system will support automatic and manual updates. |
| <ul style="list-style-type: none"> ▪ Security | <ul style="list-style-type: none"> ▪ The MIS system must protect HR information from unauthorized access (read and write) and cyber-attacks. |

Completion Time:

The assignment of implementing the HRMIS system for Afghanaid must be accomplished within a timeframe of sixteen weeks following the receipt of the letter of appointment. This timeline underscores the urgency and commitment of Afghanaid to expedite the transition to an efficient, integrated HR management solution. Within this timeframe, the selected firm is tasked with understanding Afghanaid's business needs, drafting system requirements, developing and implementing the HRMIS, conducting thorough testing, deploying the system on both local and cloud-based servers, providing comprehensive training, and offering ongoing support. Adherence to this timeline is crucial to ensure minimal disruption to operations and to realize the envisioned benefits of enhanced efficiency, compliance, and data management for Afghanaid's human resource department.

Reporting Line:

The consultant will work closely with the HRMIS selection committee.

EXPERTISE REQUIRED

The firm or consulting team engaged for the impact study must provide evidence of the following qualifications and competencies:

- Past projects were conducted in HRMIS development and implementation, providing similar services to NGOs are desirable.
- The service provider should understanding of Afghanaid's unique context and requirements.
- Credentials and certifications of team members/lead consultant
- Evidence of team members' proficiency in relevant assignment
- Full-time commitment to the lead consultant
- The firm must clearly understand HRMIS requirement and its functions.
- Should have qualified technical specialists and are available for on time support

REQUIREMENTS FOR RFP:

1) Contact Information

Provide a Primary Contact Person, Company Name, Address, Phone Number, E-mail Address.

2) Background and Experience

- In detail, describe your methodologies for providing the deliverables listed in the ToR/assignment.
- Describe your organization's expertise and experience related to assignments with other NGOs by providing your clients' names, project details, location, total contract value, and other relevant information.
- Programming language(s) used in application development.
- Detailed background and qualifications of your team experts who will execute the assignment.

3) Key Staff/Lead Consultant

- Identify key staff that will be dedicated to providing this consultancy.
- Describe the education and experience of key staff relevant to the requested services.
- Team composition and time allocation

4) Consultancy Cost:

Provide a detailed budget for the consultancy services and a breakdown of consultancy costs for the overall assignment in USD.

CONTACT DETAILS & SUBMISSIONS

National/International firms that meet the above requirements should submit their proposals to jobs@afghanaid.org.uk by **4:30 pm (Kabul time) on 16th March 2024**, including the following as the subject line: **"RFP No. AAD-03-2024 Proposal for Consultancy Services for Human Resource MIS Software"**. Applications without the proper subject line or submitted after the deadline will not be considered. Each proposal should include essential components such as a company profile, technical proposal outlining how the proposed system meets Afghanaid's needs, financial proposal detailing costs and fees, and references of similar projects completed.

The application should include the following:

- A letter of interest including complete contact details, previous relevant experience and references
- Company profile
- Technical proposal outlining how the proposed system meets Afghanaid's needs
- Financial proposal detailing costs and fees

If you have any questions regarding this request for proposal, please email gmamiri@afghanaid.org.uk or smsalehzai@afghanaid.org.uk no later than **4:30 pm (Kabul Time) on 12th March 2024** so that we have time to respond to your request before the deadline for applications. Afghanaid welcomes questions pertaining to the scope of work, technical specifications, financial considerations, or any other aspects of the proposal. Clear communication is essential to ensure that potential vendors have a comprehensive understanding of the requirements and can submit well-informed proposals.

Electronic copies of the Proposals/Quotations in response to this request are to be submitted by **4:30 pm (Kabul Time) on 16nd March 2024**.

Only qualified applications meeting the above criteria will be shortlisted. Due to the high volume of applications we receive, we are unable to respond to every application. If you have not heard from us within 2 weeks of the deadline, then you have not been successful for shortlisting.