



ދިވެހިސަރުކާރުގެ ގެޒެޓްގައި ބަޔާންކޮށްފައިވާ ގޮތުން
މާލެ، ދިވެހިސަރުކާރުގެ ގެޒެޓް

ސަރުކާރުގެ ސަރުކާރުގެ ގެޒެޓްގައި ބަޔާންކޮށްފައިވާ ގޮތުން

މާލެ ގެޒެޓްގައި ބަޔާންކޮށްފައިވާ ގޮތުން ސަރުކާރުގެ ސަރުކާރުގެ ގެޒެޓްގައި ބަޔާންކޮށްފައިވާ ގޮތުން
މާލެ ގެޒެޓްގައި ބަޔާންކޮށްފައިވާ ގޮތުން

- ITB/04/2024 ސަރުކާރުގެ ސަރުކާރުގެ ގެޒެޓްގައި ބަޔާންކޮށްފައިވާ ގޮތުން
- FSM-ADV/2024/05 ސަރުކާރުގެ ސަރުކާރުގެ ގެޒެޓްގައި ބަޔާންކޮށްފައިވާ ގޮތުން
- 2024 06 ޖަޔަލް ސަރުކާރުގެ ސަރުކާރުގެ ގެޒެޓްގައި ބަޔާންކޮށްފައިވާ ގޮތުން
- 2024 17 ޖަޔަލް ސަރުކާރުގެ ސަރުކާރުގެ ގެޒެޓްގައި ބަޔާންކޮށްފައިވާ ގޮތުން



15. ބަޔާންކޮށްފައިވާ ޖެނެރަލް ޕްރޮޕޯޝަން ޖެނެރަލް ޕްރޮޕޯޝަން

15.1 ބަޔާންކޮށްފައިވާ ޖެނެރަލް ޕްރޮޕޯޝަން ޖެނެރަލް ޕްރޮޕޯޝަން 17 ޖެނެރަލް ޕްރޮޕޯޝަން 2024 ވަނަ ޖެނެރަލް ޕްރޮޕޯޝަން 11:00 ގައި ބަޔާންކޮށްފައިވާ ޖެނެރަލް ޕްރޮޕޯޝަން.

6 ވަނަ ޖެނެރަލް ޕްރޮޕޯޝަން، ޖެނެރަލް ޕްރޮޕޯޝަން، ޖެނެރަލް ޕްރޮޕޯޝަން ޖެނެރަލް ޕްރޮޕޯޝަން، ޖެނެރަލް ޕްރޮޕޯޝަން

15.2 ބަޔާންކޮށްފައިވާ ޖެނެރަލް ޕްރޮޕޯޝަން ޖެނެރަލް ޕްރޮޕޯޝަން ޖެނެރަލް ޕްރޮޕޯޝަން ޖެނެރަލް ޕްރޮޕޯޝަން ޖެނެރަލް ޕްރޮޕޯޝަން.

15.3 ބަޔާންކޮށްފައިވާ ޖެނެރަލް ޕްރޮޕޯޝަން ޖެނެރަލް ޕްރޮޕޯޝަން ޖެނެރަލް ޕްރޮޕޯޝަން ޖެނެރަލް ޕްރޮޕޯޝަން ޖެނެރަލް ޕްރޮޕޯޝަން.

16. ޖެނެރަލް ޕްރޮޕޯޝަން ޖެނެރަލް ޕްރޮޕޯޝަން ޖެނެރަލް ޕްރޮޕޯޝަން ޖެނެރަލް ޕްރޮޕޯޝަން ޖެނެރަލް ޕްރޮޕޯޝަން ޖެނެރަލް ޕްރޮޕޯޝަން

16.1 ބަޔާންކޮށްފައިވާ ޖެނެރަލް ޕްރޮޕޯޝަން ޖެނެރަލް ޕްރޮޕޯޝަން ޖެނެރަލް ޕްރޮޕޯޝަން ޖެނެރަލް ޕްރޮޕޯޝަން ޖެނެރަލް ޕްރޮޕޯޝަން ޖެނެރަލް ޕްރޮޕޯޝަން ޖެނެރަލް ޕްރޮޕޯޝަން.

16.2 ޖެނެރަލް ޕްރޮޕޯޝަން ޖެނެރަލް ޕްރޮޕޯޝަން ޖެނެރަލް ޕްރޮޕޯޝަން ޖެނެރަލް ޕްރޮޕޯޝަން ޖެނެރަލް ޕްރޮޕޯޝަން ޖެނެރަލް ޕްރޮޕޯޝަން ޖެނެރަލް ޕްރޮޕޯޝަން.

ޖެނެރަލް ޕްރޮޕޯޝަން ޖެނެރަލް ޕްރޮޕޯޝަން ޖެނެރަލް ޕްރޮޕޯޝަން ޖެނެރަލް ޕްރޮޕޯޝަން ޖެނެރަލް ޕްރޮޕޯޝަން ޖެނެރަލް ޕްރޮޕޯޝަން ޖެނެރަލް ޕްރޮޕޯޝަން.

16.3 ޖެނެރަލް ޕްރޮޕޯޝަން ޖެނެރަލް ޕްރޮޕޯޝަން ޖެނެރަލް ޕްރޮޕޯޝަން ޖެނެރަލް ޕްރޮޕޯޝަން ޖެނެރަލް ޕްރޮޕޯޝަން ޖެނެރަލް ޕްރޮޕޯޝަން.

➤ 40 ގަޑިއިރު

➤ ޖެނެރަލް ޕްރޮޕޯޝަން: 20 (10 ގަޑިއިރު x 2 - ޖެނެރަލް ޕްރޮޕޯޝަން ޖެނެރަލް ޕްރޮޕޯޝަން 2017 ވަނަ ޖެނެރަލް ޕްރޮޕޯޝަން ޖެނެރަލް ޕްރޮޕޯޝަން ޖެނެރަލް ޕްރޮޕޯޝަން)

(ޖެނެރަލް ޕްރޮޕޯޝަން ޖެނެރަލް ޕްރޮޕޯޝަން ޖެނެރަލް ޕްރޮޕޯޝަން ޖެނެރަލް ޕްރޮޕޯޝަން ޖެނެރަލް ޕްރޮޕޯޝަން)

➤ ޖެނެރަލް ޕްރޮޕޯޝަން:

• ޖެނެރަލް ޕްރޮޕޯޝަން ޖެނެރަލް ޕްރޮޕޯޝަން: 20

• ޖެނެރަލް ޕްރޮޕޯޝަން ޖެނެރަލް ޕްރޮޕޯޝަން: 20

17. ދިވެހިސަރުކާރުގެ ގެޒެޓްގައި ބަޔާންކޮށްފައިވާ ގޮތަށް

17.1 ގައި ބަޔާންކޮށްފައިވާ ގޮތަށް ދިވެހިސަރުކާރުގެ ގެޒެޓްގައި ބަޔާންކޮށްފައިވާ ގޮތަށް ދިވެހިސަރުކާރުގެ ގެޒެޓްގައި ބަޔާންކޮށްފައިވާ ގޮތަށް ދިވެހިސަރުކާރުގެ ގެޒެޓްގައި ބަޔާންކޮށްފައިވާ ގޮތަށް

ބަޔާންކޮށްފައިވާ ގޮތަށް.

