

Tender Name: HRMS (Human Resource Management System)/Payroll

Tender #: MC-2020-SYA-1169

Questions and Answers (Q&A)

1. Would you be able to provide us with the number of employees per country?

A: 60 employees in Jordan, we will be piloting the system in Jordan. With potentially increasing to 350 regionally if everything works well. If pricing is dependent on number of staff/ users please use number ranges or brackets to price.

2. Would you be able to inform us of the number of branches per country?

A: Initially one and depending on the circumstances up to 5 or 6 later on.

3. Is the management of your payroll today centralized or done on the local level?

A: Centralized, sub offices prepare the payroll sheet and then it's reviewed and processed in Amman.

4. In addition to the HRMS and Payroll, would you be Ok if we included as optional Payroll Services?

A: Please provide in your offer all options with breakdown for the prices per module.

5. Do you need to link the system with fingerprint Machines or with other systems?

A: We reserve the right to do this in the future, but it is not required at the initial stage and we are not implementing fingerprint at the moment.

6. Would you prefer desktop system or cloud system?

A: Preference is for cloud if it is highly secure and privacy of data is guaranteed.

7. The scope of work covers Jordan only, or other countries as well? Kindly list all countries in scope.

A: Jordan will be the pilot country and if the system works well for us we will look to implement in other countries in the region.

8. You mentioned that the project will be divided into 4 phases. Please confirm modules and functionalities for each phase.

A: If the system is integrated and rolling out will not be time consuming we can do it all at once, but if the roll out will be time consuming we will look to implement phases. How the system will adapt to our needs will determine this.

- Core HR including self-service and Payroll modules

A: Please see the RFP document.

- Integration with existing systems HR and Finance: Could you please explain what systems you are using for HR and Finance that the new system should integrate with?

A: Currently all HR files are in excel format and we have also UltiPro human capital management (HCM) and Serenic Navigator for International Non-Governmental Organizations. If the system can draw the data from these system that will be an added value. If the system is standalone but can provide all the information in the form we need we will consider this as well.

- Specifically for HR, what type of data should be integrated? And why the need for the existing HR system when you are purchasing a new system that covers all functionalities.

A: The existing system doesn't cover all needed functions in a one off system and data will be mainly personnel related data.

- Training module (please specify if you have specific requirements for the Training and development).

A: We would need training to be delivered to the users according to their specific roles and it will be an added value to have a recorded training to be able to repeat the training to new joiners in the future.

- Recruitment, Performance Management, Promotions and Benefits Administration (please specify if you have specific requirements for these modules).

A: It will depend on the benefit that the module offered is adding. We don't have prerequisites for this point. The streamline of work flow for such function will be an added value.

- Data Migration: You mentioned capturing and importing existing old data. Please specify what types of data to be migrated from existing systems to the new one and the volume of data for each type.

A: Payroll data, leave balances, joining date etc.

9. Should the system only get the time (in and out) from these machines to the payroll?

A: Not a requirement, as we are using monthly time sheets entered by the staff.

10. Do you need a Time Attendance module in the new system or you have a time management system that already treats the attendance according to your rules?

A: We don't have a time management system currently other than the monthly time sheet.

11. Is it expected that processes will have to change to adapt to the new functionalities?

A: Yes if we are adding new processes or our current policies and procedures are changing.

12. Is it expected that change management be provided as part of the project to facilitate the transition from the old to the new system?

A: Yes.

13. Please elaborate more in regards to the following point "Provision shall be provided in the system to define, add, adjust and modify the pay structure and other details of employees."

A: Adjusting salary scale, social security or taxes. We will need the ability to modify these kinds of information with a clear audit trail of what changes were made and when.

14. Please elaborate more in regards to the following point "Description of Access Control Lists (ACLs), User and Group-based permission management; authorization mapping."

A: We have a lot of secure and private information that will go through the system so we will need to group users in different access levels depending on their roles. We will need a control panel that enable us to modify and create ACL's. No data should be destroyed and audit trail should be kept for all changes.

15. Please elaborate more in regards to the following point "Consolidated Pay bill will be passed in multiple stages like Preparation, Checking, Generation, Modification, Verification and Voucher

Generation of Monthly Salary Bill. The data in the required format for bank will be automatically from the system.”

A: These are our payroll stages, preparation, checking, approval and the system should be able to generate slips and passing these in a format to the bank, a specific format as needed by the bank (excel).

16. Should the system be live by end of November?

A: Yes, That is the target date.

17. Budget for project?

A: Cannot be shared.

18. Is access to the system from outside Jordan needed?

A: Yes, online.

19. Shall we consider laws and taxes of only Jordan or other countries in the region?

A: Primarily for Jordan, if the system offers for the other countries that will be considered.

Please provide the price for such additions.

20. Application Programs Interfacing?

A: For Serenic Navigator we will look to have these, whether we can do direct API is still up for discussion. We will also look to execute exports that can be processed by the system.

21. Shall we quote for all phases?

A: Yes, please do.

22. How to prove satisfactory record of performance?

A: Proof of similar previous projects or experience and reference checks. Submitting all legal registration.

23. How many Admin users for the system?

A: up to 10.

24. Regional locations?

A: Jordan, Iraq, Syria, Lebanon, Yemen.

25. Are Intellectual Property Rights transferrable to Mercy Corps?

A: Our standard clauses is that any modification or adaptation specific to Mercy Corps is transferable. Including all work product that is generated according to our data. The standalone system suite offered is of course not transferable and retained to the offeror.

26. Quoting for other countries requires more elaboration and information?

A: Please quote mainly for Jordan and you are welcome to quote for other countries quote for example by number of users.

27. Are old pay slips prior to the implementation need to be generated?

A: No, not needed.

28. Is the current financial system is a cloud system?

A: It's a cloud based. Microsoft Navigator.

29. Would you prefer a hosted solution on your server or on a third party cloud?

A: Added value if on our server for data security reasons and we can still access it from anywhere online, but you can quote both options. Not a fixed requirement.

30. Number of concurrent users and number of trainees, location of training?

A: Up to 60 potentially expanding to 350 self-service users, training is only needed in Jordan.

Trained employees can provide guidance to their colleagues in other countries.

End of Q & A