



# الهيئة المستقلة لحقوق الإنسان

ديوان المظالم

The Independent Commission for Human Rights



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## Terms of Reference

“Human Resource Management System (HRMS)”

Design, Development, Migration, Training and Support

### Background:

A Palestinian national human rights organization, the Independent Commission for Human rights (ICHR) was established upon a presidential decree issued by the late President Yasser Arafat on September 30, 1993. The decree was later published in the Palestinian National Authority's Official Gazette in 1995. (No. 59/1995)

In accordance with the decree, the duties and responsibilities of ICHR were defined as follows: to follow up on and ensure that the Palestinian laws, by-laws and regulations, and the work of various departments, agencies and institutions of the State of Palestine and the Palestine Liberation Organization meet the requirements for safe guarding human rights."

ICHR defends the rights of the Palestinian citizens and enjoys full membership in the International Coordinating Committee (ICC) of National Human Rights Institutions, a non-UN body whose internal accreditation system grants access to UN committees. ICHR's vision is a free Palestinian society with inherent values of justice, equality, freedom and human rights.

### Objectives

The Independent Commission for Human Rights (ICHR) is seeking the service of a qualified Service Provider to:

1. Analyze, Design, Develop, Migrate and support of a new fully web-based comprehensive and fully integrated Human Resource Management System HRMS to replace the HR System currently used.
2. To provide a digital solution that will help to automate HR functions.



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3. To provide a solution that helps to comply with standards, rules of procedure, statutory requirements, best HR practices and make strategic HR Management.
4. Provision of both software and implementation services will be the responsibility of the successful bidder, subject to the satisfactory performance of the service provider during and after a competitive bidding process.

### Scope of Work

The scope of work, to be carried out by the service provider, to achieve the above objective are as follows:

1. Offer the full package to install, deploy and offer support for the integrated human resource management information system including all the necessary applications or other required third-party tools.
2. The migration of data from existing HR system to the new system.
3. Develop of APIs and web services needed to integrate with the existing Financial and MIS systems.
4. Prepare and deliver a concise user manual for the system according to the roles of the user.
5. 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 ICHR HRMIS function; and more low-level training, preferably using on-line/e-learning tools, for all other staff.
6. The Service Provider must state their approach under the following headings in relation to requirements for the Solution; (1)Hardware; (2)Application; (3)Support (hardware); (4)Support (software); (5)Deployment and testing; (6)Information assurance; (7)Integration/interoperability; (8)Performance; and (9)Standards.
7. The new HRMIS mainly will include the following:
  - a. Core HR Workforce administration
  - b. HR Workflow Automation
  - c. Time and Attendance Management
  - d. Document Management System



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- e. Workforce Planning
- f. Capacity Building and Professional Development
- g. Benefits and Compensation Management
- h. Appraisals and Performance Management
- i. Leaves/ vacations Management
- j. Including Trainees and Volunteers management
- k. Applicant Tracking and Recruiting
- l. Self-service with ability to customise workflows as per organisation processes
- m. Integrated Reporting
- n. Business Intelligence and Dashboard

## Technical Requirements

Service Providers must confirm in their response that they are able to provide software to complete the Technical Requirements for the areas below;

1. Fully web-based and can be deployed in any computing platform with the necessary database management system.
2. Fully On-Premise host base solution to be deployed, installed and supported on the main ICHR Data Center.
3. The software shall have a system where there can be various levels of users with various roles and permission to view, update or edit or perform certain actions.
4. The service provider shall provide the system which can be integrated or communicate with other systems such as the financial system, accounting system, MIS or any other subsystem as required.
5. The system shall be responsive and accessible from all the major web browsers and mobile devices.
6. The system shall implement the latest technology with robust security for the data protection.
7. Must be having a mobile app that support the self-service module on IOS and Android devices.



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8. The system, including data access, must perform to an acceptable system performance standard.
9. The delivered solution must be in Arabic / English language and should have a user-friendly interface with easy navigation.
10. The system must support of dynamic organization chart and Organizational hierarchies.
11. The solution self-service must support of uploading and sharing important documents such as (Policies & Procedures, Employees handbook, etc)
12. The system must support of advance holidays set and automation.
13. The system must have a dynamic work from home WOF and onsite work attendance and leave.
14. The system must support sending notifications to employees who missed transactions or check-in / check-out stamps.
15. The system must support of real time transactions sync with the biometrics.
16. Flexible and support of customizations
17. Number of main system key users are Two with different level of access.