ދިވެހިސަރުކާރުގެ ގެޒެޓްގައި ބަޔާންކޮށްފައިވާ ގޮތަށް: tenders@fsm-mv

17.2 ސަރުކާރުގެ ގެޒެޓްގައި ބަޔާންކޮށްފައިވާ ގޮތަށް 11 ޖަނުވަރީ 2024 ގައި ބަޔާންކޮށްފައިވާ ގޮތަށް 04:00 ގަޑީގައި.

1 ވަނަ ބައި

ބޭނުންކުރާ ސާމާނުގެ ވަޅުމަތް ދަންނަވާ ގޮތުގެ ގޮތުން ވަނަ ބައި

ބޭނުންކުރާ ސާމާނުގެ ވަޅުމަތް ދަންނަވާ ގޮތުގެ ގޮތުން ވަނަ ބައި ފުރިހަމަކުރެއްވުމަށް ބޭނުންކުރާ ސާމާނުގެ ވަޅުމަތް ދަންނަވާ ގޮތުގެ ގޮތުން ވަނަ ބައި.

ވަނަ ބައި/ސާމާނު	ބޭނުންކުރާ ސާމާނުގެ ވަޅުމަތް	ނަންބަރު
	ބޭނުންކުރާ ސާމާނުގެ ވަޅުމަތް (1 ވަނަ ބައި)	1.
	ބޭނުންކުރާ ސާމާނުގެ ވަޅުމަތް ދަންނަވާ ގޮތުގެ ގޮތުން ވަނަ ބައި (2 ވަނަ ބައި)	2.
	ބޭނުންކުރާ ސާމާނުގެ ވަޅުމަތް (3 ވަނަ ބައި)	3.
	ބޭނުންކުރާ ސާމާނުގެ ވަޅުމަތް (4 ވަނަ ބައި)	4.
	ބޭނުންކުރާ ސާމާނުގެ ވަޅުމަތް ދަންނަވާ ގޮތުގެ ގޮތުން ވަނަ ބައި (5 ވަނަ ބައި)	5.
	ބޭނުންކުރާ ސާމާނުގެ ވަޅުމަތް ދަންނަވާ ގޮތުގެ ގޮތުން ވަނަ ބައި (6 ވަނަ ބައި)	6.
	ބޭނުންކުރާ ސާމާނުގެ ވަޅުމަތް ދަންނަވާ ގޮތުގެ ގޮތުން ވަނަ ބައި (7 ވަނަ ބައި)	7.
	ބޭނުންކުރާ ސާމާނުގެ ވަޅުމަތް ދަންނަވާ ގޮތުގެ ގޮތުން ވަނަ ބައި (8 ވަނަ ބައި)	8.
	ބޭނުންކުރާ ސާމާނުގެ ވަޅުމަތް ދަންނަވާ ގޮތުގެ ގޮތުން ވަނަ ބައި (9 ވަނަ ބައި) (Work Plan)	9.
	ބޭނުންކުރާ ސާމާނުގެ ވަޅުމަތް ދަންނަވާ ގޮތުގެ ގޮތުން ވަނަ ބައި (10 ވަނަ ބައި)	10.
	ބޭނުންކުރާ ސާމާނުގެ ވަޅުމަތް ދަންނަވާ ގޮތުގެ ގޮތުން ވަނަ ބައި (11 ވަނަ ބައި)	11.
	ބޭނުންކުރާ ސާމާނުގެ ވަޅުމަތް ދަންނަވާ ގޮތުގެ ގޮތުން ވަނަ ބައި	12.
	ބޭނުންކުރާ ސާމާނުގެ ވަޅުމަތް ދަންނަވާ ގޮތުގެ ގޮތުން ވަނަ ބައި	13.
	ބޭނުންކުރާ ސާމާނުގެ ވަޅުމަތް ދަންނަވާ ގޮތުގެ ގޮތުން ވަނަ ބައި (6 ވަނަ ބައި)	14.
	ބޭނުންކުރާ ސާމާނުގެ ވަޅުމަތް ދަންނަވާ ގޮތުގެ ގޮތުން ވަނަ ބައި (15 ވަނަ ބައި)	15.

2 ވަނަ ބައި

ބަޔާންކުރާ ގޮތުގެ ދަށުން ދަންނަވާ ގޮތު

1. ބަޔާންކުރާ ގޮތުގެ ދަށުން ދަންނަވާ ގޮތު:	
1.1	ސަރުކާރު:
1.2	އުދުހުގެ ބަޔާން:
1.3	އިތުރު ބަޔާންކުރާ ގޮތު:
1.4	މަޢުލޫމާތު ސަރުކާރު:
2. ފަސޭހަ ބަޔާންކުރާ ގޮތުގެ ދަށުން ދަންނަވާ ގޮތު:	
2.1	ބަޔާންކުރާ ގޮތު:
2.2	އިތުރު ބަޔާންކުރާ ގޮތުގެ ދަށުން ދަންނަވާ ގޮތު:
3. ފަސޭހަ ބަޔާންކުރާ ގޮތުގެ ދަށުން ދަންނަވާ ގޮތު:	
3.1	ފަސޭހަ ބަޔާންކުރާ ގޮތު:
3.2	ފަސޭހަ ބަޔާންކުރާ ގޮތުގެ ދަށުން ދަންނަވާ ގޮތުގެ ދަށުން ދަންނަވާ ގޮތު:
3.3	މަޢުލޫމާތު ސަރުކާރު (ބަޔާންކުރާ ގޮތު):
3.4	އިތުރު ބަޔާންކުރާ ގޮތު (ބަޔާންކުރާ ގޮތު):
4. ބަޔާންކުރާ ގޮތު:	
4.1	ބަޔާންކުރާ ގޮތުގެ ދަށުން ދަންނަވާ ގޮތުގެ ދަށުން ދަންނަވާ ގޮތު.
4.2	ބަޔާންކުރާ ގޮތުގެ ދަށުން ދަންނަވާ ގޮތުގެ ދަށުން ދަންނަވާ ގޮތުގެ ދަށުން ދަންނަވާ ގޮތު.
4.3	އުދުހުގެ ބަޔާންކުރާ ގޮތުގެ ދަށުން ދަންނަވާ ގޮތުގެ ދަށުން ދަންނަވާ ގޮތު (މަޢުލޫމާތު ސަރުކާރު، ބަޔާންކުރާ ގޮތު، ފަސޭހަ ބަޔާންކުރާ ގޮތު، ބަޔާންކުރާ ގޮތު، ބަޔާންކުރާ ގޮތު، ބަޔާންކުރާ ގޮތު).
4.4	ބަޔާންކުރާ ގޮތުގެ 90 ދުވަހުގެ ތެރޭގައި ބަޔާންކުރާ ގޮތުގެ ދަށުން ދަންނަވާ ގޮތުގެ ދަށުން ދަންނަވާ ގޮތު.
4.5	ބަޔާންކުރާ ގޮތުގެ ދަށުން ދަންނަވާ ގޮތުގެ ދަށުން ދަންނަވާ ގޮތުގެ ދަށުން ދަންނަވާ ގޮތު.
4.6	ފަސޭހަ ބަޔާންކުރާ ގޮތުގެ ދަށުން ދަންނަވާ ގޮތުގެ ދަށުން ދަންނަވާ ގޮތުގެ ދަށުން ދަންނަވާ ގޮތު.
5. ބަޔާންކުރާ ގޮތުގެ ދަށުން ދަންނަވާ ގޮތު:	
	ސަފުހާ:
	ސަރުކާރު:
	މަޢުލޫމާތު:
	ބަޔާންކުރާ ގޮތު:

ބަޔާންކުރާ ގޮތުގެ ދަށުން ދަންނަވާ ގޮތު

ފޯމުގެ ބައި 3

Bid security must be in the letter head of the issuing agency. No alterations to this format shall be permitted and no substitutions shall be accepted.

