**TERMS OF REFERENCE**

**SCI Integrated HR-Finance Automated Payroll system**

**South Sudan**

**Project location: South Sudan Juba**

**Background**

Save the Children international (SCI) operates in South Sudan for over 25 years with its goals to ensure all children have access to basic services like Child Protection, Education, Health, Nutrition, WASH, Food Security and Livelihoods (FSL), as well as Child Rights Governance (CRG). Save the Children discharges humanitarian response across the country in the ten former state of South Sudan to address the multifaceted needs borne out of conflict and drought. Save the Children is a leading in health, nutrition and protection, partner with an impressive footprint across counties in Upper Nile, Jonglei, Northern Bahr El Ghazel (NBeG), Eastern Equatorial (EES), and Lakes and in Abyei Special Administrative Area (ASAA). And others

Save the children South Sudan hires and maintains over 650 National staffs in its eleven office location across South Sudan. And therefore manages its payroll data using a simple excel spreadsheet which demands for improved and simple payroll system the monthly payroll for all the national staff is prepared using MS Excel which is a manual system and it has shortcomings to do with integration and scalability with our other corporate systems.

The overall goal of this project is to provide continued support to the program running in South Sudan through an integrated provision of software package that will incorporate the HR-Finance functions that had experienced difficulty in managing the existing huge number of employees’ data.

SCI uses a Financial Management System (FMS) called Agresso for recording and reporting its financial transactions and Human Resource Information System (HRIS).

And therefore SCI South Sudan Country office has an intention of automating all its payroll processing tasks with ready imports to its Financial Management System (Agresso), its HRIS and Employee Effort Reporting. Effort Reporting is a compliance mechanism by which staff costs charged to different awards are based on "effort" or personnel time spent on the specific donor funded projects.

**The following are primary objectives of this project:**

* To contribute to the development of strong payroll system that can be over used over time
* To strengthen the coordination between HR and finance in preparation of payroll
* To increase easy access to data as it may require through simplified generated reports.
* To increase the protection of HR- Finance data related to staff payroll that would get lost if it was not protected.

# Purpose of the Proposal

The purpose of this Proposal is to increase on the efficiency and performance of the payroll making which had been a tedious task for the HR- Finance staff to achieve within a shortest period required. The substantial evidence for the value of the collaboration between HR-Finance will be attained through unanimous development of a strong and reliable payroll web based system for effective delivery of services to the staff through achievement of the following principal objectives.

**The Proposal will have Three Main objectives:**

**Objective 1:**

To strengthen the internal control System, by using web based accurate and reliable payroll software data that will migrate directly from HR. And also ensure segregation of duties from preparations to final approvals.

**Objective 2:**

Save time and give accurate output as a result of calculating figures, free from manual calculation errors, and easy to pay any statuary related issues

**Objective 3:**

Produce payroll reconciliation reports easy to audit accessibility as well as fulfil our finance manual payroll reconciliation standards.

1. **Description of the Assignment.**

The potential service provider is expected to develop, test and install an automated payroll system at the SCI South Sudan Country Office in Juba, and ensure the system as a package is integrated with the existing systems and is fit for the intended purpose, as highlighted below.

The overall objective of the payroll system is to effectively manage, analyze and report employees' pay, benefits and deductions in a complex organization while integrating with its other corporate systems particularly HRIS and Agresso.

The automated payroll system should meet the following specific requirements:

* 1. The automated payroll processing System will be owned and managed by Save the Children International with all source codes and it should suite to the organization's business model, organizational structure and cost structure.
  2. Should be installed at the SCI South Sudan Country Office in South Sudan.
  3. Must fully interface and be capable to export/import payroll related financial and personnel data to/from the organization's Financial Management System general ledger module (Agresso) and the Human Resource Information System (Effective Staff), respectively.

1. **System features**

The automated payroll processing System should contain the following features.