### Functional Requirements

Service Providers must confirm in their response that they are able to provide software to comply and consider the ICHR functional requirements for the areas below;

1. Compatible with the Palestinian labor law, tax law and ICHR by-laws.
2. ICHR working hours from 8:00 – 3:30 with a flexibility of half an hour to be compensated from 3:30 until 4:00.
3. ICHR working hours on Thursdays from 8:00 until 3:00 with a flexibility of compensation for half an hour.

Defining the working hours must be fixable, like Ramadan time, Corona working hours... and so on.

4. The working hours before 8:00 and after 16:00 shouldn't be considered in the attendance report.



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5. Missing check in/out could be added by the staff, and notification of approval should be sent to the HR and line manager.
6. Accepting different shifts and weekend days for employees.
7. Annual leaves of maximum 42 days should be carried over to the next year by the system automatically, and if the balance is more than 42 days it will be deducted from the system automatically.
8. Annual leaves of 21 days will be added on the first day of the year for all staff who work in ICHR for more than 1 year.
9. Annual leaves of new staff who joined ICHR for less than 1 year should be calculated based on the first day of the contract
10. Staff sick leaves of 14 days yearly will be added on the first of the year.
11. Sick leave balance shouldn't carried over to the next year, and will be deducted automatically from the system.
12. Flexibility of 4:00 hours personal leave per month without deducting from annual leave balance.
13. Staff pending/rejected/approved vacations should be appeared to the HR.
14. The staff attendance report should contain total working hours per day and per month, and the required working hours in a day/month, and the total personal leaves and job leaves out of the office, and a sum up of the personal leaves and lateness which will be deducted from the annual leaves if it's more than 4:00 hours.
15. Rejecting vacation/sick leave if the balance is 0 days.
16. Care leave (إجازة مرافقة مريض) of 3 days in a year should be deducted from the sick leave balance and should attach a medical report.
17. The system should provide reports of vacation/sick leaves balances.
18. The system should reject the sick leave if it doesn't include medical report.
19. The staff registration on the attendance machine (clock) should be connected with the vacations system.
20. Missing registration or lateness in check in time should appeared in red color.
21. Staff will receive email from the system automatically if there's a missing registration on the clock.



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22. Support real time connection between the clock and the system.
23. Notification for the HR if the staff register check-in time after 10:00 am (user defined).
24. For vacations submission, the system should consider the working days only without considering the weekend.
25. Annual leaves will be calculated based on the ending date of contract.
26. HR can add overtime hours or days, and deduct/add vacation days even if the balance is 0.
27. The system will add the below type of vacations or leaves:
  - Annual leave – 21 days on yearly basis
  - Sick leave – 14 days on yearly basis
  - Care leave – 3 days in the year (deducted from the staff sick leave balance).
  - Paternity leave – 5 days on the first 2 weeks from the wife's birth.
  - Maternity leave – 14 weeks (98 days).
  - Public holidays – should be added only from the HR.
  - Grief leaves - 3 days (for 1 to 3 days based on the degrees).
  - Travel vacation (for work purpose) – zero balance
  - Leave for visiting holy places – 21 days for one time and for the staff who work in ICHR for more than 5 years (should be added by the HR when an employee request it.
  - Other vacations – zero balance (added by the HR such as the vacations if the staff tested positive for Corona virus).
  - Personal leave – if the staff took personal leave more than 4:00 hours in a day it will be considered full day vacation.
  - All numbers (hours / days) in this point shall be user defined.

## Experience and Qualifications

The Service Provider shall have the following expertise:

1. Minimum of Four (4) years of experience providing Human Resource Management and Information System (HRMIS) Software and Services.



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2. At least three similar experience of providing software and services to Palestinian organizations having more than 50 staff. (Note that providing only software will not meet this requirement)
3. Reference Check (Please provide at least 3 references which includes: (i) Name of the Organization (ii) Contact Details: Email, Phone, and (iii) Name and Position of the Person)

## Duration and Timeframe

The timings of the key outputs of this programme will be as follows:

- The successful supplier will agree an implementation plan with ICHR for a new HRMIS system to be available during September 2022
- Expected parallel running to start 1 month ahead of agreed go live date of November 2022
- Completion of implementation by end of December 2022