BID SECURITY (Unconditional)

[Issuing Agency's Name, and Address of Issuing Branch or Office]

Beneficiary: Fuel Supplies Maldives Pvt. Ltd., FSM Building, 4th Floor, Boduthakurufaanu Magu, Male', 20026, Republic of Maldives

Date: -----

BID SECURITY No.: -----

We have been informed that [Name of the Bidder/Company] is submitting the bid in reference to Tender Ref: ITB/04/2024 dated on (date) to procurement/development of a modern HR software solution for Fuel Supplies Maldives Pvt Ltd, (Company Registration Number C358/2000)

Furthermore, we understand that, according to the conditions of the Invitation to Bid and Bidders Instructions, a Bid Security is required.

At the request of the Bidder, we [Name of Issuing Agency] hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of [Insert amount in words and in figures] [MVR 50,000], upon receipt by us of your first demand in writing accompanied by a written statement stating that the Bidder is in breach of its obligation(s) under the condition of the bidders instructions and contract, without your needing to prove or to show grounds for your demand or the sum specified therein.

This Bid Security shall expire, no later than [date] and any demand for payment under it must be received by us at this office on or before that date.

Signature of Issuing Agency

Designation:

Date:

Official Seal

**PERFORMANCE SECURITY
 (Unconditional)**

[The bank/successful Bidder providing the Guarantee shall fill in this form in accordance with the instructions indicated in brackets, if the Employer requires this type of security.]

[insert bank's name, and address of issuing branch or office]

Beneficiary: *[insert name and address of Employer]*

Date: *[insert date]*

PERFORMANCE GUARANTEE No.: *[insert Performance Guarantee number]*

We have been informed that *[insert name of Contractor]* (hereinafter called "the Contractor") has entered into Contract No. *[insert reference number of the Contract]* dated with you, for the execution of *[insert name of Contract and brief description of Works]* (hereinafter called "the Contract").

Furthermore, we understand that, according to the conditions of the Contract, a performance guarantee is required.

At the request of the Contractor, we *[insert name of Bank]* hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of *[insert amount in figures] ([insert amount in words])*, such sum being payable in the types and proportions of currencies in which the Contract Price is payable, upon receipt by us of your first demand in writing accompanied by a written statement stating that the Contractor is in breach of its obligation(s) under the Contract, without your needing to prove or to show grounds for your demand or the sum specified therein.

This guarantee shall expire no later than 90 days from the date of issuance of the Completion Certificate, calculated based on a copy of such Certificate which shall be provided to us, or on the *[insert number day of [insert month], [insert year]* whichever occurs first. Consequently, any demand for payment under this guarantee must be received by us at this office on or before that date.

[signature(s) of an authorized representative(s) of the Bank]

5 ވަނަ ބަޔާންކުރުމުގެ ހުށަހަޅުމުގެ ތަޢާރުގައި

ފަންކަންތަކާއި ބަޔާންކުރުމުގެ ހުށަހަޅުމުގެ ތަޢާރުގައި

1. ބަޔާންކުރުމުގެ ހުށަހަޅުމުގެ ތަޢާރުގައި		
	1.1	ސަރުކާރު:
	1.2	އިތުރު ފަންކަންތަކާއި ބަޔާންކުރުމުގެ ހުށަހަޅުމުގެ ތަޢާރުގައި:
	1.3	ފަންކަންތަކާއި ބަޔާންކުރުމުގެ ހުށަހަޅުމުގެ ތަޢާރުގައި:
2. ބަޔާންކުރުމުގެ ހުށަހަޅުމުގެ ތަޢާރުގައި (އިތުރު ފަންކަންތަކާއި ބަޔާންކުރުމުގެ ހުށަހަޅުމުގެ ތަޢާރުގައި × ފަންކަންތަކާއި ބަޔާންކުރުމުގެ ހުށަހަޅުމުގެ ތަޢާރުގައި)		
Functional Requirements	Yes	No
2.1 Staff Requisition: Enable to raise staff requisition specifying various criteria like qualification details, skill sets and responsibility details, experience, gender, and age group requirements among other requirements. This requires 3 levels of approval. HOD, MD and HR		
2.2 Resume Management: Enable to capture all important information about a candidate who has applied through various channels like online websites, job portal etc. The information captured would include the resume details, skills details, job applied for, contact details, addresses, DOB, all experience details, qualification details, photograph, and Reference details.		
2.3 Short listing of Candidates: Able to do short listing of candidates based on various filtering criteria like qualification, age group, city, gender, experience, skills etc.		
2.4 Interview: Manage interviewer details, schedule interviews, and capture the interview results.		
2.5 On Hold and Rejected Candidate Database: Able to mark the recruitment status of candidate as in process, on hold, rejected etc. Maintain database of On Hold and Rejected Candidates. These can be purged as per our requirements.		
2.6 Placement Options for Head of HR. (Grade and career level selection)		
2.7 Auto-generation and conveyance of documents - job confirmation documents, placement form, job offer letter.		
2.8 Reference Check: Enable to create a database of questions that need to be asked during Reference Check		
2.9 Functionality to capture and maintain all required information about an Employee. This information will be part of the Employee Database, the backbone of the software.		
2.10 Employee General Information: Maintain all basic information about an Employee such as -Name, Employee Code, Father's/Spouse's name, Qualification, Experience, all Contact Addresses, E-mail Addresses, Mobile Numbers, Blood Group, Photo, Department, Role, Designation, DOJ, DOB, Location etc.		
2.11 Employee Salary Structure: Capture Employee Salary Structure details covering all Earning and Deduction heads and Benefits.		
2.12 Employee Dependents' Details: All information about Employee Dependents that is required for Payroll, PF, Insurance and Reimbursement perspectives.		
2.13 Employee Payroll Information: Important information like Bank Details, Account Number, etc.		

