**Danish Refugee Council Sudan**

**Term of Reference**

**Payroll Administration and Support**

**Preamble:**

DRC Sudan are seeking a payroll provider for our operations in Sudan. At present, DRC Sudan have 212 national staff across 7 offices in Khartoum, Central Darfur, Gedaref and South Kordofan.

The Company should be in a position to provide 24/7 technical support to the HR Department. Modes of communication can be by phone, skype and email. On-site support is required for software maintenance and up-grades which required the developer’s technical hands-on attention. Upgrades of the software should be within the parameters of the developers as agreed with DRC Sudan and should conform to the regulations of the country.

 **I. Deliverables**

The service provider is expected to deliver a payroll system as per the list below:

# A. Automate payroll process

1. Provide a payroll software that compute and accommodate rapidly increasing staff numbers and incorporate a for casuals and temporary staff.
2. The system separate/categories staff according to budget codes, budget code % allocation, and staff resources number.
3. The details indicated in number 2 above should be indicated in the pay slips for each staff.
4. Track earnings and deduction information on a monthly, quarterly, and annual basis for each employee.
5. Automatically apply earnings and deductions to salaried staff who work a standard number of hours/days. Prorate salaries when required.
6. Provide monthly, quarterly, annually and year-to-date summaries of payroll earnings, benefits (allowances and social insurance), deduction (salary advances and other deductions) and Personal Income Tax per and social insurance pay period, staff list (open and closed contract) and by Khartoum level and separately by different state level.
7. Compute settlement benefits at staff end of contract and/or resignation.i.e. (Social insurance).
8. Compute the benefits administration and print a benefits register for each pay period and the annual summary sheet of the provisioned amounts (social insurance)
9. User friendly and flexible to take care of statutory compliance dynamics. Taxation and Social Insurance Fund directives.
10. Generate instant pay slip and staff monthly/annual staff salary and benefits statements.

# Software components and characteristics

1. The software should allow bulk changes. The changes should be automated and change the generic parameters instantly. This includes the personal income tax ranges, any salary changes, change in the instructions for social insurance.
2. Should provide user and authorization levels for payroll transactions and processes. The software should be accessible to the required users at any given time with changes being abled for the super user and approval by the authorizer.
3. Should sit on the server and provide an offline access and/or provide an online access.
4. For online services to include Employee self-service such as.
	1. Staff access to own portal by use of password.
	2. Staff access to pay slip print.
	3. Ability of staff to update records but not delete.
5. Should facilitate the automatic distribution of the pay slips to the respective staff through email.
6. The system to allow for HRMIS and Payroll simulations, re-runs, reversal and backup calculations and pro-rata calculations.
7. Should provide back-up facilities and reports which can be imported to excel, PDF and word applications.
8. Should have the ability to be rolled over to the next month and provides no further entry options for the closed months.
9. Should have control mechanisms such as access controls.
10. Avoids users from using a purge tool.

# For Audit Purpose

1. Provide an audit report.
2. Provide error report and adjustment listing
3. Provide a 12-month consolidated report
4. Provide user levels and staff user authorized list.

**II. The Contract**

The service agreements will be signed between DRC Sudan and the Company.

# Company profile

The service provider selected for the software installation will have to meet the following criteria:

1. The company should be an established legal entity.
2. The Organization should demonstrate an understanding of the Sudan context and country regulations. Especially the taxation regulations and labour act.
3. The company should have extensive experience in providing the payroll software and should provide at least 3 organization references contact details.
4. The Organization should have demonstrated experiences in training and capacity building.
5. The company must prove its ability to provide the requisite skilled staff to provide the required support.
6. Should have systems that are compliant with Sudan and/or have worked on payroll systems in **Sudan**.
7. Must have proven experience in developing HMIS and HRIS modules.

# Key Personnel

The company must be able to provide a skilled and experienced team.

The Team must include at least the following key individuals:

1. A Team Leader with qualification in computer science, or any other software development, with experience in designing application system and designing of scalable HRMS and Payroll system and with at least 5 years of experience.
2. Interested companies should add any other profiles in the technical proposal deemed necessary to effectively carry out the tasks and meet the objectives outlined in this TOR.

**V. HOW TO APPLY:**

**Application & Selection Process:**

Interested firms who meet the required scope of work are invited to submit their Proposal to rfq.sdn@drc.ngo or sealed envelope to DRC office in Sudan Plot No: 381 / Block No. 9, Burri Al Lamab, Manshia Khartoum - Sudan which includes the following documents: deadline to submit the quotes is **19th February 2023 by 16:00 hours**.

The application should consist of the following documents

1. CV of the Leader – Service Provider, or the profile of the Service Provider/Agency (highlighting relevant experience)
2. The Firm/s License and Registration Certificates.
3. Reference contact details from 3 NGOs, UN Agencies, embassies
4. Proposed methodology for the assignment (Include initial development, setup, implementation and training)
5. Work plan outlining the list of tasks for this assignment and the respective dates.
6. State the earliest available date for the assignment.
7. Financial proposal (should include total cost for the assignment)
8. Provide the User Rates and License Information (if applicable)
9. Indicate the Support Services and/or Referral Resources that can be provided to the Organization on pre-installation and post-installation.

The applications received will be screened internally by DRC Sudan Technical Team for their completeness and for meeting the technical rigor, experience, required qualifications, budget and timeline.

The applicants being recommended would be required to provide some demonstration and provide further information along with supporting documentation as required by **DRC Sudan** (reference, previous work samples, and a Skype call / phone/ in-person interview).