TERMS OF REFERENCE

BACKGROUND

The People's Majlis Secretariat is the administrative and technical arm of the parliament of Maldives. The parliament consists of 87 members elected for a five-year term and 170 secretariat employees serving the main parliament building, its annexes and the official residence of the Speaker of the House. The Secretariat is comprised of 3 main departments and 16 sections, each with a specific function and responsibility.

To meet the increasing demands of managing human resources efficiently and to overcome limitations of the current system, the Secretariat is seeking a vendor to acquire a Human Resources Management System (HRMS) aiming to improve and enhance the overall human resources capabilities within the Secretariat.

OBJECTIVES

The Secretariat intends to acquire a cloud-based software as part of its strategy to upgrade its Human Resource Management System. By utilizing a cloud solution, the Secretariat wishes its services to be more readily available for the employees. Therefore, to meet the demands of the workplace and modernize human resources, a remotely accessible mobile app for employee self-service is a must have. The vendor must do a gap analysis of the current system to identify manual processes which can be automated and streamlined, supply an easily adoptable system for the users, to replace the current system.

Core Functions of HRMS

- Onboarding & Offboarding
- Employee Information Management
- Employee Performance Management
- Employee Self-service Portal
- Time & Attendance Management
- Leave & Absence Management
- Team-wise Leave Planning

- Payroll
- Reports
- Notifications
- Mobile App for Requests/Approvals
- Staff Trainings & Development
- Committee Attendance Module
- HR Analytics & KPIs

DEMONSTRATION & EVALUATION

Proposing vendors must provide a live software demonstration of their HR software to a panel of evaluators at the People's Majlis Secretariat. This must include their cloud-based solution on computer and mobile devices.

Evaluation will be assessed based on their features and functionality, ease of adoption, user interface experience, global customization, and user personalization (dashboard & widgets), security, accessibility, bulk export, and localization.

The criterion implies it is mandatory for the proposed solution to have been successfully deployed and currently utilized in production environments of Maldivian Government institutes using MoFT's SAP Payroll.

PRICE WEIGHTAGE

Price

Initial Setup	**10%**
Software License/Subscription	**40%**
Features & Functions	**50%**
Total	**100%**

FACILITATIONS

The Secretariat's HR & ICT team will be assisting the vendor with migration of data and testing of the new system.

If there are any hardware requirements the vendor must disclose this information in their bid proposal.

BIOMETRIC DEVICES

The Secretariat uses 3 brands of biometric devices installed at the premises to monitor and log the daily check-ins and outings of employees. These devices are:

ZK – iClock990, F22, MA300, SF400
VIRDI – AC7000, AC2200
Matrix COSEC

DURATION

The deadline for this project completion is 90 days from the date of signing the agreement between the Secretariat and the vendor.

DELIVERABLES

- **Gap Analysis**
  Perform a gap analysis to identify the limitations and report on steps to be taken to bridge these gaps.

- **Migration**
  Data from the existing system such as attendance logs, leaves, salaries, pension, financial schemes, and balances, must be imported to the new system and conducting a preliminary testing to identify the adjustments needed.

- **Onboarding and Training**
  The vendor must provide onboarding and training to personnel appointed by the secretariat for this project. This includes the entire HR Team, Heads of Departments & ICT.

  - **Event based Attendance Management**
    An event-based attendance module to calculate MPs committee attendance allowance.

- **Integration and Interoperability**
  Integrating the new HRMS with attendance machines, SAP Payroll and Azure Active Directory…etc. Testing the operability between the new HRMS and attendance machines by syncing users (push & pull).

- **Testing & Pilot Run – Payroll**
  Test the new system with the migrated data after completing systems integration. Run the pilot-payroll through the new system and address the issues identified.

- **Payroll – Run by HR Team**
  Once the vendor certifies the new system is ready for production, HR shall run the next payroll cycle through this system without the assistance of vendor and should not encounter any issues whatsoever.

- **Acceptance of delivery and Handover**
  HR section must be able to run payroll without any assistance by the vendor for this project to be considered as complete and successful. Project completion and acceptance of handover must be signed off by HR & ICT Team.

AFTER SALES, MAINTENANCE AND SUPPORT

The solution must come bundled with three (3) calendar years of maintenance and support service counted from the date of acceptance of delivery.

Support and Maintenance will involve ongoing technical support, software upgrades, bug fixes, and any necessary improvements to ensure the HR Management system's continuous operation. An extended AMC can be agreed-upon at a monthly or annual rate (not-applicable for a subscription licensing model). Subscription licensing models must provide maintenance support for bugs, rolling updates, and upgrades for the consumption period of the subscription license.