2.14 Past Employment Details: Important information of past employment including Employer Name, Salary Structure and Positions held		
2.15 Past Training Details: All information on Trainings attended by the employee.		
2.16 Attachments: Facility to attach Resume, Increment Letter, any other letter. Facility to scan photograph or signature and attach the same to the HR software. Staff should be able to upload documents.		
2.18 Part of the payroll module must be included. Payroll preparation Payroll records and calculation with statutory and organizational deduction. Generate monthly pays slips and uploaded/generated to software upon finalizing payroll or sent by email to staff.		
2.19 Must be compliant to Overtime policies of FSM and employees should be able to apply for OT depending on the hours of additional work done. This must be calculated and displayed separately on the pay slip.		
2.20 Functionality to manage the Performance goal identification, setting and appraisal of the employees at the organization as per annual appraisal cycle.		
2.21 Manage KPI and set Goals: Define as many KPI as required, define measurement criteria, weightage and ratings as required. These can be designation specific or Employee specific.		
2.22 Functionality to manage the confirmation, contract renewal of the employees.		
2.23 Confirmation: Facility to confirm Employees and capture related details. Notifications for delays, list of due employees.		
2.24 Probation Extension: Facility to extend Probation of an Employee. Alert and Notifications for delays, list of due employees.		
2.25 Contract Renewal: Automate Contract Renewal of Employee. Bulk process should be possible. Alert and Notifications for due employees.		
2.26 Functionality to capture the leave details and link to attendance record.		
2.27 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.		
2.28 Linking with biometric Attendance data: An inbuilt import module which should help for importing attendance data from biometric attendance machine, CSV or XLS or any db file format that is commonly used by all attendance machines. Scheduled upload of files or auto upload should be possible.		
2.29 Special Leave creation, administering and condition setting.		
2.30 Self Service: Employee Login, Profile management, dashboard, tour management, Salary history, leave management, appraisals, notifications etc.		
2.31 Role base: The application access, functional and views available should be decided based on role of employee such that it eases the core HR related functions the employee needs to perform in his role.		

2.32 Facility to Transfer an Employee to any other Office due to promotion or any other reason.		
2.33 Functionality to manage the employee skill development training, induction.		
2.34 Training Masters: master’s driven software and enable us to define various masters like Training Needs Identification Sources, Training Types and define as per our needs fields that shall come when we collect Employee feedback.		
2.35 Trainers Details: Define as many Trainers as possible, categorize them and collect as much information about them as required.		
2.36 Training Budget: Define Training Budget in terms of money value and hours.		
2.37 Training Calendar: Provision to prepare and publish a Training Calendar.		
2.38 Training Record: Facility to record details of Training Attended by Employees. These details should reflect on Employee profile.		
2.39 Employee Handbook: Must contain a viewable/readable version of the handbook available on the software		
2.40 Document Portal: Must include a document portal to upload training content, documents, and certificates. Uploading for HR personnel only		
2.41 Training Feedback: Facility to record Feedback given by Employees.		
2.42 Record any Disciplinary action incident, action taken and other details and help us build its history.		
2.43 Separation Details: Record separation related information - date of resignation, type of separation, notice period details, reason, etc.		
2.44 Auto generates a termination/resignation chit upon separation from system.		
2.45 Exit Interview: Document the exit interview. It must be able to always activate and deactivate an employee.		
2.46 Functionality to sign in, mark the manual attendance, prepare, and submit time sheet.		
2.47 Employee should be able to prepare travel request.		
2.48 Sign in - Sign Out		
2.49 Employee should be able Attendance data (captured from biometric) appropriation with required approvals.		
2.50 System to generate all important letters through our software like Offer letters, Appointment Letters, Increment Letters, Award Letters, Transfer Letters, separation letters.		
2.51 Should provide configurable workflows for all applicable modules, which will be specific to user roles, functionality, and location.		
2.52 Should be able to provide self-services for all functions that are assigned to the staff depending on their career levels.		

2.53 A gallery containing pictures of the activities/trainings conducted by HR. to be uploaded by HR personnel.		
2.54 Should produce a notification upon posting an announcement by HR. This includes policy and procedural changes as well as upcoming events/training.		
2.55 Must have a comprehensive audit log, recording data entry/delete/modification time, users, location, or IP.		
2.56 SAP integration for Payroll General Ledger reconciliation		
2.57 Zoho integration for documents, approval signatures and record maintaining.		
2.58 DocuSign Integration for document approvals.		
2.59 Office 365 compatibility (Data exchange)		
2.60 A platform to submit complaints regarding employment, salary, working conditions or work environment. Must be viewable to HOD, Manager/Section-in-charge and HR.		
2.61 Each complaint should be logged. It should have indicators to show whether it has been attended to, attended, and resolved or rejected.		
2.62 If the complaint is of confidential nature between HR and employee, the complaining staff must be able to select who will be able to view the complaint.		
2.63 User-Friendly Design: must feature a user-friendly design that prioritizes ease of use and accessibility.		
2.64 Intuitive navigation: The software interface should provide straightforward and intuitive navigation, allowing users to access key features and information with minimal effort.		
2.65 Consistency: Maintain a consistent layout and design throughout the software to reduce confusion.		
2.66 Responsive Design: The software should adapt to different screen sizes and devices, ensuring a seamless user experience on desktops, tablets, and mobile devices.		
2.67 Clear Information Presentation: Data and information should be presented in a clear and organized manner, with well-defined sections, headings, and labels for easy comprehension.		
2.68 Minimal Learning Curve: Users, including new hires, should be able to quickly grasp how to use the software with minimal training or onboarding.		
2.69 Employee Directory: Include an interface for an employee directory, making it easy for users to search and access contact information for colleagues and superiors.		
2.70 Notifications and Alerts: Provide notification and alert systems for critical events, such as upcoming performance reviews, expiring certifications, or pending approvals.		

<p>2.71 Customization Options: Should offer users to customize their interface to some extent. For example, they should be able to choose which modules or widgets they want to see on their dashboard.</p>		
<p>2.72 Data Visualization: Use data visualization tools like charts and graphs to make complex HR data more understandable.</p>		
<p>3. ދިވެހިސަރުކާރުގެ ގެޒެޓްގައި ވަނީ ބަޔާންކޮށްފައިވާ ގޮތުން</p>		
<p>3.1 ދިވެހިސަރުކާރުގެ ގެޒެޓްގައި ވަނީ ބަޔާންކޮށްފައިވާ ގޮތުން ދިވެހިސަރުކާރުގެ ގެޒެޓްގައި ވަނީ ބަޔާންކޮށްފައިވާ ގޮތުން</p>		
<p>4. ސަރުކާރުގެ ގެޒެޓްގައި ވަނީ ބަޔާންކޮށްފައިވާ ގޮތުން</p>		
<p>ދިވެހިސަރުކާރުގެ ގެޒެޓްގައި ވަނީ ބަޔާންކޮށްފައިވާ ގޮތުން</p>		<p>ނަންބަރު: ނަންބަރު: ވަނަ ބައި: ނަންބަރު:</p>

6 ވަނަ އަދަދު

ޖެނެރަލް ޕްރޮޖެކްޓް ގަވާއިދު

1. ޖެނެރަލް ޕްރޮޖެކްޓް ގަވާއިދު:

	1.1 ސަރަޙައްދު:
	1.2 ޕްރޮޖެކްޓް ނަންބަރު:
	1.3 ޕްރޮޖެކްޓް ސަރަޙައްދު:

2. ޖެނެރަލް ޕްރޮޖެކްޓް ގަވާއިދު ގުޅުވާލައިގެން ޖެނެރަލް ޕްރޮޖެކްޓް ގަވާއިދު:

	Yes	No
1. General <ul style="list-style-type: none"> • Cross-Browser Compatibility: The software should work seamlessly on major web browsers to accommodate different user preferences. • Search Functionality: Include a robust search function that allows users to quickly find employee records, documents, or specific HR information. • Integration with Communication Tools: Integrations with communication tools like SMS, Email and messaging apps like Teams. • Reporting and Analytics: Offer a user-friendly interface for generating and customizing HR reports and analytics, allowing users to extract valuable insights from the data. • Data Import and Export: Support data import and export features to facilitate bulk data uploads and downloads, ensuring data accuracy and data migration. • Form Builders: Include tools for creating custom forms and templates for processes like onboarding, offboarding, and performance evaluations. • Audit Log Functionality: The software must include a robust audit log that records and tracks all user activities and system events. This log should provide transparency, accountability, and traceability of actions taken within the software. 		
All General Technical Requirements would be in the proposed Software	If yes ✓ here	If no × here

