Project:

System for Human Resources and Payroll with Business Process Automation and System Integration capacity.

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| 1. **Administrative requirements** | | | |
| Nr. | Requirement: | Requirement  (Mandatory, Optional) | Comments: |
| 1. | Vendor must have at least five (5) years of experience in implementation of ERP systems that are related to Human Resources and Payroll management | Mandatory |  |
| 2. | Must have at least two implementations of Human Resources ERP systems in last five (5) years and one of them must be inside Kosovo in organization with more than 5000 employees where Kosova Laws are applicable, | Mandatory |  |
| 3. | Must have minimum 10 staff members where five (5) of them have over three years of experience in implementation of Human Resources ERP Systems, | Mandatory |  |
| 4. | Project manager must have university degree in software engineering and a minimum of seven (7) years’ of experience with implementation of Human Resources and Payroll ERP systems, | Mandatory |  |
| 5. | ERP System must be implemented within 150 calendar days. | Mandatory |  |
| 1. **Generic Requirements** | | | |
| Nr. | Requirement: | Requirement  (Mandatory, Optional) | Comments: |
| 1. | System can be hosted on the “CLOUD” or in the internal environment. | Mandatory |  |
| 2. | System must be ready for deployment and have a DEMO version ready to be accessed for testing and evaluation purposes at any time while this announcement is active. | Mandatory |  |
| 3. | System must be compliant with applicable laws and regulations in Kosovo. | Mandatory |  |
| 4. | Capability for perpetual licensing (if licenses are applied). | Mandatory |  |
| 1. **Functional Requirements** | | | |
| ERP Human Resource, Payroll and Document management requirements | | | |
| Nr. | Requirement: | Requirement  (Mandatory, Optional) | Comments: |
| * 1. The Human Resource module of the ERP must be position centric; therefore, all changes made in the position must be reflected in all parts of Human Resources Module as well as other modules, including privileges, schedule and payroll. Human Resources must contain features and manage processes according to the following specifications: | | | |
| 3.1.1. | Personnel Administration must be capable of managing:   1. Employee assignment to a position, 2. Employee skills and/or talents 3. Career development, 4. Employee Appraisal 5. Visas and work permits 6. Resignations and contract discontinuation 7. Warnings and disciplinary measures 8. Retirement | Mandatory |  |
| 3.1.2. | Position management must be capable of creating new positions within the organization and in its units where the following are specified:   1. Position description, tasks and responsibilities, 2. Select the organization unit in which the position resides 3. Required criteria to fulfill that position 4. Payroll schema which is used to generate payroll for employees in that position 5. Onboarding (automatic) tasks to be generated for current staff when someone new lands in the selected position 6. Creation of Document Templates used to autogenerate contracts, agreements, job vacancies, etc. | Mandatory |  |
| 3.1.3. | Schedule management must be capable of managing:   1. Workdays and working hours, 2. Holidays, 3. Shifts along with shift patterns 4. Teams in shifts 5. Auto generation of schedule according to patterns 6. Replacements and shift switching (between employees with same skillset or within the same team) | Mandatory |  |
| 3.1.4. | Attendance feature must be capable of managing:   1. Check-in/out with dynamic statuses that can be configured by the administrators (i.e. in office, lunch, field work, etc.), 2. Attendance reports and its approval for payroll purposes. 3. Task related check-in/out which enables employees to update the tasks activities and their status. | Mandatory |  |
| 3.1.5. | Performance Appraisal must be capable of:   1. Dynamic questionnaire creation for evaluation process for specific units and/or for specific positions 2. Creation of employee appraisal periods in specific organization units 3. (Self)evaluation of employees for specific work periods | Mandatory |  |
| 3.1.6. | Self-service Module where employees may see and manage:   1. Employment History and their personal profile, 2. Attendance, 3. Work related statistics (dashboard) 4. Personal requests (such are leave, transfers, promotion, etc.) 5. Personal and enterprise documents shared with the employees 6. Appointment management, 7. Contact list | Mandatory |  |
| 3.1.7. | The Human Resource module must contain predefined processes designed according to well-known Human Resources standards including:   1. Leave requests (annual, sick, parental, etc.) and leave request management (approval, denial, etc.) 2. Transfer requests and their management, 3. Complaints and complaint management (generic or employee-to-employee) 4. Resignation requests/submission 5. Employee suspension and/or termination 6. Retirement | Mandatory |  |
