

Request for Proposal
Provision of Human Resource Information System(HRIS)
based on software as a service

1. Introduction:

ActionAid Sierra Leone is a member of the global federation of ActionAid working to achieve social justice, gender equality and poverty eradication. ActionAid was established in Sierra Leone in 1988 and currently has operations in 8 out of 16 administrative districts – Bo, Bombali, Kambia, Karene, Kono, Moyamba, Tonkolili and Western Area.

Our work is guided by the Human Rights Based Approach (HRBA) and advancing right based alternatives from a feminist perspective and currently our strategic focus areas are: engage the structural causes of violence against women and girls and promote the recognition, reduction and redistribution of unpaid care work for economic justice; improve public accountability for the provision of responsive basic public services and advance responsive humanitarian action prioritizing women & girl's safety, participation, leadership in emergency preparedness, response and prevention.

2. Background:

AASL is looking for service providers/institutions/organization to provide an integrated HRIS software as a service (SAAS), such that the software is hosted and maintained by the Service Provider and AASL pays on the basis of usage of software, for the annually for the duration of the contract. All the required functions of HR shall be available through in the software service and hosting, upkeep and maintenance are vendor's responsibility. Service Provider should setup the software for use after making required changes if any and master data entry. AASL employees will access the software over web, after required authentication, for performing the required functions. Purpose of the HRIS Software Services is to automate our HR processes and manage HR & Payroll related information within the organization for faster delivery and increased efficiency.

3. Requirements:

Currently, ActionAid Sierra Leone (AASL) has Approx. 65 employees in Sierra Leone and this number is expected to grow as new funding opportunities emerge. AASL would require a **web-based software** service to access HRIS modules, customized as per the AASL requirements and needs.

Software should include Dashboard for all employees based on role and online reports in each module for managers/HR, supporting them to track subordinates' activity status. The reports should have filtering criteria and support download. The proposed HRIS system must provide the following functionality as a **minimum** part of the software:

Sl. No	Module Category on SAAS Basis	Features/specifications
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1	Recruitment & Application Management Module	Functionality to manage the Recruitment process followed at AASL 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. ‖ Resume Management: Enable to capture all important information about a candidate who have 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, father name, 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. ‖ Reference Check: Enable to create a database of questions that need to be asked during Reference Check and capture the Reference Check results.
2	Employee Master	Functionality to capture and maintain all

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	Module:	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, UID, 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, BBAN 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.
3	Payroll Management Module	Part of the payroll module must include. - Payroll preparation - Payroll records and calculation with statutory and organizational deduction. - Generate monthly pays slips and submitted by email to staff.

4	Performance Appraisal Management Modules	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. ‖ Potential Traits: Define as many
5	Confirmation & Contract Renewals Module	Functionality to manage the confirmation, contract renewal of the employees. ‖ Confirmation: Facility to confirm Employees and capture related details. Notifications for delays, list of due employees. ‖ Probation Extension: Facility to extend Probation of an Employee. Alert and Notifications for delays, list of due employees. ‖ Contract Renewal: Automate Contract Renewal of Employee. Bulk process should be possible. Alert and Notifications for due employees.
6	Leave and Attendance Module	Functionality to capture the leave details and link to attendance record. ‖ 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. ‖ 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.

7	Employee Self Services	Self Service: Employee Login, Profile management, dashboard, tour management, Salary history, leave management, appraisals, notifications etc. 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.
8	Transfers Modules	Facility to Transfer an Employee to any other Office due to promotion or any other reason
9	Training & Development	Functionality to manage the employee skill development training, induction Training Masters: Masters driven software and enable us to define various masters like Training Needs Identification Sources, Training Types and also define as per our needs fields that shall come when we collect Employee feedback. Trainers Details: Define as many Trainers as possible, categorize them and collect as much information about them as required Training Budget: Define Training Budget in terms of money value and hours Training Calendar: Provision to prepare and publish a Training Calendar. Training Record: Facility to record details of Training Attended by Employees. These details should reflect on Employee profile Training Feedback: Facility to record Feedback given by Employees.
10	Disciplinary Action Module	Record any Disciplinary action incident, action taken and other details and helps us build its history.
11	Exit and	Separation Details: Record separation

	Management	related information - date of resignation, type of separation, notice period details, reason, etc. Exit Interview: Document the exit interview. It must be able to always activate and deactivate an employee.
12	Employee attendance and Travel Management	Functionality to sign in, mark the manual attendance, prepare and submit time sheet Employee should be able to prepare travel request sign in Employee should be able Attendance data (captured from biometric) appropriation with required approvals.
13	HR Letters	System to generate all important letter through our software like Offer letters, Appointment Letters, Increment Letters, Award Letters, Transfer Letters, separation letters.
14	Workflow Customization	Should provide configurable workflows for all applicable modules, which will be specific to user roles, functionality and location.

4. Implementation Support:

- Service provider is expected to provided necessary support 24/7 during the engagement.
- The software should accommodate changes/modification to the modules as necessary
- Should be done in line with AA data protection policies.

5. Training Support:

- || The Service Provider shall provide extensive Training to approx. **15 users** for using the application before rolling out of the system. One training session may be arranged at AASL office.
- || Software/Service Provider must provide process flow and process notes for each module after customization.
- || At the start, implementation charts out the Training Map and by the end, Implementation users gain valuable expertise of the usage of the software.

6. Schedule for completion of tasks:

- || The selected agency shall roll out the implementation of all the modules after customization within 3 months from the date of issue of the purchase order/supply order.

7. Data services & facilities to be provided by AASL:

Database of all employees relating to the entering of Employee Master data creation and policies of ActionAid Sierra Leone (AASL) shall be provided to the HRIS agency.

8. Payment clause:

Payment shall be made in following tranches on submission of invoice for activity/month. Payment will be made after the certification of AASL-HR/IT Payment will be made within two weeks on submission of original bill/invoice in triplicate with service reports to ActionAid Sierra Leone. The payment will be done through bank transfer.

9. Confidentiality: The Service Provider, its Subcontractors, and the Personnel of either of them shall not, either during the term of the contract or after the expiration of this Contract, disclose any proprietary or confidential information relating to the Project, the Services, this Contract, or the Employer's business or operations without the prior written consent of the AASL.

10. Documents generated by software to Be the Property of the Employer: All plans, drawings, specifications, designs, reports, and other documents generated by software shall become and remain the property of the AASL, and the Service Provider shall, not later than upon termination or expiration of this Contract, deliver all such documents and software to the Employer, together with a detailed inventory thereof.

11. The service provider must be able to communicate fluently and clearly in English.

Only successful service provider (s) will be contacted by ActionAid for discussion and signing of contract.

5. Expression of interest can be delivered by mail clearly marked "Human Resource Information System based on software as a service" (1 original and 1 copy) to the address below **latest 20th October 2021**.

Head of Human Resources and Organizational Development, ActionAid Sierra Leone Office at 1 Amis Close, Off Signal Hill Road or email: nyanda.foday@actionaid.org; copied foday.swaray@actionaid.org