<p>2. Reliability and Scalability</p> <ul style="list-style-type: none"> • Uptime: The system should sustain a consistently high level of availability, minimizing any periods of unavailability to ensure that HR processes remain accessible as required. • Data Backup and Recovery: Regular data backups and an efficient recovery process should be in place to mitigate data loss in the event of system failures. • High Availability (HA): Developing and implementing systems to manage operational capacity in order to meet the required performance standards. • Redundancy: a failover mechanism or backup systems should be in place to seamlessly take over in the event of a failure or disruption. • Load Balancing: Utilize load balancing mechanisms to equitably distribute user traffic among multiple servers, mitigating the risk of overloading. • User Load Handling: The system should be able to accommodate a growing number of users and transactions without performance degradation. • Database Scalability: The database should be designed to scale efficiently, allowing for the growth of data. 		
<p>All Technical Requirements under Reliability and Scalability would be in the proposed Software</p>	<p>If yes ✓ here</p>	<p>If no × here</p>
<p>3. Maximum allowed downtime</p> <ul style="list-style-type: none"> • Scheduled Maintenance: Software should not be unavailable for more than 2 hours during scheduled maintenance on a monthly basis. • Service Availability: Software must have an annual uptime of 99.9%, which allows for a maximum of 8 hours and 45 minutes of downtime per year. • Response and Recovery: Include provisions for maximum downtime during unplanned outages. For example, the HR software should be restored and operational within 1 hour in the event of an unexpected system failure. • Business Hours vs. Non-Business Hours: Downtime during business hours is often measured in minutes or seconds, and in some cases, it may even be expected to be zero, meaning no downtime is acceptable. During non-business hours can range from a few minutes to several hours. Establish clear Service Level Agreements (SLAs) that outline downtime expectations for both business and non-business hours. • SLA's: Provide detailed Service Level Agreements (SLAs) and provide additional information or specifications. SLAs may outline the acceptable duration of downtime and associated penalties for non-compliance. 		
<p>All Requirements under Maximum allowed downtime would be in the proposed Software</p>	<p>If yes ✓ here</p>	<p>If no × here</p>

<p>4. Hosting Requirements</p> <ul style="list-style-type: none"> The hosting platform for the HR software project should be Microsoft Azure. Should utilize Azure services, including but not limited to virtual machines, Azure App Service, Azure SQL Database, as necessary to meet project requirements. Provide estimated costing for Azure hosting. Provide breakdown of estimated costs, specifying the costs associated with different Azure services and resources to be used, such as virtual machines, databases, storage, etc. If required, the bidder must maintain both live and development environments for the HR software. 		
<p>All Hosting Requirements would be included in the proposal</p>	<p>If yes ✓ here</p>	<p>If no × here</p>
<p>5. Software Licenses</p> <ul style="list-style-type: none"> Type of Licensing: Must be Subscription base License, not user base licensing. Subscription Duration: Define the desired subscription duration (e.g., monthly, annual) for the software. Pricing: Clearly outline the pricing structure, including the base subscription cost and any additional fees for optional features, or data storage. Cost Transparency: Provide a clear breakdown of costs, allowing for easy tracking of expenses, including any potential add-on costs. Data Volume and Storage Limits: Define any limits on data volume or storage capacity included in the subscription and understand any costs associated with exceeding those limits. Support and Maintenance: Provide a Detailed level of support and maintenance included in the subscription, specifying response times, support hours, and the duration of support coverage. Termination and Renewal: Define the conditions under which the subscription can be terminated, as well as renewal options, notice periods, and potential penalties for early termination. Software Updates: Confirm that the subscription includes access to software updates and new features released during the subscription period. 		
<p>All Licensing Requirements would be included in the proposal.</p>	<p>If yes ✓ here</p>	<p>If no × here</p>
<p>6. User Access</p> <ul style="list-style-type: none"> Administrators: Administrators have the highest level of access and control over the HR software. They can configure system settings, manage user roles, and handle security-related tasks. HR Managers/Professionals: HR managers and professionals have access to most HR functions, including employee records, onboarding, offboarding, performance reviews, and benefits management. They may be responsible for data entry and HR tasks. 		

<ul style="list-style-type: none"> • Managers/Supervisors: Managers and supervisors may have limited HR access, allowing them to view and manage information about employees in their respective departments, such as performance reviews and time-off requests. • Employees: Regular employees typically have restricted access, primarily for self-service tasks. They can view and update their own personal information, request time off, and access relevant HR documents. • Auditors and Compliance Officers: Special roles may be designated for auditors or compliance officers who require access to HR data for compliance checks and audits. 		
<p>All requirements under section 6 would be included in the proposal.</p>	<p>If yes ✓ here</p>	<p>If no × here</p>
<p>7. Security Requirements</p> <ul style="list-style-type: none"> • Authentication: Strong authentication methods, such as two-factor authentication (2FA), to ensure that users are who they claim to be. • User Role-Based Access Control: Implement role-based access control (RBAC) to restrict users' access to only the features and data relevant to their roles. This limits the risk of unauthorized access. • Data Encryption: Ensure data in transit and at rest is encrypted to protect sensitive information from unauthorized access. • Audit Trails: Maintain detailed audit logs to track user activities within the system, which is critical for compliance and security monitoring. • Secure APIs and Integrations: Data transfers and API connections are secured to prevent data breaches. • Password Policies: Password policies, including minimum length, complexity, and expiration requirements. Encourage regular password changes. • Data Backups and Disaster Recovery: Regularly back up HR data and establish a robust disaster recovery plan to ensure data availability and integrity. • Access Revocation: Procedures for removing access when employees leave the organization or change roles to prevent unauthorized access. • Access Control Review: Periodically review user access rights to ensure they are still appropriate for each user's role and responsibilities. • User Support and Training: Provide users with resources and training to help them understand security best practices and how to use the HR software securely. 		
<p>All Security Requirements under section 7 would be included in the proposal.</p>	<p>If yes ✓ here</p>	<p>If no × here</p>

<p>8. API Support</p> <p>The software should offer Application Programming Interfaces (APIs) to enable easy integration with third-party applications and services.</p> <ul style="list-style-type: none"> - MATRIX COSEC integration - Office 365 integration - SAP S/4HANA 		
<p>All API support requirements under section 8 would be included in the proposal.</p>	<p>If yes ✓ here</p>	<p>If no × here</p>
<p>3. ދިވެހިރާއްޖޭގެ ޖުމްހޫރިއްޔަށް</p>		
<p>3.1 ޕްރޮޖެކްޓްގެ ބޭނުންކުރާ ޕްރޮގްރާމްތަކާ ގުޅޭގޮތުން ސަފްޓްވޭރުގެ ޕްރޮގްރާމްތަކާ ގުޅޭގޮތުން ދިވެހިރާއްޖޭގެ ޖުމްހޫރިއްޔަށް ހުށަހަޅާ ޕްރޮޖެކްޓްތަކުގެ ތެރެއިން ހިމެނޭ ޕްރޮގްރާމްތަކުގެ ތެރެއިން.</p>		
<p>4. ޕްރޮޖެކްޓްގެ ޕްރޮގްރާމްތަކާ ގުޅޭގޮތުން</p>		
<p>ޕްރޮގްރާމްތަކާ ގުޅޭގޮތުން ހިމެނޭ ޕްރޮގްރާމްތަކުގެ ތެރެއިން</p>	<p>ސަފްޓްވޭރު:</p> <p>ޕްރޮގްރާމްތަކާ ގުޅޭގޮތުން:</p> <p>ޕްރޮގްރާމްތަކާ ގުޅޭގޮތުން:</p> <p>ޕްރޮގްރާމްތަކާ ގުޅޭގޮތުން:</p>	