| 3.1.8. | Tools and other components must include:   1. An integrated Notification Center 2. Communication capability between staff (such is the internal chat) 3. Dynamic Reminders to remind appropriate personnel of nearing contract, visa, work permit expiration dates | Mandatory |  |
| * 1. **Payroll** | | | |
| 3.2.1. | Payroll Module must be an extremely flexible module which allows creation of template schemas for payroll calculation as it may become required. Payroll module must generate payroll:   1. According to various schemas (various income types, contributions and deductions), 2. Gradeless or grade based 3. Salary or hourly based 4. For various periods of time (weekly, bi-weekly, monthly) 5. Based on employee type (internal, external, civil etc.) 6. Based on employment type (fulltime, part-time, etc.) 7. With or without restrictions on payment adjustment for the same position 8. According to employee attendance or salary based   Furthermore, payroll module must also be capable of managing:   1. Advance payments, 2. Reimbursements, 3. Deductions, 4. Pay slip generation | Mandatory |  |
| * 1. **Document Management** | | | |
| Document Management System must be an integrated module that enables users to manage their documents with efficiency. In this module, end users may see all their documents and other documents that have been shared with them. All the documents must be organized in the folder tree where users may locate them easily even by using the search field. | | | |
| 3.3.1. | This module must allow users to:   1. Upload/download documents of different formats (as configured), 2. Create/modify folders, 3. Copy, paste and move documents from one folder to another, 4. Delete documents that the user owns 5. Share documents with other employees while giving them specific permissions (read, write, download, copy, share etc.) 6. Compress uploaded files, 7. Open the document without download, 8. Modify the documents (word processing) without download 9. Keep the audit log for each document related action (opened, copied, printed, downloaded etc.) | Mandatory |  |
| * 1. **Other Modules (recommended to be part of the system)** | | | |
| 3.4.1. | It is recommended for the system to incorporate the Project Management Module which will enable:   1. Project planning through GANTT Charts, 2. Task management and assignment to the project partaking resources, 3. Risk management and risk mitigation, 4. Task search and progress according to milestones, 5. Partner or external party related projects 6. Key performance indicators for enhanced decision making and timely project submission | Optional |  |
| 3.4.2. | It is recommended for the system to include a module for managing tasks related or un-related to projects.  This module will enable users and decisionmakers to track tasks, task progress and task status. This module is closely related to the Project Management, Predefined Unit Services/Tasks, Attendance as well as the Service Requests section where requests are submitted for internal or external parties. This module shall serve for:   1. Task and subtask (self)assignment 2. Task related activity management, 3. Task related document upload, 4. Task progress update 5. Key performance indicator tracking | Optional |  |
| 1. **Non-functional (technical) requirements** | | | |
| Nr. | Requirement: | Requirement  (Mandatory, Optional) | Comments: |
| * 1. **System Administration** | | | |
| 4.1.1. | Users will use this module to define the business information as well as administer system users. Through this module, administrators may also define the languages used within the system and translate the user messages and/or system controls. This module is also to be used for assigning user privileges and access permission within the system.  It is also very important for the system to contain a Getting Started wizard which will ensure an efficient and low cost of implementation and serve as a dedicated guide for the technical staff along with expert teams by leading them through a step-by-step process of initial system configuration. | Mandatory |  |
| * 1. **DEDICATED TOOLS FOR MODIFICATIONS, ADJUSTMENTS AND ADVANCEMENT WITH PROCESSES AND ADDITIONAL FUNCTIONALITY** | | | |
| 4.2.1. | Considering that business processes change regularly, it is important that the system is adjustable and expandable with additional functionalities that match business processes with forms, reports, dashboards, etc.  ERP Human Resources must be a flexible platform that enables the technical staff to add, modify and customize the application to meet business process requirements. The system must include advance tools such are:   1. Process Designer (Worflow), 2. Form Designer/Builder, 3. Dashboard Designer 4. Report Designer, 5. Document Template Designer, 6. Query Designer (to create queries against various data-sources)   **Process Designer –** must be capable of creating processes as they may be required by the organization unit and according their requirements. Using this tool, one may create a process workflow, build forms (with documents, reports and dashboards) according to the business rules, criteria and standards required by the business process.  **Form Designer –** enables users to build forms in an efficient manner by using drag-and-drop to create form controls which can then be validated and configured within the system.  **Dashboard Designer –** enables the creation of the informational charts (from internal or external data-sources) to allow resource based and enhanced decision-making. These charts must be includable within the designed process or be consumed in an independent manner.  **Report Designer –** enables the creation of dynamic reports with data from internal and/or external databases. These reports may be used within the process designer or independently.  **Document Designer –** will be used to create document templates and “Merge Mail” documents while making use of the data in the internal or external databases.  **Query Designer –** enables the technical staff to build queries against internal or external databases which are to be used in the above-mentioned designers (dashboard, report, form and document designer). | Mandatory |  |
| * 1. **INTEGRATION WITH OTHER SYSTEMS** | | | |
| 4.3.1 | ERP System must function as integration platform with necessary features for integration and data manipulation with data sources (databases) from various technologies such as: Ms. SQL, ORACLE, PostgreSQL, MySQL, Ms. Access, .XLS. CSV etc.  All data taken from other systems should be ready to be consumed for statistical and other technical manipulation purposes in accordance with requirements as cold be identified. |  |  |
| * 1. **OTHER NECESSARY TECHNICAL AND FUNCTIONAL REQUIREMENTS** | | | |
| 4.4.1. | In addition ERP System should provide tools for Business Process Analytic statistics and Business Process Optimization.  It must be fully compliant with Laws, Policies, Standards and business criteria that are related with these requirements.  Must contain Notification Centre and Reminders that can be consumed with flexibility in different parts of System without limitations.  Must contain tools that can support:   1. Document template creation within the system, 2. Creation of templates with parameters that can be populated from database for designing “merge mail” documents, 3. Report creation designed from external data sources that are functioning within the system, 4. Dashboard with Analytic Information creation for individual or company purposes. | Mandatory |  |
| 4.4.2. | ERP System must have an integrated HELP as dedicated tool for users that should contain instructions with text and pictures and should be present on any part of system.  Help material should be editable in accordance with user privileges.  This tool should be accessible in full page or half page that is necessary for users to get instructions and work as may be needed. | Mandatory |  |
| * 1. **SECURITY REQUIREMENTS** | | | |
| 4.5.1. | Data manipulation security should be in compliance with ISO 27001 standard. | Mandatory |  |
| 4.5.2. | Authentication security should be in high level based on criteria and practices that are applicable on global level. | Mandatory |  |
| 4.5.3. | Must offer data security and manage good data quality. | Mandatory |  |
| 4.5.4. | Must offer different levels of access privileges (administrator, regular user etc.) that can be used in accordance with needs. | Mandatory |  |
| 4.5.5. | Must be functional at all times and record activities in system activity log. | Mandatory |  |
| * 1. **TRAINING REQUIREMENTS** | | | |
| 4.6.1. | Two types of trainings are required within the training:   1. Train the trainer training for end user training and 2. System Administration training. | Mandatory |  |
| 4.6.2. | ERP System should also be implemented on testing environment for training purpose where demonstration of system will be done while training is on progress. | Mandatory |  |
| 4.6.3. | Besides ERP System demonstration training should include other presentations and simulation. | Mandatory |  |
| 4.6.4. | Training should include also discussions, and answers for any part of system on interest. | Mandatory |  |
| * 1. **IMPLEMENTATION REQUIREMENTS** | | | |
| 4.7.1. | Implementation should be completed in accordance with ERP System and infrastructure technical requirements. | Mandatory |  |
| 4.7.2. | Beside production environment system must be implemented on the test environment which is necessary for demonstration of any scenario or configuration as could be required. | Mandatory |  |
| 4.7.3. | Implementation plan presented should be in coordination with all involved parties. | Mandatory |  |
| 4.7.4. | Vendor must present all necessary system technical requirements and in full coordination with our IT staff complete data migration. | Mandatory |  |
| 4.7.5. | Within the implementation must be included technical testing and corrections that can be identified during this phase. | Mandatory |  |
| 4.7.6. | Implementation must be done by both parties and serve as addition opportunity to train and knowledge transfer with our technical staff as may be needed. | Mandatory |  |