Procurement of
HR Management System

FEATURES CHECKLIST

APPLICANT TRACKING SYSTEM

- ☐ Onboarding
- ☐ Probation & Confirmation
- ☐ Exit & Offboarding
- ☐ Recruitment (optional)
- ☐ Online Job Portal
- ☐ Multi-Level Interviews

EMPLOYEE INFORMATION MANAGEMENT

- ☐ Employee Profile
- ☐ Responsibilities & Contract
- ☐ Promote, Demote & Disciplinary Actions
- ☐ Documents Manager (NID, JD, certs…etc.)
- ☐ Asset Tracking (optional)

EMPLOYEE PERFORMANCE APPRAISAL

- ☐ Employee Performance Management
- ☐ Customizable appraisal settings for monthly and yearly review
- ☐ Ability to log performance notes confidentially for review during next appraisal
- ☐ Notify supervisor when appraisal is due

SET POLICIES

- ☐ Attendance
- ☐ Overtime
- ☐ Outings & Penalties
- ☐ Leaves & Holidays
- ☐ Approvals & Exceptions
- ☐ Training & Staff Development

BENEFITS & ALLOWANCES

- [ ] Fixed
- [ ] Attendance Based
- [ ] Event Based (See Annex 1 for Committee Allowance)

CREATE REPORTS

- [ ] Attendance & Leaves
- [ ] Departments, Sections & Employees
- [ ] Over-Time
- [ ] Payroll
- [ ] Trainings and Development
- [ ] Export to Spreadsheet
- [ ] Audit Trail

PAYROLL

- [ ] Banks
- [ ] 1-Click Ramadan Bonus
- [ ] Pension
- [ ] Schemes
- [ ] Insurance
- [ ] Social Club

SELF SERVICE PORTAL

- [ ] View Attendance
- [ ] View Breaks & Outings
- [ ] Request OT & Outings for approval
- [ ] View Leave Balance & Request Leave
- [ ] Notify overlapping leave requests by same section staffs to supervisor
- [ ] Team-wise leave calendar for leave planning
- [ ] Attachment support for special leave types
- [ ] Request letters
- [ ] Status (leaves, loans, expiries, balances, OTs…etc)
- [ ] Job Description, Contracts & LoA
- [ ] Salary Slip (Thaana and English)

DASHBOARD

- ☐ Profile Summary
- ☐ Daily Time Tracking
- ☐ Leave Status / Statistics
- ☐ Salary Slips (Thaana & English)
- ☐ Dark-Mode (optional – nice to have)
- ☐ Personalized dashboard & widgets (optional – nice to have)

NOTIFICATIONS

- ☐ Announcements & Reminders
- ☐ Requests & Approvals

MOBILE APP SUPPORT

- ☐ iOS & Android
- ☐ Inform Medical/Emergency Leaves
- ☐ Request & Approval
- ☐ Push Notifications

INTEGRATION

- ☐ SAML (AZURE AD)
- ☐ SAP (PAYROLL)
- ☐ ATTENDANCE MACHINES

PLATFORM (HOSTED OR ON-PREMISES)

- ☐ Cloud (vendor hosted)
- ☐ On-premises (cloud capable)

DELIVERABLES

- ☐ DEMO (POST-BID)
- ☐ GAP ANALYSIS
- ☐ DATA MIGRATION FROM EXISTING SYSTEM
- ☐ KEY STAFFS ONBOARDING & TRAINING
- ☐ TESTING
- ☐ PILOT RUN – PAYROLL
- ☐ ADDRESS ISSUES
- ☐ NEXT PAYROLL CYCLE RUN BY HR SECTION W/O ANY ISSUES
- ☐ ACCEPTANCE OF DELIVERY
- ☐   SIGNOFF BY HR
- ☐   SIGNOFF BY ICT

EVALUATION

Software demonstration must be provided to a panel of evaluators at Peoples' Majlis Secretariat.

Assessment will be based upon the following.

- Features/Functionality
- Ease of Use – UI/UX
- Integrations & Mobile App
- Backup & Migration (In/Out)
- Language & Accessibility

Committee allowance is eligible for MPs who have attended a satisfactory percentage of committee meetings.

The number of committee meetings varies from committee to committee. There is no fixed number of meetings per month for any committees. Committee 'A' could have held a single meeting in the month of July while committee 'B' held 10 meetings.

Breakdown of the attendance percentage required by an MP, and the amount of allowance allocated is given in the table below.

Attendance	Allowance MVR
75 – 100%	20,000
50% – 74%	10,000
Less than 50%	NIL

	241 Committee	SOE Committee	SOE Sub Committee 1	Public Accounts Committee	PAC Sub Committee 6	PAC Sub Committee 7	PAC Sub Committee D	PAC Sub Committee E	PAC Sub Committee F	Human Rights Committee	Total # Meetings Held	Total # Meetings Attended	Percentage of Attendance	Elligibility of Allowance
MP Mohamed Ahmed	1	1	1	1	1	1	1	1	OC	1	10	10	100%	20,000
MP Ibrahim Ali	1	1	1	1	Ab	Ab	Ab	Ab	Ab	1	10	5	50%	10,000
MP Hussain Fuad	1	1	1	1	1	1	N/A	Ab	1	Ab	9	7	78%	20,000
MP Hawwa Aish	Ab	Ab	Ab	1	1	1	1	1	1	Ab	10	6	60%	10,000
MP Ahmed Ashraf	N/A	1	1	1	Ab	Ab	Ab	Ab	Ab	1	9	4	44%	-
MP Hassan Waheed	1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	1	100%	20,000

N/A = Not Allocated to Committee
OC = Other Committee / Clashed
Ab = Absent

75 to 100% =	20,000
50 to 74% =	10,000
< 50% =	NIL