4. ފަންނަ ބަޔާނުގައި ބަޔާންކޮށްފައިވާ ޕްރޮޖެކްޓްތަކުގެ ބަޔާން

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5. ޕްރޮޖެކްޓްތަކުގެ ފަންނަ ބަޔާނުގައި ބަޔާންކޮށްފައިވާ ޕްރޮޖެކްޓްތަކުގެ ބަޔާން

1. ފަންނަ ބަޔާނުގައި ބަޔާންކޮށްފައިވާ ޕްރޮޖެކްޓްތަކުގެ ބަޔާން
2. ފަންނަ ބަޔާނުގައި ބަޔާންކޮށްފައިވާ ޕްރޮޖެކްޓްތަކުގެ ބަޔާން
3. ފަންނަ ބަޔާނުގައި ބަޔާންކޮށްފައިވާ ޕްރޮޖެކްޓްތަކުގެ ބަޔާން
4. ފަންނަ ބަޔާނުގައި ބަޔާންކޮށްފައިވާ ޕްރޮޖެކްޓްތަކުގެ ބަޔާން

<p>ފަންނަ ބަޔާނުގައި ބަޔާންކޮށްފައިވާ ޕްރޮޖެކްޓްތަކުގެ ބަޔާން</p>	<p>ފަންނަ ބަޔާނުގައި ބަޔާންކޮށްފައިވާ ޕްރޮޖެކްޓްތަކުގެ ބަޔާން</p>
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9 ފަންނު

ސަފުޅު 1 ގައި ވަނީ ބަޔާންކޮށްފައިވާ ގޮތުން ދަނީ ބަޔާންކޮށްފައިވާ ގޮތުން (Work Plan)

1. ސަފުޅު 1 ގައި ބަޔާންކޮށްފައިވާ ގޮތުން:	
1.1	ސަފުޅު 1 ގައި ބަޔާންކޮށްފައިވާ ގޮތުން:
1.2	ސަފުޅު 2 ގައި ބަޔާންކޮށްފައިވާ ގޮތުން:
2. ސަފުޅު 2 ގައި ބަޔާންކޮށްފައިވާ ގޮތުން:	
3. ސަފުޅު 3 ގައި ބަޔާންކޮށްފައިވާ ގޮތުން:	
(ފަންނު 1 ގައި ބަޔާންކޮށްފައިވާ ގޮތުން ދަނީ ބަޔާންކޮށްފައިވާ ގޮތުން، ސަފުޅު 1 ގައި ބަޔާންކޮށްފައިވާ ގޮތުން ދަނީ ބަޔާންކޮށްފައިވާ ގޮތުން)	

4. ސަރުކާރުގެ ބައިވަރު ބައިވަރު ބައިވަރު ބައިވަރު

(މަސައްދާ ބައިވަރު ބައިވަރު ބައިވަރު ބައިވަރު ބައިވަރު ބައިވަރު ބައިވަރު ބައިވަރު)

5. ސަރުކާރުގެ ބައިވަރު ބައިވަރު ބައިވަރު ބައިވަރު

މަސައްދާ ބައިވަރު ބައިވަރު ބައިވަރު ބައިވަރު ބައިވަރު ބައިވަރު ބައިވަރު ބައިވަރު

މަސައްދާ ބައިވަރު ބައިވަރު ބައިވަރު

މަސައްދާ ބައިވަރު ބައިވަރު ބައިވަރު ބައިވަރު ބައިވަރު ބައިވަރު ބައިވަރު ބައިވަރު

10 ފަންދު

ސަބްލޮޓް 1 ގައި ބަޔާންކޮށްފައިވާ ޕްލާން ޕްލޯގްރާމްގެ ޖެނެރަލް ޕްރޮޕޯޝަލް

1. ސަބްލޮޓް 1 ގައި ބަޔާންކޮށްފައިވާ ޕްލާން ޕްލޯގްރާމްގެ ޖެނެރަލް ޕްރޮޕޯޝަލް	
1.1	ސަބްލޮޓް 1 ގައި ބަޔާންކޮށްފައިވާ ޕްލާން ޕްލޯގްރާމްގެ ޖެނެރަލް ޕްރޮޕޯޝަލް
1.2	ސަބްލޮޓް 1 ގައި ބަޔާންކޮށްފައިވާ ޕްލާން ޕްލޯގްރާމްގެ ޖެނެރަލް ޕްރޮޕޯޝަލް
2. ސަބްލޮޓް 1 ގައި ބަޔާންކޮށްފައިވާ ޕްލާން ޕްލޯގްރާމްގެ ޖެނެރަލް ޕްރޮޕޯޝަލް	
<p>މި ސަބްލޮޓް 1 ގައި ބަޔާންކޮށްފައިވާ ޕްލާން ޕްލޯގްރާމްގެ ޖެނެރަލް ޕްރޮޕޯޝަލް</p> <ul style="list-style-type: none"> • ސަބްލޮޓް 1 ގައި ބަޔާންކޮށްފައިވާ ޕްލާން ޕްލޯގްރާމްގެ ޖެނެރަލް ޕްރޮޕޯޝަލް • ސަބްލޮޓް 1 ގައި ބަޔާންކޮށްފައިވާ ޕްލާން ޕްލޯގްރާމްގެ ޖެނެރަލް ޕްރޮޕޯޝަލް • ސަބްލޮޓް 1 ގައި ބަޔާންކޮށްފައިވާ ޕްލާން ޕްލޯގްރާމްގެ ޖެނެރަލް ޕްރޮޕޯޝަލް 	

Terms of Reference

HR Software (Human Capital Management Software)

Objective:

The primary objective of this document is to define the requirements and scope for the procurement/development of a modern HR software solution for Fuel Supplies Maldives Pvt Ltd.

Background:

Fuel Supplies Maldives Pvt Ltd is engaged in the delivery of fuel products within the nation. The company currently employs over 550 staff members, with expectations to increase to 650 or more by mid-2024. The main HR challenges faced by the organization include performance management, recruitment, employee motivation, and productivity management. To address these challenges effectively, the company is seeking to procure a modern HR software solution.