* 1. The system should be configured and responsive to South Sudan National Revenue Authority (SSNRA)
  2. Accommodate employee data including but not limited to Name, Gender, contract type etc. from our HRIS by way of importation from our HRIS (Effective staff) and allow the data to be edited to add other specific data for both active and disengaged staff.
  3. The system should preferably be configurable and accommodate rapidly increasing permanent staff numbers and incorporate simple a module for Interns and temporary employees.
  4. The system should have flexible configuration for specific pay structures and produce individual pay slips that are delivered automatically to all staffs' email accounts.
  5. The system should allow Processing of Salary for one person or a group of persons any time if required.
  6. The system should allow for Payroll simulations, re-runs, reversal and back-pay calculations and pro­ration calculations.
  7. The system should automatically print Payroll register sheet to facilitate approval process, documentation and transfer to the staff bank account or pay by cash (Where Bank facilities are not available).
  8. The system should automatically generate SCI standard Payroll reconciliations
  9. The system should automatically generate unlimited roll-up, drill-down and "drill-around" capabilities and on intuitive graphical interface for ad hoc inquiries, combined with flexible inquiry viewing and publishing to match user requirements e.g. payroll report both summary and with individual staff id's and codes, reports by department, location etc.
  10. The system should allow for Add-ins to handle specific local requirements.
  11. The system should integrate with Microsoft Office Suite Applications.
  12. The system should have automated alerts e.g. expiring contracts,
  13. The system should be able to produce variance reports on all aspects of the payroll
  14. The system should have a web based on line portal for employee self-service.

1. **Valuable Features**
   1. Single Sign-On, LDAP, Active Directory support.
   2. Tool to do bulk user updates.
   3. Ability to choose different year start dates for each user.
   4. Data integrity, archiving and storage
2. **Further Solution Requirements:**

Whilst the precise requirements of the system to be implemented may be refined during the assessment, the system is required to conform to the following;

* + 1. **Security Essential**: Service Security and access management must ensure that system processes and data can be actioned and accessed only by appropriate and authorized personnel.
    2. **Web Interface Essential**: Provides interaction between user and database.
    3. **Database Essential** Stores the calculated taxes and salaries.
    4. **Data Protection:** The delivered solution must comply with SCI data protection policy and local data protection requirements and best practice.
    5. **File System Essential**: Stores bank files and tax files etc.
    6. **Search:** required to search out tax files, salary slip and bank files etc.
    7. **Performance Essential:** Performance of the system, including data access, should be adequate and fast.
    8. **User Interaction***:* The delivered solution must be in English and should have a user friendly interface with easy navigation.
    9. **Application Maintenance Essential**: Maintenance and documentation should be done thoroughly.
    10. **Paging Essential:** System should be capable of splitting large amount of data using data paging to present information in a user friendly way.
    11. **Application Scalability:** System should be flexible and expendable for future use.
    12. **Platform Independence**: Required System should be capable to work in any environment.
  1. **The Set "Vice Provider.**
     1. The potential service provider should clearly state its total Automated payroll system and related integrations development and installation cost in South Sudan Francs.
     2. The potential service provider should attach with the bidding document the company’s profile, previous experience in related system development areas and its organizational capacity in terms of IT infrastructure, Finance and Human resource.
     3. The potential service provider should indicate its implementation Strategy (Implementation Consultancy, Project Management and Technical services) in the following main categories:
        1. Total Time required to develop, test install the overall automated payroll wore and related integrations.
        2. SC staff training Plan on the Payroll System.
        3. Participation and engagement of SC relevant staff all stages of the system development life cycle.
        4. Solution optimization once the implementation has become static to ensure return on investment.
     4. The potential service provider should be able to understand SC requirements and where there is need for subsequent maintenance and systems upgrading it should indicate the modalities of engagement.
     5. The potential Service Provider can conduct assessment and have better understanding about SCI by visiting SCI South Sudan Country Office Finance, HR and IT Departments.

1. **Methodology.**
   1. **Design and Build**

SCI SOUTH SUDAN expect the Service Provider to define the overall system design and state and  
provide a roadmap with timelines for implementation upon successful selection after the  
bidding process. The Service Provider will agree with SCI SOUTH SUDAN the timeline for the project,  
including key milestones, and implementation in SCI SOUTH SUDAN.

SCI SOUTH SUDAN will require the responsibilities between the chosen Service Provider and SCI SOUTH SUDAN to be clearly defined and agreed as part of the implementation phase of the project.  
SCI SOUTH SUDAN require the overall project to deliver tangible outputs during the project life.  
Service providers must describe how they will shape the engagement to provide such  
outputs.

* 1. **Training**

The Service provider must state their approach to training. It is expected that the training  
requirements will be two-tier: with in-depth training for key users and identified “super  
users” within the proposed SCI SOUTH SUDAN payroll function; and more low level training, preferably  
using on-line/e-learning tools, for all other staff.

* 1. **Application Development Maintenance (ADM) & Hosting.**

The Service Provider must state their approach under the following headings in relation to

requirements for ADM:

* Hardware;
* Application;
* Support (hardware);
* Support (software);
* Deployment and testing;
* Information assurance;
* Integration/interoperability;
* Performance; and
* Standards.
  1. **Maintenance and Support Exit Planning Requirements**

SCI SOUTH SUDAN will require the chosen Service Provider to enter into an agreed exit plan  
methodology at contract award and the first exit plan will be provided to SCI SOUTH SUDAN for  
approval before the initial warranty period.

