

## **Terms of Reference**

### **PROVISION OF A ROBUST HR MANAGEMENT SYSTEM**

**Date of circulation:** 16<sup>th</sup> September 2020

**Deadline for submission:** 30<sup>th</sup> September 2020

#### **1. BACKGROUND AND CONTEXT**

Federation of Kenya Employers (FKE) is an employers Federation registered in January 1959 under the provisions of the Trade Unions Act (CAP.233) (now repealed).

FKE represents the interests of employers at the tripartite level involving the Government, Employers and Workers, and serves as a platform for advocacy of key concerns of employers in areas of employment, labour relations, social policy as well as providing value added services that address the emerging employers needs in the dynamic labour market. The Federation has three regional offices in Mombasa, Nakuru and Kisumu which covers Coast, Rift Valley and Western Kenya and a Secretariat of 60 employees.

FKE wishes to digitize its internal operations through a robust Human Resources Management System (HRMS) that will provide for linkages to other internal systems and customized to FKE needs. This is aimed at supporting FKE's strategic objective four on building internal FKE capacity for high performance through adoption of technology.

#### **2. KEY HRMS ABILITIES**

The system should provide for the following key functionalities:

- Provide for various modules and capabilities as enlisted below
- Accessibility of the HRMS via various devices and through a mobile app
- Ability to link and fully integrate to others existing internal systems e.g Sugar CRM (Open source), Sage ACCPAC
- Staff log in from the Federations website
- HR Analytics and reports generation abilities / analytical tools and indicators - Dashboard
- Easy user-friendly interface, ease in uploading and accessing contents
- Optimized for search engines and cloud storage for data
- Facility for data import and export from and to other systems
- Highly scalable and ability to expand the modules in a phased manner

### **3.HRMS MODULES**

Below is a summary of the key modules and the basic module capabilities that FKE is seeking.

#### **a) Master module**

- a. Summary of an employee details file and key employment information with limited rights to non-HR staff.
- b. Should allow upload of scanned docs and record retention with assurance of safety
- c. Should be able to link the information to the other modules e.g leave management
- d. Should be able to generate wide range of staff reports and create a checklist for customized reports
- e. Should have calendars that specify institutional events
- f. A dashboard at a glance

#### **b) Leave management**

- a. Eliminate paper-based system of leave application.
- b. Should allow creation of rules such as leave entitlements and policy guidelines, attaching of handover notes as well as definition of reporting structures for leave approvals.
- c. Full workflow of leave application to approvals and retention of records and notes
- d. Should generate standard and customized reports
- e. Should allow people to view their leave balances
- f. Should provide for institutional and departmental leave planning/scheduling

#### **c) Performance management**

- a. It should eventually replace the paper-based system method of appraisals
- b. Should be customizable to take in the FKE tools
- c. Process should allow workflow from one person (being reviewed) onwards till the process is complete
- d. Should allow linkage to automated BSC tool and regular tracking on a dashboard method
- e. Should allow for creation of reports – standard and customized

#### **d) Recruitment & Selection**

- a. Should automate the recruitment process: allow for advert creation, retain a database of applications, help in vetting and sorting application with key words and through assessment and also helps in tracking the process
- b. Should be linked/allow linkage to the FKE website
- c. Should be interactive in that auto emails such as regrets can be generated and sent out from it
- d. Should allow for search options using various search variables
- e. Should link to onboarding processes and separation among other modules

- f. Should allow generation of reports – standard and customized
- e) Training and managing internal training**
  - a. This would be a module that possibly links to an eLearning platform where staff can take up courses.
  - b. Should allow staff e-signoffs for courses taken and an e-certificate generated
  - c. Should allow staff to request for trainings, accept trainings they are nominated for, allow approvals to be done and materials uploaded for others to view e.g post a training or post a conference
  - d. Reports generation – Standard and customized
  - e. Should also link to other modules e.g updating trainings attended on the skills section of the Master
- f) Payroll module**
  - a. Payroll processing with defined responsibilities and access levels
  - b. Possibilities of linkages to existing payroll system
  - c. Reports – Standard and customized
- g) Administrative module**
  - a. Module that takes care of routine admin requests e.g booking cabs, meeting rooms, asset tracking among others customized to FKE needs
  - b. Document management abilities
  - c. Reports – Standard and customized
- h) Any other Module considered key in HR Management**

#### **4. CONSULTANCY OUTPUTS**

The HRMS project outputs will be:

1. A fully functional and robust HR Management System as per the specifications, tested and deployed for use
2. Linkages done as per client needs as specified in the TOR
3. FKE staff trained on both the system usage and administration
4. Video tutorial on usage developed and deployed
5. System User Manual/Guide provided

#### **5. TIMELINES**

The assignment should take no more than 3 months from contract signing.

## **6. MANAGEMENT**

The consultant will be directly supervised by FKE, with relevant technical advice, inputs and support provided by the project steering committee and HR Department. Project plan with clear deliverables shall be prepared and presented by the consultant and the project to commence upon adoption of the plan by the steering committee.

## **7. QUALIFICATIONS AND EXPERIENCE**

- This assignment is open to reputable firms/consultants who have deployed similar robust HR systems successfully to corporates. It will be necessary for consultants to provide the relevant competency credentials and list of clients currently using their systems.
- The bidding firms/ consultants will have to show their in-house capacity to provide the service by showcasing the personnel that will be attached to the project from start to end and the roles they will play.

## **8. TERMS OF PAYMENT**

The payment terms will be agreed on between FKE and the selected firm/consultant upon selection.

## **9. SUBMISSION OF BIDS**

Interested and Qualified firms/Consultants are invited to submit:

- a) A Technical proposal indicating among others: How their solution meets the indicated FKE needs, capabilities of the system and the platform it operates on and any value-added services among others
- b) A proposed workplan for delivery and deployment of the system indicating key milestones
- c) A Financial proposal for initial implementation of the project and subsequently maintaining it thereafter. The Firm/Consultant should also indicate the proposed payment plan.
- d) A list of clients currently utilizing the firm's/consultants HR system for FKE review
- e) Accompanying documents including CVs of key personnel for project implementation and company financials for the last 3 years for FKE consideration.

The Bid documents must be received by COB on **30<sup>th</sup> September 2020**, delivered to the address below:

**REF: PROVISION OF A ROBUST HR MANAGEMENT SYSTEM (HRMS)**

**C/O Ag. Head, Finance & Procurement  
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