1. Key Functions and Requirements

Modules	Description of Functionality
Recruitment & Application Management Module (Optional)	Functionality to manage the Recruitment process followed at FSM for Staff Requisition including short listing application, managing Interview details and Reference Check
	Staff Requisition: Enable to raise staff requisition specifying various criteria like qualification details, skill sets and responsibility details, experience, gender, and age group requirements among other requirements. This requires 3 levels of approval. HOD, MD and HR
	Resume Management: Enable to capture all important information about a candidate who has applied through various channels like online website, job portal etc. The information captured would include the resume details, skills details, job applied for, contact details, addresses, DOB, all experience details, qualification details, photograph, and Reference details.
	Short listing of Candidates: Able to do short listing of candidates based on various filtering criteria like qualification, age group, city, gender, experience, skills etc.
	Interview: Manage interviewer details, schedule interviews, and capture the interview results.
	On Hold and Rejected Candidate Database: Able to mark the recruitment status of candidate as in process, on hold, rejected etc. Maintain database of On Hold and Rejected Candidates. These can be purged as per our requirements.
	Placement Options for Head of HR. (Grade and career level selection)

	Auto-generation and conveyance of documents - job confirmation documents, placement form, job offer letter. Reference Check: Enable to create a database of questions that need to be asked during Reference Check
Employee Master (Mandatory)	Functionality to capture and maintain all required information about an Employee. This information will be part of the Employee Database, the backbone of the software. Employee General Information: Maintain all basic information about an Employee such as -Name, Employee Code, Father's/Spouse's name, Qualification, Experience, all Contact Addresses, E-mail Addresses, Mobile Numbers, Blood Group, Photo, Department, Role, Designation, DOJ, DOB, Location etc. Employee Salary Structure: Capture Employee Salary Structure details covering all Earning and Deduction heads and Benefits Employee Dependents' Details: All information about Employee Dependents that is required for Payroll, PF, Insurance and Reimbursement perspectives Employee Payroll Information: Important information like Bank Details, Account Number, etc. Past Employment Details: Important information of past employment including Employer Name, Salary Structure and Positions held Past Training Details: All information on Trainings attended by the employee. Attachments: Facility to attach Resume, Increment Letter, any other letter. Facility to scan photograph or signature and attach the same to the HR software. Staff should be able to upload documents.
Payroll Management Module (Mandatory)	Part of the payroll module must be included. Payroll preparation Payroll records and calculation with statutory and organizational deduction. Generate monthly pays slips and uploaded/generated to software upon finalizing payroll or sent by email to staff.
Overtime Module (Mandatory)	Must be compliant to Overtime policies of FSM and employees should be able to apply for OT depending on the hours of additional work done. This must be calculated and displayed separately on the pay slip.
Performance Appraisal Management Modules (Mandatory)	Functionality to manage the Performance goal identification, setting and appraisal of the employees at the organization as per annual appraisal cycle. Manage KPI and set Goals: Define as many KPI as required, define measurement criteria, weightage and ratings as required. These can be designation specific or Employee specific.
Confirmation & Contract Renewals Module (Optional)	Functionality to manage the confirmation, contract renewal of the employees.

	<p>Confirmation: Facility to confirm Employees and capture related details. Notifications for delays, list of due employees.</p> <p>Probation Extension: Facility to extend Probation of an Employee. Alert and Notifications for delays, list of due employees.</p> <p>Contract Renewal: Automate Contract Renewal of Employee. Bulk process should be possible. Alert and Notifications for due employees.</p>
<p>Leave and Attendance Module (Mandatory)</p>	<p>Functionality to capture the leave details and link to attendance record.</p> <p>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.</p> <p>Linking with biometric Attendance data: An inbuilt import module which should help for importing attendance data from biometric attendance machine, CSV or XLS or any db file format that is commonly used by all attendance machines. Scheduled upload of files or auto upload should be possible.</p> <p>Special Leave creation, administering and condition setting.</p>
<p>Employee Self Services (Mandatory)</p>	<p>Self Service: Employee Login, Profile management, dashboard, tour management, Salary history, leave management, appraisals, notifications etc.</p> <p>Role base: The application access, functional and views available should be decided based on role of employee such that it eases the core HR related functions the employee needs to perform in his role.</p> <p>Document Management: Include a document management interface for storing and managing HR-related documents, such as contracts, policies, and employee records. Users should be able to attach documents to employee profiles or HR cases.</p>
<p>Transfers Modules (Optional)</p>	<p>Facility to Transfer an Employee to any other Office due to promotion or any other reason.</p>
<p>Training & Development (Optional)</p>	<p>Functionality to manage the employee skill development training, induction.</p> <p>Training Masters: master's driven software and enable us to define various masters like Training Needs Identification Sources, Training Types and define as per our needs fields that shall come when we collect Employee feedback.</p>

	<p>Trainers Details: Define as many Trainers as possible, categorize them and collect as much information about them as required.</p> <p>Training Budget: Define Training Budget in terms of money value and hours.</p> <p>Training Calendar: Provision to prepare and publish a Training Calendar.</p> <p>Training Record: Facility to record details of Training Attended by Employees. These details should reflect on Employee profile.</p> <p>Employee Handbook: Must contain a viewable/readable version of the handbook available on the software.</p> <p>Document Portal: Must include a document portal to upload training content, documents, and certificates. Uploading for HR personnel only</p> <p>Training Feedback: Facility to record Feedback given by Employees.</p>
Disciplinary Action (Mandatory)	Record any Disciplinary action incident, action taken and other details and help us build its history.
Exit and Separation Management (Mandatory)	<p>Separation Details: Record separation related information - date of resignation, type of separation, notice period details, reason, etc.</p> <p>Auto generates a termination/resignation chit upon separation from system.</p> <p>Exit Interview: Document the exit interview. It must be able to always activate and deactivate an employee.</p>
Employee attendance and Travel Management (Mandatory)	<p>Functionality to sign in, mark the manual attendance, prepare, and submit time sheet.</p> <p>Employee should be able to prepare travel request</p> <p>Sign in - Sign Out</p> <p>Employee should be able Attendance data (captured from biometric) appropriation with required approvals.</p>
HR Letters (Optional)	System to generate all important letters through our software like Offer letters, Appointment Letters, Increment Letters, Award Letters, Transfer Letters, separation letters.
Workflow Customization (Mandatory)	Should provide configurable workflows for all applicable modules, which will be specific to user roles, functionality, and location.
Mobile Application (Mandatory)	Should be able to provide self-services for all functions that are assigned to the staff depending on their career levels.
Photo Gallery (Optional)	A gallery containing pictures of the activities/trainings conducted by HR. to be uploaded by HR personnel.

HR Notice Board (Mandatory)	Should produce a notification upon posting an announcement by HR. This includes policy and procedural changes as well as upcoming events/training.
Audit Log (Mandatory)	Must have a comprehensive audit log, recording data entry/delete/modification time, users, location, or IP.
Software Integrations Required (Optional)	SAP integration for Payroll General Ledger reconciliation Zoho integration for documents, approval signatures and record maintaining. DocuSign Integration for document approvals. Office 365 compatibility (Data exchange)
Complain Box (Optional)	A platform to submit complaints regarding employment, salary, working conditions or work environment. Must be viewable to HOD, Manager/Section-in-charge and HR. Each complaint should be logged. It should have indicators to show whether it has been attended to, attended, and resolved or rejected. If the complaint is of confidential nature between HR and employee, the complaining staff must be able to select who will be able to view the complaint.
User Interface (Mandatory)	User-Friendly Design: must feature a user-friendly design that prioritizes ease of use and accessibility. Intuitive navigation: The software interface should provide straightforward and intuitive navigation, allowing users to access key features and information with minimal effort. Consistency: Maintain a consistent layout and design throughout the software to reduce confusion. Responsive Design: The software should adapt to different screen sizes and devices, ensuring a seamless user experience on desktops, tablets, and mobile devices. Clear Information Presentation: Data and information should be presented in a clear and organized manner, with well-defined sections, headings, and labels for easy comprehension. Minimal Learning Curve: Users, including new hires, should be able to quickly grasp how to use the software with minimal training or onboarding. Employee Directory: Include an interface for an employee directory, making it easy for users to search and access contact information for colleagues and superiors.

