**TERMS OF REFERENCE**

**Develop Payroll system**

**IMC-Sudan**

**Background**

International Medical Corps international (IMC) has been operating in Sudan since 2004 with a Coordination Office in Port Sudan and field offices in Gezira state, Sennar, South Kordofan, Blue Nile, and West, Central and South Darfur states -Sudan. IMC intends to contract a company to develop their payroll system that will streamline the preparation and payment of national staff in the mission.

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

* To contribute to the development of strong payroll system that can be 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 is currently 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.

**Objective 4**

Ensure compliance with local labor laws including and not limited to Zakat, taxes and NSI contribution

1. **Description of the Assignment.**

The potential service provider is expected to develop, test and install a payroll system at the IMC Sudan Mission Coordination Office in Port Sudan, 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 IMC Sudan. The payroll system should meet the following specific requirements:

* 1. The payroll processing System will be owned and managed by International Medical Corps International with all source codes and it should suit IMC Sudan structure and cost structure.
  2. Should be installed at the IMC Sudan Mission Coordination Office in Port Sudan.
  3. Must fully interface and be capable to export/import payroll related financial and personnel data to/from IMC Sun system and HR data bases.

1. **System features**

The payroll processing System should contain the following features.

* 1. The system should be configured and responsive to Sudan Tax Authority (STA)
  2. Accommodate employee data including but not limited to Name, Gender, contract type etc. from IMC data by way of importation) 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 IMC standard Payroll reconciliations
  9. The system should allow for Add-ins to handle specific local requirements.
  10. The system should integrate with Microsoft Office Suite Applications.
  11. The system should have alerts e.g. expiring contracts,
  12. The system should be able to produce variance reports on all aspects of the payroll
  13. The system should have a web based on line portal for employee self-service.
  14. The system should calculate automatically NSI and TAX deduction on prorate according to starting date of employment.
  15. The system should be able to retrieve any date required by IMC (Background storage).
  16. The system should able to calculate automatically salary deduction of absent staffs from work.
  17. The system should be able to calculate staff’s vacations and alert when vacation accrued balance exceed 10 days,

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 IMC 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 payroll system and related integrations development and installation cost in Sudan Mission 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 be able to understand IMC requirements and where there is need for subsequent maintenance and systems upgrading it should indicate the modalities of engagement.
     4. The potential Service Provider can conduct assessment and have better understanding about IMC by visiting IMC Sudan Coordination Office Finance, HR and IT Departments.

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

IMC 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 IMC Sudan the timeline for the project,  
including key milestones, and implementation in IMC Sudan

IMC Sudan will require the responsibilities between the chosen Service Provider and IMC SUDAN MISSION to be clearly defined and agreed as part of the implementation phase of the project.  
IMC SUDAN MISSION 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 IMC SUDAN MISSION 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**

IMC SUDAN MISSION 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 IMC SUDAN MISSION 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 HR Advisor 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 IMC Sudan through any future transition phase, including transition to shared services if deemed appropriate, or should any business requirement change.
  2. **Project Coordination**

The Service Provider will report to the HR Advisor in IMC will have day-to-day responsibility for the coordination of this Project.

**7. 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**

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**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 International Medical Corps Code of conduct, Child Safeguarding practices and confidentiality when while developing the product. The product designer will also consider principles of impartiality, independence, objectivity, participation, collaboration, transparency, reliability, privacy, and utility throughout the process.

# Selection process

International Medical Corps 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 IMC 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
* Interested candidates/institutions should submit a technical and financial proposal and two samples of similar previous assignments. Applications should be submitted [cssekatawa@internationalmedicalcorps.org](mailto:cssekatawa@internationalmedicalcorps.org) cc [Procurement.KHT@InternationalMedicalCorps.org](mailto:Procurement.KHT@InternationalMedicalCorps.org) *not later than* ***26th November 2023***