* 1. **Reporting**

The Service Provider will be responsible for: Monitoring and reporting on the project progress to the IT Coordinator against agreed deliverables and targets.

* 1. **Timeframe**  
     The timings of the key outputs of the system will be as follows:  
       
     Ongoing system, support and maintenance requirements will be agreed through the  
     contract negotiations and Inception Phase. This may include supporting SCI SOUTH SUDAN through any future transition phase, including transition to shared services if deemed appropriate, or should any business requirement change.  
     A full post implementation review will take place after 3 months and then 6 months.
  2. **Project Coordination**

The Service Provider will report to the IT Coordinator. The IT Coordinator will have day-to-day  
responsibility for the coordination of this Project.

1. **Governance of the Proposal**

The Proposal is made up of six committee members headed by the Finance Director under the support of the Senior resource manager whose committee agreed to identify and establish a checklist which will be used as a base for developing the software.

**Deliverables, timing and Reporting:**

**7.1 Deliverables**

The proposal will be undertaken in two (2) broad phases, with the deliverables as follows:

1. An overview of the proposal which will include: defining key areas of input items, the followed procurement procedures, desired outcomes and measures engaged in continuity of the project (after service support)
2. Initial advice review, reporting on the testing and evaluation of the proposal intervention, seeking feedback to inform on the performance and functioning of the system.

**7.2 Timing**

Timing of the proposal deliverables is aimed at completing the project as soon as possible. The final product is expected to be presented two weeks from the date of this terms of reference (TOR) Ensuring Ongoing system, support and maintenance requirements will be agreed through the  
contract negotiations at the inception Phase of the agreement. This may include supporting SCI South Sudan through any future transition phase, including transition to shared services if deemed appropriate, or should any business requirement change.  
A post implementation review will take place soon after installation of the software for at least a year as it may be required so as to monitor performance and stability of the installed product.

**7.3 Reporting:**

The Service Provider will be responsible for Monitoring and reporting on the progress of the project and update user department and the IT personnel for any agreed deliverables and targets.

# Guiding Principles and Values

Adherence to Save the Children Code of conduct, Child Safeguarding practices and confidentiality when while developing the product. The product designer will also take into account principles of impartiality, independence, objectivity, participation, collaboration, transparency, reliability, privacy, and utility throughout the process.

# Selection process

Save the Children will use its internal guidance, follow its procurement process, checklists and an interview process to select the successful provider. The guidelines will require the provider to submit a proposal explaining their comprehension of the TOR and how they would approach this assignment with a summary of their methodology especially in terms of how they plan to meet the objectives, including a time planning and budget. This should include a team composition with a lead staff and at least one other experienced evaluator and a CV of each person to be involved in the assignment, including relevant experience, a detailed budget and time availability.

# Qualifications and experience required of the software provider

* A minimum qualification of a Master’s degree in Computer Science, Computer Engineering or any related field;
* A minimum of 5 years’ experience in designing Application Systems. Having designed and delivered a payroll system would be an advantage
* Demonstrated experience of leading in service provision from the time the company came to existence.
* Company Profile for companies;
* Detailed CV for individuals;
* Experience of evaluating and handling emergency response issues related to software development
* Proven record of communicating and service delivery to clients,
* 3 Certificates of completion of service;
* VAT Certificate (Required for companies);
* RDB registration certificate (Required for companies);
* RRA tax clearance certificate (Required for companies);

# Submission of application:

Along with the company profiles and CVs, interested candidates should submit

* A technical proposal explaining their comprehension of the TOR and how they would approach this assignment, summarising the methodologies and approaches they plan to use, including a timeline.
* Five samples of similar previous assignments
* Their availability
* A financial proposal outlining their expected fees, costs of return flights, visas, meals and life insurance. ***Save will cover the in-country accommodation and all operation and field logistics costs***. In their proposal, candidates should consider that the budget will cover approximately a minimum of 2 staff
* Interested candidates/institutions should submit a technical and financial proposal and two samples of similar previous assignments. Applications should be submitted to [***Juba.Procurement@savethechildren.org***](mailto:Juba.Procurement@savethechildren.org)*not later than* ***8th May 2019.***

**Amending the terms of reference**

If need be, the committee may recommend changes/amendment to this document to the head (finance Director/Senior HR manager) for consideration.

**Role: Date: Sign**

1. Finance Director ……… ……………
2. Senior HR Manager……. ……………..
3. Director Operation……. ……………….