	<p>Notifications and Alerts: Provide notification and alert systems for critical events, such as upcoming performance reviews, expiring certifications, or pending approvals.</p> <p>Customization Options: Should offer users to customize their interface to some extent. For example, they should be able to choose which modules or widgets they want to see on their dashboard.</p> <p>Data Visualization: Use data visualization tools like charts and graphs to make complex HR data more understandable.</p>
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2. Technical Requirements

General

- **Cross-Browser Compatibility:** The software should work seamlessly on major web browsers to accommodate different user preferences.
- **Search Functionality:** Include a robust search function that allows users to quickly find employee records, documents, or specific HR information.
- **Integration with Communication Tools:** Integrations with communication tools like SMS, Email and messaging apps like Teams.
- **Reporting and Analytics:** Offer a user-friendly interface for generating and customizing HR reports and analytics, allowing users to extract valuable insights from the data.
- **Data Import and Export:** Support data import and export features to facilitate bulk data uploads and downloads, ensuring data accuracy and data migration.
- **Form Builders:** Include tools for creating custom forms and templates for processes like onboarding, offboarding, and performance evaluations.
- **Audit Log Functionality:** The software must include a robust audit log that records and tracks all user activities and system events. This log should provide transparency, accountability, and traceability of actions taken within the software.

Reliability and Scalability

- **Uptime:** The system should sustain a consistently high level of availability, minimizing any periods of unavailability to ensure that HR processes remain accessible as required.
- **Data Backup and Recovery:** Regular data backups and an efficient recovery process should be in place to mitigate data loss in the event of system failures.
- **High Availability (HA):** Developing and implementing systems to manage operational capacity in order to meet the required performance standards.
- **Redundancy:** a failover mechanism or backup systems should be in place to seamlessly take over in the event of a failure or disruption.
- **Load Balancing:** Utilize load balancing mechanisms to equitably distribute user traffic among multiple servers, mitigating the risk of overloading.
- **User Load Handling:** The system should be able to accommodate a growing number of users and transactions without performance degradation.
- **Database Scalability:** The database should be designed to scale efficiently, allowing for the growth of data.

Maximum allowed downtime

- **Scheduled Maintenance:** Software should not be unavailable for more than 2 hours during scheduled maintenance on a monthly basis.
- **Service Availability:** Software must have an annual uptime of 99.9%, which allows for a maximum of 8 hours and 45 minutes of downtime per year.
- **Response and Recovery:** Include provisions for maximum downtime during unplanned outages. For example, the HR software should be restored and operational within 1 hour in the event of an unexpected system failure.
- **Business Hours vs. Non-Business Hours:** Downtime during business hours is often measured in minutes or seconds, and in some cases, it may even be expected to be zero, meaning no downtime is acceptable. During non-business hours can range from a few minutes to several hours.
Establish clear Service Level Agreements (SLAs) that outline downtime expectations for both business and non-business hours.
- **SLA's:** Provide detailed Service Level Agreements (SLAs) and provide additional information or specifications. SLAs may outline the acceptable duration of downtime and associated penalties for non-compliance.

Hosting Requirements

- The hosting platform for the HR software project should be Microsoft Azure.
- Should utilize Azure services, including but not limited to virtual machines, Azure App Service, Azure SQL Database, as necessary to meet project requirements.
- Provide estimated costing for Azure hosting.
- Provide breakdown of estimated costs, specifying the costs associated with different Azure services and resources to be used, such as virtual machines, databases, storage, etc.
- If required, the bidder must maintain both live and development environments for the HR software.

Software Licenses

- **Type of Licensing:** Must be Subscription base License, not user base licensing.
- **Subscription Duration:** Define the desired subscription duration (e.g., monthly, annual) for the software.
- **Pricing:** Clearly outline the pricing structure, including the base subscription cost and any additional fees for optional features, or data storage.
- **Cost Transparency:** Provide a clear breakdown of costs, allowing for easy tracking of expenses, including any potential add-on costs.
- **Data Volume and Storage Limits:** Define any limits on data volume or storage capacity included in the subscription and understand any costs associated with exceeding those limits.
- **Support and Maintenance:** Provide a Detailed level of support and maintenance included in the subscription, specifying response times, support hours, and the duration of support coverage.
- **Termination and Renewal:** Define the conditions under which the subscription can be terminated, as well as renewal options, notice periods, and potential penalties for early termination.
- **Software Updates:** Confirm that the subscription includes access to software updates and new features released during the subscription period.

User Access

- **Administrators:**
 - Administrators have the highest level of access and control over the HR software. They can configure system settings, manage user roles, and handle security-related tasks.
- **HR Managers/Professionals:**

- HR managers and professionals have access to most HR functions, including employee records, onboarding, offboarding, performance reviews, and benefits management. They may be responsible for data entry and HR tasks.
- **Managers/Supervisors:**
 - Managers and supervisors may have limited HR access, allowing them to view and manage information about employees in their respective departments, such as performance reviews and time-off requests.
- **Employees:**
 - Regular employees typically have restricted access, primarily for self-service tasks. They can view and update their own personal information, request time off, and access relevant HR documents.
- **Auditors and Compliance Officers:**
 - Special roles may be designated for auditors or compliance officers who require access to HR data for compliance checks and audits.

Security Requirements

- **Authentication:**
 - Strong authentication methods, such as two-factor authentication (2FA), to ensure that users are who they claim to be.
- **User Role-Based Access Control:**
 - Implement role-based access control (RBAC) to restrict users' access to only the features and data relevant to their roles. This limits the risk of unauthorized access.
- **Data Encryption:**
 - Ensure data in transit and at rest is encrypted to protect sensitive information from unauthorized access.
- **Audit Trails:**
 - Maintain detailed audit logs to track user activities within the system, which is critical for compliance and security monitoring.
- **Secure APIs and Integrations:**
 - Data transfers and API connections are secured to prevent data breaches.
- **Password Policies:**
 - Password policies, including minimum length, complexity, and expiration requirements. Encourage regular password changes.
- **Data Backups and Disaster Recovery:**
 - Regularly back up HR data and establish a robust disaster recovery plan to ensure data availability and integrity.
- **Access Revocation:**
 - Procedures for removing access when employees leave the organization or change roles to prevent unauthorized access.
- **Access Control Review:**
 - Periodically review user access rights to ensure they are still appropriate for each user's role and responsibilities.

- **User Support and Training:**

- Provide users with resources and training to help them understand security best practices and how to use the HR software securely.

API Support

The software should offer Application Programming Interfaces (APIs) to enable easy integration with third-party applications and services.

- MATRIX COSEC integration
- Office 365 integration
- SAP S/4HANA

Preliminary information Required for Bidding Purpose

Staff Count	615 (Expected to be 650 by mid-2024)
Overtime Calculation Method	Hours exceeding weekly 48hrs will be considered as OT. OT is calculated on a weekly basis.